



Version II
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COMPANY HANDBOOK

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

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A COMPANY BUILT ON NEW BEGINNINGS

Fresh Start Maintenance Inc. was founded on a simple belief: everyone deserves an opportunity for a fresh start. Life can bring setbacks, mistakes, and difficult circumstances, but your past does not have to determine your future. Our company was created for people who are ready to make a change, work hard, and build a better life for themselves and their families.

At Fresh Start, we strive to provide more than just a job. We provide opportunity, support, growth, and a sense of family. We believe that employees who are willing to work hard, learn, take responsibility, and improve themselves should have the opportunity to advance and create a better future.

We cannot change someone's life for them—but we can provide the opportunity to change it.

If you're ready to start over, work for something better, and become the best version of yourself, Fresh Start Maintenance Inc. is a place where that journey can begin.

- Fresh Start
- New Beginnings
- Better Futures

FRESH START MAINTENANCE INC.

Morning Prayer



**"A COMPANY THAT PRAYS TOGETHER
STAYS TOGETHER"**

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 that 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:

WORKING HOURS



WORK DAYS

Monday – Friday



WORK HOURS

6:30 AM – 3:30 PM



BE ON TIME

Arrive ready to work at your scheduled start time.



BREAKS

Take breaks at the designated times and locations.

*Professional People.
Beautiful Results.*



TEAMWORK
STRONGER
TOGETHER



RELIABILITY
SHOW UP
DO THE WORK



RESPECT
YOUR TIME
OUR CLIENTS
OUR TEAM



**A GREENER
TOMORROW**
THROUGH OUR
PEOPLE

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.

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.

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 Fresh Start Maintenance Inc. Management Team.

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. Management Team.

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 will be closed in observance of the following designated holidays.

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

Holiday pay will be at the discretion of the Fresh Start Management. Factors that determine pay will be reviewed based on individual employee assessments.

CIVIC LEAVE:

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

SICK LEAVE:

Sick Leave pay is based at the discretion of Fresh Start Maintenance Inc. Management Team.



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. Management Team.

MANDATORY USE OF TIMECLOCK WIZARD:

All non-exempt employees must accurately record all hours worked using the Company's designated timekeeping system, Timeclock Wizard. This includes clocking in at the start of the shift, clocking out at the end of the shift, and recording all meal periods, breaks, and any other required entries as directed by management. Employees are solely responsible for ensuring that every entry is complete, accurate, and submitted on time. The Company relies entirely on the data entered by the employee.



EMPLOYEE SOLE RESPONSIBILITY FOR ACCURACY:

-  The employee is personally and exclusively responsible for the correctness of the employee's own time records.
-  The employee must verify time entries daily (or as otherwise required) and promptly correct any errors through the procedures established in Timeclock Wizard or by notifying a supervisor in writing.
-  Failure to clock in, clock out, or record meal periods properly is solely the employee's responsibility. The Company has no obligation to reconstruct, estimate, or adjust time records on the employee's behalf.
-  Any resulting underpayment, overpayment, missed overtime, or other payroll discrepancy caused by the employee's failure to record time correctly is the employee's sole liability. The employee agrees that the Company is not responsible for any lost wages, overtime, or other compensation that results from incomplete, inaccurate, or missing entries made (or failed to be made) by the employee.

PROHIBITED CONDUCT:

Employees may not:

- ✓ Clock in/out for another employee or allow another employee to do so on their behalf.
- ✓ Falsify, alter, or manipulate time records in any way.
- ✓ Work “off the clock” or perform any work duties while not recorded in Timeclock Wizard.
- ✓ Leave the premises or stop working without properly clocking out.

Any of the above constitutes a serious violation of Company policy and may result in disciplinary action up to and including termination, as well as personal liability for any resulting wage claims, penalties, or damages.

