



**FRESHSTART**  
MAINTENANCE INC



Version II  
Dated 2/15/26

# COMPANY HANDBOOK

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

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## THE TEAM PHILOSOPHY AT **FRESH START MAINTENANCE 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 and 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

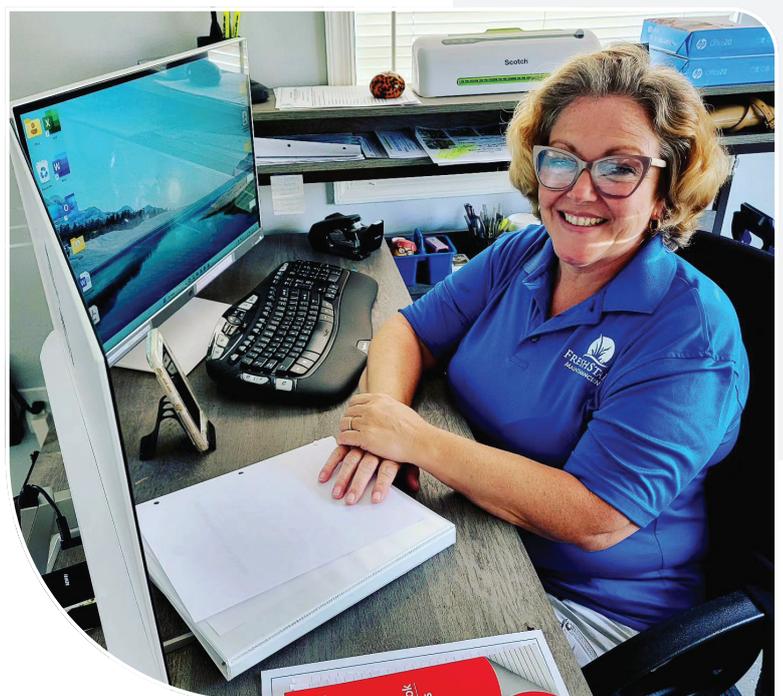
Prior to the acceptance of employment, the potential candidate must disclose any previous or pending criminal legal actions. Additionally, Fresh Start Maintenance Inc. Management will discuss job duties and areas of responsibility with the successful candidate.

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 atomically 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:



# PHOTOGRAPHY RELEASE

By signing this handbook, the Employee authorizes:

- Fresh Start Maintenance Inc. to edit, change, copy, and make any use of all photographs of me to be used for promotional materials.
- The Employee will refrain from requesting payment or any other form of compensation in exchange for such action.
- Fresh Start Maintenance Inc. to edit, change, copy, and make any use of all photographs of me to be used for promotional materials.
- The Employee authorizes the use of their photograph for, but not limited to, publication on the internet, magazines, journals, books, articles, etc., providing that it is done for all lawful purposes.
- Employee releases all rights to any, but not limited to, claims, rights, demands and any causes of actions by me or my representatives, heirs or anyone else.
- Upon the usage of the photographs, the Employee consents to such materials becoming the sole property of Fresh Start Maintenance Inc. and that I will no longer be entitled to them, provide that it is done for lawful purposes.
- Furthermore, the Employee waives all rights to any royalty or any other compensation with regard to the usage of the photos referred to in this form.



## 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.

# FUELING DISCLOSURE

FOR OFFICIAL USE ONLY



## **Prohibition on Crew Transportation to Fueling Stations:**

Supervisors and designated Drivers are strictly prohibited from transporting the entire crew to any fueling station prior to the commencement of work at the job site. The Supervisor shall first verify that the crew is fully equipped, positioned at the site, and has initiated servicing activities. Only upon confirmation that the crew has begun performing its assigned duties may the Supervisor (or designated Driver) depart for refueling purposes. **Violation of this provision may result in disciplinary action, up to and including termination of employment.**

## **Issuance and Authorized Use of Fuel Cards:**

Upon execution of this agreement, Fresh Start Maintenance Inc. ("the Company") issued a Fuel Card to the Employee, which shall be used exclusively for authorized fueling purchases in connection with Company business. The Employee is prohibited from using the Company's general credit card for any fueling transactions. In the event of inadvertent use of the general credit card for fueling, the Employee must promptly submit to the Company a detailed receipt itemizing the transaction amount.

Failure to provide such receipt within two (2) business days of the transaction shall result in the Employee being personally responsible for reimbursement of the full transaction amount, which the Company may deduct from the Employee's wages or seek recovery through other lawful means. The Fuel Card remains the property of the Company and must be surrendered upon termination of employment or at the Company's request. If not surrendered the company has the right to deduct \$100.00 from the Employees final paycheck.