ACKNOWLEDGMENT OF LIABILITY SHIFT:

By using Timeclock Wizard & continuing employment, the employee expressly acknowledges and agrees that:

- ✓ Accurate timekeeping is the employee’s individual duty.
- ✓ The Company is entitled to rely on the time records submitted by the employee.
- ✓ Any claim, shortage, overpayment, or dispute arising from incorrect, incomplete, or/and missing time entries is the employee’s sole responsibility and liability.
- ✓ The employee waives any claim against the Company for wages, overtime, penalties, or other compensation that results from the employee’s own failure to properly clock in, clock out, or maintain accurate records in Timeclock Wizard.

CONSEQUENCES OF NON-COMPLIANCE:

Failure to comply with these directives may result in:

- ✓ Disciplinary action, up to and including immediate termination.
- ✓ Personal responsibility for any underpayment or overpayment that occurs.
- ✓ Possible legal liability for falsification of records.
- ✓ Adjustment of pay based solely on incomplete, inaccurate, or improperly submitted records provided by the employee.

Employees are expected to treat timekeeping as a critical job duty. Questions about proper use of Timeclock Wizard should be directed to Human Resources before any time is worked or recorded.

FACTORS USED TO DETERMINE ELIGIBILITY FOR PAY FOR NON-WORKED HOURS:

Under federal and Florida law, private employers are generally not required to compensate employees for time not worked, including holidays or company closures. Payment for non-worked hours is a discretionary benefit provided by Fresh Start Maintenance Inc., subject to this policy and any applicable legal or contractual requirements. Eligibility is not automatic and will be determined by company management based on the employee's overall performance, conduct, employment records, work quality, and attendance.



SUPERVISORS:

Management may consider the following factors:

- ✓ Minimal or no disciplinary write-ups.
- ✓ At least six months of active employment with the company.
- ✓ Proper execution of assigned service schedules.
- ✓ Consistent upkeep of assigned properties.
- ✓ Minimal customer complaints.
- ✓ Clean, organized, and properly maintained vehicles and equipment.
- ✓ A demonstrated willingness to go above and beyond assigned duties.
- ✓ Effective supervision that does not result in unnecessary overtime caused by scheduling errors, poor planning, or inadequate oversight.

CREW MEMBERS:

Management may consider the following factors:

- ✓ At least six months of active employment with the company.
- ✓ Minimal or no disciplinary write-ups.
- ✓ A positive recommendation from the employee's supervisor or management.
- ✓ Consistently performing assigned duties above company standards.
- ✓ Demonstrating reliability, teamwork, initiative, and a strong work ethic.

Meeting these factors does not guarantee payment for non-worked hours. All eligibility decisions will be made by company management based on the employee's individual circumstances, work history, and the operational needs of the company.



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

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, they will receive their paycheck on the following workday. The Employee is responsible for verifying and signing to confirm that they have received the proper payment for all hours worked. Each Employee will receive a paper copy of their pay rate, applicable taxes, and hours worked on their weekly check stub. Any disputes or discrepancies must be submitted to Fresh Start Maintenance Inc. in writing at the time of receipt. If no dispute is issued, the Employee acknowledges and 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:

01

Your assigned work classification

02

Step increases for years of service

03

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 and 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 that “we” may investigate their request. If no requests are made, it is understood that 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 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 that they report any discrepancies in their pay to Fresh Start Maintenance Inc., in writing, so that “we” may investigate their request. If no requests are made, it is understood that 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 or her final paycheck “if not returned.” T-Shirt (\$35.00 per shirt). If the “separated” Employee damaged or/and lost any equipment. That will also be deducted from his or her final paycheck.

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:

Should a reduction in the company's workforce be necessary at some point in the future, the number of Employees over and above those required 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.

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: 2918 2nd Avenue North Palm Springs, FL 33461

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 Supervisor 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.

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 company 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.

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.

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.

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.

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.

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 not be driven for private use unless specific permission has been granted by the Fresh Start Maintenance Inc.'s CEO.
-  Company owned vehicles will be driven only for transportation to and from destinations as specified.
-  No alcoholic beverages or an illegal drugs, firearms and non-approved chemicals will be aboard a company vehicle at any time.
-  Company owned 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.



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.

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.

DAMAGES TO EQUIPMENT OR 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 and 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.

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.

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 & immediately notify Fresh Start 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.

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.

EMPLOYEE CONFIDENTIALITY

RESPECT PRIVACY. BUILD TRUST.
KEEP INFORMATION SECURE.

Employee information is private and must be kept **confidential**. Personal, payroll, medical, and personnel records should only be accessed and discussed by authorized personnel.

- PROTECT PERSONAL INFORMATION
- ONLY SHARE ON A NEED TO KNOW BASIS
- FOLLOW COMPANY POLICIES
- HELP MAINTAIN A SAFE AND TRUSTED WORKPLACE

Our People. Our Strength.

✓ Integrity
✓ Respect
✓ Confidentiality
✓ A Stronger Team



FRESHSTART
MAINTENANCE INC

BRIBES, KICKBACKS AND ILLEGAL PAYMENTS **ARE NOT TOLERATED**

We conduct our business with honesty, integrity and in full compliance with the law. Offering, giving, receiving or soliciting bribes, kickbacks or any form of illegal payment is strictly prohibited.



NO BRIBES



NO KICKBACKS



**NO ILLEGAL
PAYMENTS**

Do the right thing. Always.

ETHICS
COMPLIANCE
OUR COMMITMENT

INTEGRITY TODAY
BUILDS A STRONGER TOMORROW

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.

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.

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:

- 01 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.
- 02 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.
- 03 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.
- 04 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.
- 05 It should be noted that the foregoing prohibitions apply not only to the Employee personally, but also to the Employee's spouse and minor children who are dependent upon the Employee.

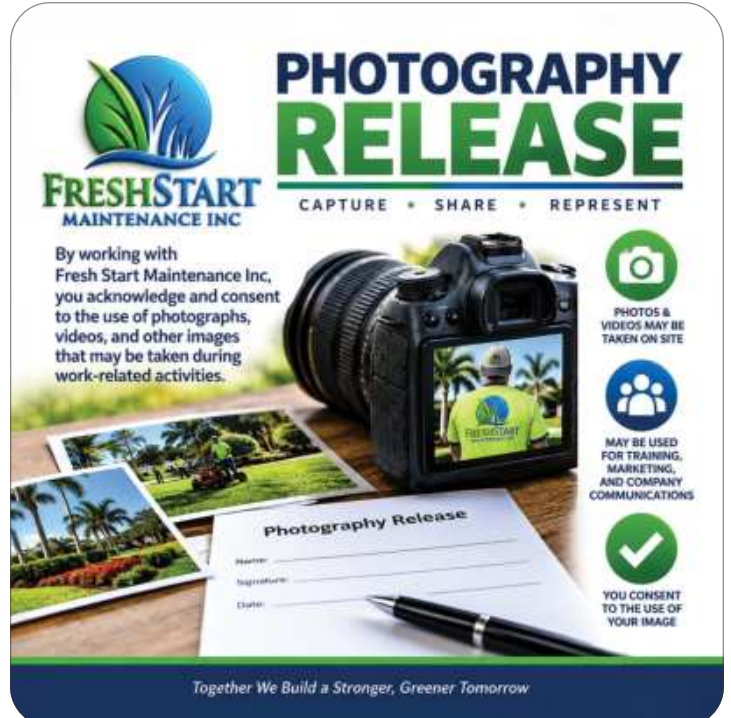


PHOTOGRAPHY RELEASE

FOR OFFICIAL USE ONLY

By signing this handbook, the Employee authorizes:

- ☒ Fresh Start Maintenance Inc. to edit, change, copy, and/or make any use of all photographs of me to be used for promotional materials.
- ☒ The Employee will refrain from requesting payment and/or any other form of compensation in exchange for such action.
- ☒ Fresh Start Maintenance Inc. to edit, change, copy, and/or 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.
- ☒ 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.
- ☒ 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.
- ☒ Furthermore, the Employee waives all rights to any royalty and/or any other compensation with regard to the usage of the photos referred to in this form.





COMPANY CELL PHONE POLICY

FOR OFFICIAL USE ONLY

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:

01

Shared Use: This device is not assigned to a single Employee but will be shared among multiple Employees as required for business operations.