The Fuel Card is to be used exclusively for legitimate business purposes related to my employment with the Company, including fueling Company vehicles or equipment during authorized work activities. Use of the Fuel Card for any personal, non-business purposes is **strictly prohibited**.

**Furthermore:**

- 01** All transactions made using the Fuel Card are subject to company monitoring, including time tracking, GPS records, and other verification systems maintained by the Company.
- 02** Any misuse of the Fuel Card, including but not limited to personal use, unauthorized transactions, or failure to return the card upon request, will be considered a material breach of Company policy and may result in immediate disciplinary action, up to and including termination of employment.
- 03** In the event of misuse, the Employee must reimburse the company in full for any unauthorized charges, plus any applicable administrative fees, interest, or penalties incurred by the Company. The Company reserves the right to pursue legal remedies, including recovery of costs through civil action, if necessary.
- 04** The Employee must promptly report any loss, theft, or unauthorized use of the card to the Company immediately upon discovery to prevent misuse and ensure proper action is taken.



# DEBRIS DISPOSAL DIRECTIVE

Supervisors and Drivers are **PROHIBITED** from transporting the entire crew to dumping sites except as expressly permitted below. Company-issued Fresh Start Maintenance Inc. credit cards are provided solely for authorized business purchases. All Dump Ticket Receipts **MUST** be turned into the Lock Dropbox outside the main office.

## DUMPING / DISPOSAL:

The Supervisor must first ensure the crew is properly set up and has commenced work at the job site. Only after the crew has begun servicing the site may the Supervisor (or designated Driver) leave to transport waste/debris to an approved dump site.



### Dump Trucks:

Maximum of one (1) person permitted in the vehicle during transport to the dump site.



### F-250 Pickup Trucks:

Maximum of two (2) people permitted in the vehicle during transport to the dump site.

# 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.

### WEEKEND WORK ACKNOWLEDGMENT DISCLOSURE:

Fresh Start Maintenance Inc. working days are Monday through Friday. If you agree to work on a weekend day and do not show up, or are late, you will no longer be eligible for future weekend work; and may face suspension.

### 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.

## SICK LEAVE:

Sick Leave pay is based 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.

## EMERGENCY LEAVE:

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

## VACATION ELIGIBILITY AND 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.

## VOTING:

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

## 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 and must be approved (in advance) by management.

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

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

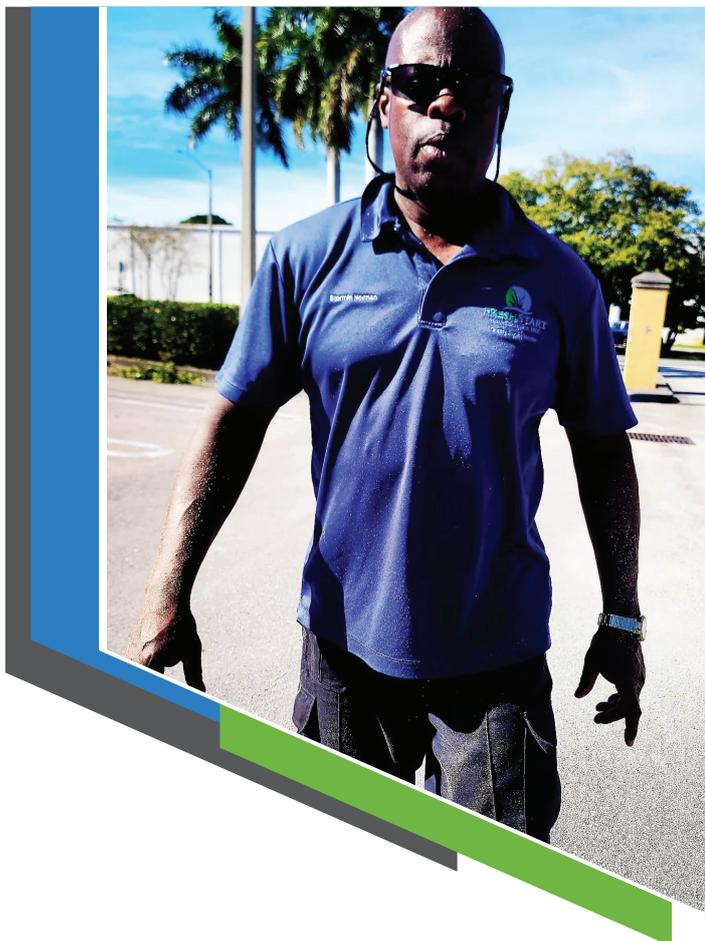
## SEPARATION OF EMPLOYMENT:

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.