02

Employee Responsibility: The Employee in possession of the device is fully responsible for its care and maintenance during their use.

03

Damage and Replacement: In the event of accidental damage, the Employee will be required to cover the replacement cost at \$600.00.

04

Pre-Use Inspection: Employees must inspect the device for any existing damage and report it to Fresh Start Management prior to accepting possession.

05

Professional Conduct: As representatives of Fresh Start Maintenance Inc., Employees are expected to maintain professionalism and courtesy in all communications conducted using this device.



DRUGS & 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.

The company 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, losses-whether to themselves, property-arising, or others from the consumption of alcohol, whether on/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

FOR OFFICIAL USE ONLY



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:

An unauthorized use of the Company credit card, including but not limited to purchases made on behalf of the recipient and expenses not pre-approved in writing, is 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.

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.



DRIVER SAFETY TRAINING ACKNOWLEDGMENT

FOR OFFICIAL USE ONLY

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/or 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 tampering with any other tracking device is a serious violation of company policy and may result in **disciplinary action, termination, and prosecution** to the full extent of the law.

05

The monitoring equipment used by the Company is routinely audited and monitored to ensure that it is functioning appropriately. 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.



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.



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 or alcohol use, theft or 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.

CAREER OPPORTUNITIES

At Fresh Start Maintenance Inc., we provide career opportunities for hardworking, dependable, and motivated individuals who take pride in their work. Our team offers a variety of roles in landscaping, irrigation, maintenance, operations & administration. Employees have the opportunity to develop their skills, gain valuable experience, take on new responsibilities, and grow within the company. We value teamwork, safety, professionalism, quality service, and a commitment to customer satisfaction. Whether you are experienced or looking to build your career, we welcome dependable, hardworking individuals who are committed to safety, efficiency, customer satisfaction, and continuous improvement.



OFFICE MANAGER:

Their duties and responsibilities include scheduling meetings and appointments, coordinating office activities, arranging office supplies, greeting visitors, and providing general administrative support to employees and management. 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, including email tools, spreadsheets, and databases, and be able to accurately and/or efficiently handle administrative duties.

The ideal candidate should be organized, professional, dependable, and capable of managing multiple tasks in a fast-paced office environment. Ultimately, the Office Manager should ensure the smooth and efficient operation of the office while supporting employees, improving company procedures, and contributing to effective day-to-day business operations.

KEY 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 office G&A budget, ensure accurate and timely reporting.
- ✓ Provide general support to visitors.
- ✓ Assist in the onboarding process for new hires.
- ✓ Plan in-house or off-site activities, like parties, celebrations, and conferences.
- ✓ Manage contracts and negotiate pricing with office vendors, service providers, and office lease agreements to ensure favorable terms and cost-effective arrangements.
- ✓ Liaise with facility management vendors, including security service providers, cleaning, and catering, to ensure smooth coordination and reliable service delivery.
- ✓ Address Employees' queries regarding office management issues (e.g. stationery, travel arrangements, and hardware).

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 diploma or equivalent (associate degree or relevant coursework a plus).

ADMINISTRATIVE ASSISTANT:

This role is essential to keeping our office running smoothly while our field teams deliver exceptional outdoor services to residential and commercial clients. You will handle a mix of administrative, customer service, and coordination tasks in a fast-paced environment that values reliability, professionalism, and a can-do attitude. This position requires strong organization, attention to detail, and the ability to manage multiple priorities while maintaining clear and professional communication with clients, vendors, and company team members.