# HOLIDAY PAY COMPENSATION

## FOR OFFICIAL USE ONLY

To qualify for holiday pay, Employees must work the entire work week period that is before and encompasses the designated holiday. This requirement ensures operational continuity and fairness in compensation.

Holiday pay will not be provided if an Employee misses any scheduled workdays within the relevant pay period, unless otherwise excused under applicable law or company policy (e.g., approved leave).

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6 WORK DAY	7 WORK DAY	8 HOLIDAY	9 WORK DAY	10 WORK DAY	11
12	13 WORK DAY	14 WORK DAY	15	16	17	18

# 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.**

## **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.

## **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.

## 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.



# COMPANY CELL PHONE POLICY

The company cell phone is designated exclusively for business purposes, including but not limited to Special Projects, DMG Pro Check-In/Out, and Lot Clearing activities.

## USAGE POLICY:

- Shared Use:** This device is not assigned to a single Employee but will be shared among multiple Employees as required for business operations.
- Pre-Use Inspection:** Employees must inspect the device for any existing damage and report it to Fresh Start Management prior to accepting possession.
- Employee Responsibility:** The Employee in possession of the device is fully responsible for its care and maintenance during their use.
- Damage and Replacement:** In the event of accidental damage, the Employee will be required to cover the replacement cost at \$600.00.
- Professional Conduct:** As representatives of Fresh Start Maintenance Inc., Employees are expected to maintain professionalism and courtesy in all communications conducted using this device.



# ALCOHOL DISCLAIMER

## FOR OFFICIAL USE ONLY

Fresh Start Maintenance Inc. is committed to maintaining a safe, productive, and professional work environment. To this end, the company enforces a strict zero-tolerance policy prohibiting the possession, consumption, or distribution of alcoholic beverages by Employees during work hours, while performing job duties, or on company premises.

**Fresh Start Maintenance Inc. does not condone or permit the consumption of alcohol in any manner that could compromise workplace safety, Employee performance, or the company's reputation.**



**Liability Disclaimer:** Employees who choose to consume alcohol in violation of this policy assume full responsibility for any consequences resulting from their actions. By signing this document, the Employee acknowledges and agrees that Fresh Start Maintenance Inc., its officers, directors, and affiliates, shall not be held liable for any accidents, injuries, damage, or losses—whether to themselves, others, or property—arising from the consumption of alcohol, whether on or off company premises.



**Enforcement:** Violation of this policy may result in disciplinary action, up to and including immediate termination of employment, and may also lead to legal consequences depending on the nature of the violation. Employees are required to report any observed violations of this policy to their supervisor or human resources department immediately.

# CHASE BUSINESS CREDIT CARD AGREEMENT



## **AUTHORIZED USE:**

The company credit card is to be used exclusively for Company-related expenses, specifically for fuel purchases required in the performance of Employee's job duties. Any use of the card for personal expenses or any other unauthorized purpose is strictly prohibited unless prior written or documented approval (via text or email) is obtained from an authorized company representative or the CEO, Mr. Nicholas Petrino, directly.

## **UNAUTHORIZED USE AND LIABILITY:**

Unauthorized use of the Company credit card, including but not limited to personal purchases or expenses not pre-approved in writing, constitutes a violation of this Agreement.

### **In the event of unauthorized use, Employee agrees to the following:**

- ✔ Employee shall be personally liable for all unauthorized charges.
- ✔ The Company reserves the right to charge Employee double the amount of any unauthorized purchase as a penalty.
- ✔ Employee acknowledges that unauthorized use may result in disciplinary action, up to and including termination of employment, and may be subject to legal action in a court of law.

## **LOST OR STOLEN CARD:**

Employee must immediately report the loss or theft of the Company credit card to Mr. Nicholas Petrino at 561.603.7788. Failure to promptly report a lost or stolen card will result in Employee being held personally responsible for any charges incurred on the card after the loss or theft.



## 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:

-  Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
-  Submission to or rejection of such conduct by an individual is used as the basis for an adverse employment decision(s) affecting the individual.
-  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.
-  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.
-  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 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. At no time will company vehicles be driven at speeds more than 65mph.
-  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.

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, and 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/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.





# DRIVER SAFETY TRAINING ACKNOWLEDGMENT

Crew drivers are required to successfully pass a Driver License Screening conducted through our insurance carrier. Additionally, drivers must acknowledge that our company performs an in-house safety driving evaluation.

This evaluation consists of our Management Team observing the driver's actions and skills while maneuvering the truck and trailer through various obstacles, turns, and maneuvers. The assessment also includes verbal questioning on potential incidents and safety knowledge, such as:

- ✓ Trailer hitch malfunction while in operation
- ✓ Basic rules of the road
- ✓ Response to unexpected tire blowouts
- ✓ Ensure overall safety with truck and trailer components and systems

Since the operation of this vehicle and trailer combination does not require a Commercial Driver's License (CDL), drivers must maintain a valid Class E Driver's License at all times. As a driver, you are expected to remain constantly alert to your surroundings and accept full responsibility for your actions. You will be directly liable for any incidents, damages, or consequences that may occur during the operation of our vehicles and equipment.

# LINUXUP VIDEO & GPS MONITORING DISCLOSURE

FOR OFFICIAL USE ONLY



01

Fresh Start Maintenance Inc. (“the Company”) has installed video cameras (in-cab, forward-facing, side-facing, rear-facing, and/or 360-degree) and GPS tracking devices (“Monitoring Equipment”) in company-owned vehicles for legitimate business and safety purposes, including but not limited to:

- ✓ Protecting driver and public safety.
- ✓ Preventing theft and misuse of company property.
- ✓ Improving operational efficiency.
- ✓ Investigating accidents, incidents, and insurance claims.
- ✓ Complying with regulatory and customer requirements.

02

The Monitoring Equipment is the sole property of Fresh Start Maintenance Inc. and is critical to the Company’s operations, insurance obligations, and legal compliance.



03

The following actions are **strictly prohibited** and will be considered **serious misconduct**:

-  Covering, blocking, disconnecting, damaging, or obscuring any camera lens or microphone.
-  Disconnecting, removing, tampering with, or disabling any GPS tracker, wiring, or power supply.
-  Applying tape, stickers, paint, markers, aluminum foil, or any substance to cameras or sensors.
-  Attempting to bypass, hack, or interfere with the operation or data transmission of the Monitoring Equipment.
-  Encouraging, assisting, or conspiring with others to tamper with the Monitoring Equipment.

04

Tampering with Company GPS or tracking devices is prohibited and may lead to **disciplinary action**, **termination**, and **prosecution** to the fullest extent of the law.

05

The Company routinely audits and monitors the functionality of all Monitoring Equipment. Any detected tampering will trigger an immediate investigation.

06

The Supervisor is responsible for ensuring that the equipment is not tampered with, remains secure at all times, and is functioning properly according to company standards and requirements.



# DUAL-FACING DASH CAMERA DISCLOSURE

Fresh Start Maintenance Inc. possesses Dual-Facing Dash Cameras. The purpose of the camera system is to safeguard the company against vehicular accidents, false claims, illegal drug / alcohol use, theft / burglary, and vandalism. These cameras are **NOT** to be tampered with. It is the Supervisor of the truck's responsibility to ensure they are properly connected.

## FLORIDA LAW:

Private employers are not constrained by the Constitutional limits of the Fourth and Fourteenth Amendments. *Lebron v. Wilkins*, 820 F. Supp. 2d 1273, 1282 (M.D. Fla. 2011) aff'd sub nom. *Lebron v. Sec'y, Florida Dept. of Children & Families*, 710 F.3d 1202 (11th Cir. 2013). Thus, private employers generally are free to conduct surveillance of their Employees while on duty, with certain exceptions. Video surveillance is generally permitted, except in areas such as restrooms and locker rooms where Employees have a reasonable expectation of privacy.



## 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



## OPERATIONS MANAGER:

The Operations Manager plays a pivotal role in ensuring the seamless execution of landscaping projects from planning to completion. This hands-on leadership position involves supervising field crews, managing daily operations, and upholding the highest standards of quality, safety, and efficiency.

The ideal candidate is a proactive problem-solver with strong organizational skills and a passion for outdoor work, ready to drive team performance and client satisfaction in a dynamic, fast-paced environment.