KEY RESPONSIBILITIES:

- ✓ Manage incoming phone calls, emails, and inquiries; provide friendly, professional customer service and route requests appropriately.
- ✓ Schedule and coordinate client consultations, site visits, and crew assignments using company software/calendars.
- ✓ Support the owner and managers with calendar management, meeting preparation, scheduling, and basic reporting to help ensure smooth and efficient daily operations.
- ✓ Prepare and process estimates, invoices, work orders, contracts, and purchase orders. Handle basic bookkeeping tasks and data entry in accounting or CRM software.
- ✓ Execute Lot Clearing Work Orders (create, track, update status, coordinate with crews, and close out documentation for lot clearing jobs).
- ✓ Maintain accurate client records, job files, and digital/physical filing systems. Order and track office and job-related supplies; coordinate with vendors as needed.
- ✓ Assist with accounts receivable/payable, including following up on outstanding invoices and processing payments.
- ✓ Assist with marketing efforts such as updating social media, preparing promotional materials, or managing online reviews (as needed).
- ✓ Perform general office duties: mail processing, scanning, photocopying, and maintaining a clean, organized workspace.
- ✓ Help ensure compliance with company policies, safety documentation, and seasonal operational needs while keeping records organized.
- ✓ Coordinate with field crews, clients, and management to communicate schedule changes, job updates, and special requests in a timely and professional manner
- ✓ Process and schedule work orders in coordination with the Irrigation Division (handle requests, create schedules, communicate with irrigation technicians, and ensure smooth handoffs between divisions).

REQUIREMENTS AND SKILLS:

- ✓ High school diploma or equivalent (associate degree or relevant coursework a plus).
- ✓ Excellent written and verbal communication skills.
- ✓ Strong organizational skills and attention to detail.
- ✓ Professional, friendly demeanor with a customer-first mindset.
- ✓ Ability to work independently and as part of a small team.
- ✓ Proven ability to multitask, prioritize, and meet deadlines in a busy environment.
- ✓ 1-3 years of administrative, office, and/or customer service experience (landscaping, construction, or service-industry background preferred).
- ✓ Strong proficiency with Microsoft Office Suite (Word, Excel, Outlook) and comfort learning new software (QuickBooks, job management apps, Google Workspace, etc.).
- ✓ Reliable transportation and ability to work standard office hours (occasional flexibility during peak seasons may be required).

OPERATIONS MANAGER:

The Operations Manager plays a pivotal role in ensuring the seamless and efficient execution of landscaping projects from initial planning through completion. This hands-on leadership position is responsible for overseeing daily operations, supervising and supporting field crews, coordinating schedules and resources, and maintaining high standards of quality, safety, and productivity.

The ideal candidate is a proactive and dependable problem-solver with strong organizational and communication skills, capable of managing multiple priorities in a fast-paced environment. This role requires a passion for outdoor work, a commitment to team development, and the ability to build strong relationships with clients and vendors while consistently driving team performance, operational efficiency, and overall client satisfaction.



KEY RESPONSIBILITIES:

01

Crew Supervision: Lead and mentor the Fresh Start team by assigning tasks, monitoring productivity and work quality, and providing on-site training to support skill development, teamwork, and consistent 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 client contact during projects, addressing concerns, providing updates, and ensuring deliverables meet contract requirements. Coordinate with vendors for materials 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 and organize monthly schedules for all crews and provide them to the Office Staff in a timely manner for communication and coordination with 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.

SALES OR 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:

- ✓ Completes general contract acquisition for accounts and works closely with existing management staff to support smooth operations.
- ✓ 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.
- ✓ Valid state driver's license with good driving record.
- ✓ Clean-cut and presentable personal appearance.
- ✓ Mastery of Knowledge in Landscape Industry and practical experience (e.g. landscape installation processes, ability to perform quality control checks, knowledge of plant material species, products, installation, and care).

MONETARY COMPENSATION:

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

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 the computerized water management system. There are a variety of verbal and written skills needed to perform this job effectively, including the ability to communicate technical information and specifications to grounds maintenance management, the grounds maintenance staff, co-workers, subcontractors, and outside vendors.

DUTIES AND RESPONSIBILITIES:

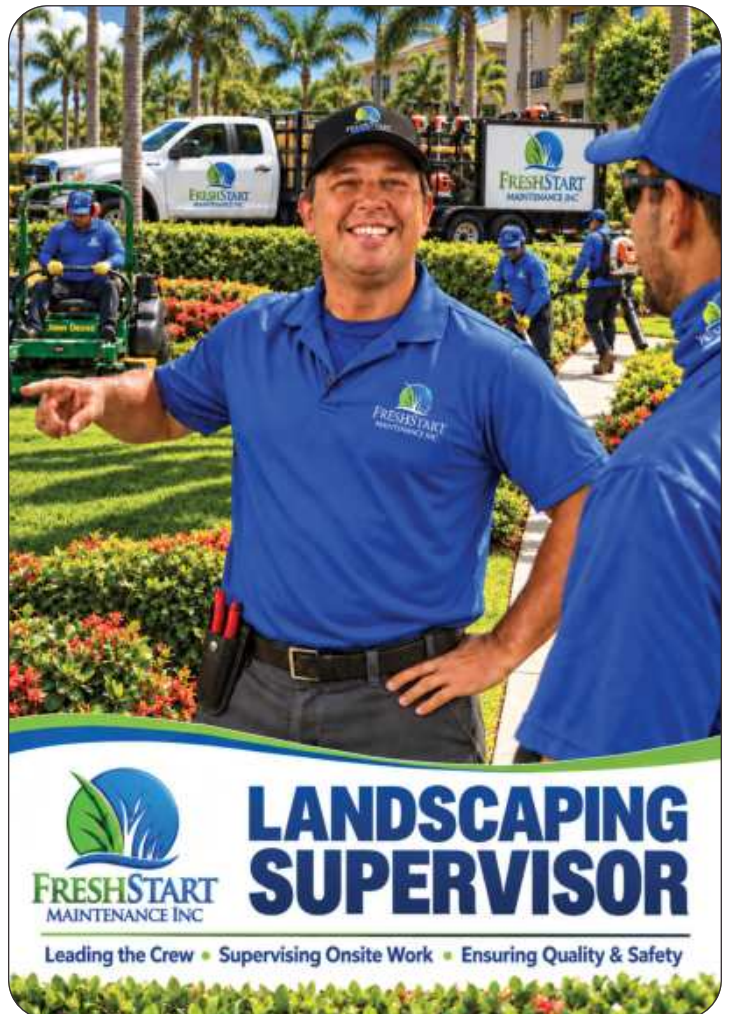
- ✓ Orders irrigation supplies, spare parts, and equipment as authorized and takes deliveries. Obtains quotes for services from outside contractors as requested.
- ✓ Operates, maintains, and repairs existing irrigation systems to ensure adequate moisture for plantings. Sets and maintains automatic irrigation 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.
- ✓ Documents and maintains appropriate logs, records & inventory all irrigation materials.
- ✓ Recommends and assists in prioritization of upgrades and replacement of systems and equipment. Assist in budget preparation related to this work.
- ✓ Responds promptly to work order requests and assistance needs through various communication methods, ensuring effective coordination and timely resolution.
- ✓ 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.



THEIR DUTIES AND RESPONSIBILITIES:



_____ Fueling:

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



_____ 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 with WD-40, and the gear head is properly greased to ensure smooth operation and proper maintenance.



_____ Pressure Wash Everything:

Pressure wash all applicable areas and surfaces, weather permitting, to ensure they are clean, well-maintained and presentable.



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.



Truck:

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



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,
- ☐ All 2-cycle muffler covers
- ☐ Full jug(s) of weed killer chemicals
- ☐ Weed eater string run,
- ☐ Backpack blower filters are blown out,
- ☐ Air filters intact with knobs,

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, good hand-eye coordination, endurance, and the ability to remain focused and attentive while performing their duties. They should be able to understand instructions, follow established procedures, and communicate information clearly with supervisors, coworkers, and clients when required.

Some tools, equipment, and machines may be computerized and require basic technical knowledge to operate safely and effectively. While there are no minimum educational requirements for general laborers, individuals with specialized skills, technical knowledge, computer skills, and relevant work experience may have better opportunities for professional growth and advancement. On-the-job training and guidance from experienced workers are also common ways for laborers to develop their skills and improve their performance.

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.



Nicholas Petrino
Founder & CEO

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.