### KEY RESPONSIBILITIES

- 01 Crew Supervision:** Lead and mentor the Fresh Start team, assign tasks, monitoring productivity, and provide on-site training to foster skill development and safety compliance.
- 02 Project Oversight:** Coordinate daily operations for maintenance, installation, and enhancement projects, including scheduling, resource allocation, and quality inspections to meet deadlines and budgets.
- 03 Equipment and Inventory Management:** Maintain and operate landscaping equipment (e.g., mowers, trimmers, loaders); track inventory of tools, supplies, and materials; and ensure timely maintenance and repairs to minimize downtime.
- 04 Client and Vendor Relations:** Serve as the primary point of contact for clients during project execution, addressing concerns, providing updates & ensuring deliverables align with contracts. Collaborate with vendors for material procurement and subcontracting.
- 05 Safety and Compliance:** Enforce company safety protocols, conduct toolbox talks, and perform risk assessments. Ensure adherence to local regulations, environmental guidelines, and industry standards (e.g., OSHA, pesticide application certifications).
- 06 Reporting and Administration:** Prepare daily/weekly reports on project progress, labor hours, and expenses using mobile apps or software (e.g., Jobber or LMN). Assist in budgeting and cost control to optimize operational efficiency.
- 07 Continuous Improvement:** Identify opportunities for process enhancements, such as adopting eco-friendly practices or new technologies, and contribute to team meetings for strategic planning.
- 08 Crew Scheduling:** Create monthly schedules for crews and provide them to the Office Staff for relaying to the clients within 15 days of the following month.
- 09 Compensation and Work Schedule:** The Company and the Employee have mutually agreed upon a starting base salary of \_\_\_\_\_ per week, payable in accordance with the Company's standard payroll practices. This position is classified as salaried and exempt from overtime compensation under applicable law.

The standard work schedule for this position is Monday through Friday, from 6:15 a.m. to 3:15 p.m., totaling 40 hours per week. The Employee may be required to work additional hours as reasonably necessary to fulfill the duties of the position, without additional compensation, consistent with the salaried exempt classification.

Subject to the Employee's successful performance and fulfillment of the expectations and responsibilities outlined in this Agreement, the Company will consider, at its discretion, opportunities for salary adjustment through periodic performance reviews. Any such adjustment will be determined by the Company based on business needs, performance evaluations, and other relevant factors.

## **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 or heavy equipment and vehicles to perform the duties of an irrigation specialist and equipment operator. May be required to operate backhoe 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 and 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 and college closures. In the event of unscheduled closures due to weather events or other circumstances.
- ✔ 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 and 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.



### \_\_\_\_\_ Pressure Wash Everything:

"Weather permitting"



### Trailer:

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

## 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.



## 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



In the unpredictable landscaping industry, where economic shifts, seasonal challenges, and unforeseen setbacks test every business, complacency is a recipe for failure. At Fresh Start Maintenance, founded by Nicholas Petrino in 2018, our journey embodies a relentless commitment to pushing beyond limitations. His philosophy as a leader, forged through years of service, adversity, and ambition, has been to overextend deliberately, embracing challenges to fuel growth and resilience. With this mindset, rooted in diverse experiences and tested by early hardships, he has transformed Fresh Start Maintenance into a thriving, client-focused company, ready to rise stronger from any storm.

His path to founding Fresh Start Maintenance was shaped by discipline and adaptability. From 2002 to 2006, he served in the U.S. Navy as an Information Systems Technician, 2nd Class Petty Officer, earning two Naval Achievement Medals for his contributions to Operation Enduring Freedom and Operation Iraqi Freedom. After an Honorable Discharge, he worked as an ocean rescue lifeguard for the City of Lake Worth Beach, honing his ability to stay calm under pressure. In 2013, he transitioned to code enforcement, where he met a city-contracted landscaper whose nuisance abatement work sparked his passion for landscape beautification. By 2014, he joined a landscaping company as a Sales Associate, quickly leveraging his fast-learning nature to boost recurring sales and increase the company's net worth. In November 2018, driven by ambition, he launched Fresh Start Maintenance Inc.

The early days were brutal. Almost immediately, the company faced ongoing vandalisms and multiple robberies—trucks were set ablaze, and our newly purchased equipment was stolen. With clients depending on us and no resources to meet their needs, he was knocked down but not defeated. Guided by a lifelong lesson, “When the bottom falls out, we can let it break us or rise stronger”—he regrouped, replenished the fleet and equipment, and pressed forward. This resilience, born from adversity, set the tone for Fresh Start Maintenance's ethos: embrace challenges, adapt, and grow.

Today, Fresh Start Maintenance thrives because of our commitment to excellence and client relationships. Employing skilled, dedicated crews, we prioritize quality results and immediate communication, offering a 24-hour response team to ensure client satisfaction. Our clients and Employees are our backbone, and their loyalty drives our growth. As we expand, we remain guided by the principle that pushing boundaries builds resilience. In an industry where the bottom can fall out, Fresh Start Maintenance chooses to rise; stronger, bolder, and ready for what's next.



**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.**

