

TEAMMATE HANDBOOK

This teammate handbook is provided to you upon employment as a summary guide to the basic expectations related to your employment. There may be formal written policies and procedures in addition to these summary items to which you will be given access. If there is anything in this handbook that you do not fully understand, you should discuss this with company leadership.



CMS LANDSCAPE MANAGEMENT

MISSION:

We are in the business of making things look good.

VALUES:

We work hard in the pursuit of our mission every day.

We will **raise the standard** of service delivery expectations constantly and take pride in what we do.

We will hold ourselves and each other **accountable** with everyone responsible for the customer, their teammates, and the organization.

We perform our roles with the highest **quality** possible and take pride in what we do.

We treat customers and our coworkers with **respect and decency**.

We fix our mistakes, we learn and improve from them, and we move forward – **better tomorrow than today**.

****Our main priorities in identifying a good teammate include attitude, work ethic, values, and overall good character. This is why you work here, and these traits are expected to be exhibited regularly.**

At-Will Employment

All teammates of **CMS Landscape Management (the Company)** are hired on an “at-will” basis. Each person’s employment is for no specific term. Either party may terminate this employment relationship at any time, with or without notice, and with or without cause. Nothing in this teammate handbook should be construed as a contract or a guarantee of continued employment.

Work Hours and Conditions

Standard working hours at the Company are Monday – Friday, from 7 am to 3:30 pm with the possibility of changes based on seasonal and/or workload needs. Although not typical, it is possible for a crew to begin the workday as early as 6 am or work until 5 pm or later at times. Any adjustments to start or end times should be decided together between crew leaders and management and communicated in advance to all crew members to the extent possible.

To match you with the job for which you are most suited and/or to meet the business and operational needs of the Company, you may be reassigned to different teams and/or roles at times. This may be either at your request or because of a decision by the Company. **There is no guarantee of route or team assignment at any time.**

Your role is subject to environmental conditions that include hot and humid days in spring/summer months and cold/wet/rainy weather at times as well. Teammates should be aware of any personal limitations of working in these conditions and communicate those to management where necessary.

Attendance

It is the expectation that teammates will work their daily scheduled shift. If anyone cannot work their shift for any reason (sick, personal, etc.), the individual is required to “call in” to notify management in a designated way (phone or text). Notifications through another person or anything short of direct communication to management is not an acceptable form of “call-in.” If a teammate does not call in, this is considered a “no-call / no-show” and barring unusual circumstances, a teammate may be terminated immediately after 2 occurrences of a no call / no show. Teammates should notify management with as much advanced notice as possible if they will be unable to work a scheduled shift – the expected time to “call in” is no later than 6am of any workday.

For unscheduled absences lasting longer than one day, teammates are expected to call in **each day** they will be out of work unless there is a clear understanding that the event will last multiple days, for example the flu or a back injury, etc.

Paid Time Off (Vacation, Sick, Personal)

The Company will grant paid time off to full-time teammates after 90 days of employment. Paid time off may be used for Vacation, Sick or Personal time. These hours reset every calendar year and are not paid out in cash form for any reason.

Hours will be granted as follows:

- Years 1 & 2 = 40 hours
 - **New hires are eligible after completion of 90 days of employment. Hours will be prorated in the first calendar year based on the remaining days after their 90th day.*
- Years 3+ = 80 hours

Time off should be requested at least **3 days in advance** whenever possible. All time off requests require approval from management.

Paid time off will be paid in 8-hour increments.

Holidays

The following holidays are observed as days off where the Company will be closed for normal operations:

- New Year's Day (Paid)
- Memorial Day (TBD)
- July 4th (Paid)
- Labor Day (TBD)
- Thanksgiving (Paid)
- Christmas Day (Paid)

If a holiday falls on a weekend, the holiday will be observed on the Friday before (for Saturday) or the Monday after (for Sunday).

Holiday pay is only available to teammates who have completed at least 30 days of employment by the date of the holiday.

*Holiday pay may be void if the teammate fails to work the scheduled days before and after the holiday. This is at the discretion of management.

Pay & Benefits

Teammates are paid weekly and will be paid their regular rate plus any earned overtime (over 40 hours if an hourly teammate) in accordance with all federal, state and IRS laws and regulations. Company makes every effort to ensure proper payroll recording, but any deductions, garnishments or other adjustments should be monitored by teammate to ensure accuracy. Any issues should be brought to management's attention immediately for correction.

As of January, 2023, any new hire will be paid either via direct deposit or Pay Card which is a debit card issued by our payroll company loaded with net pay each time payroll is processed. New hires are not eligible to be paid via a live check.

Teammates are eligible for certain benefits at pre-defined times. These benefits include health and retirement programs, may change from time to time and are subject to different waiting periods. Specific information on benefits will be provided separately.

Lunch Deduction

Since crews operate in the field each day, the Company recognizes that teammates cannot easily punch out for lunch breaks. Therefore, a lunch deduction of 30 minutes will be automatically deducted from any worked shift of 6 hours or more. If any crew member takes a lunch longer than 30 minutes or does not take a lunch break at all, it should be communicated to management so the auto deduction can be adjusted accordingly.

Inclement Weather

Teammates should recognize that given the nature of our business, it is subject to inclement weather at times. The Company will make every attempt to notify teammates as early as possible if inclement weather will negatively impact regularly scheduled activity. The Company is open for business unless there is a government-declared state of emergency, or you are otherwise advised by management. You should always use your judgement about your own safety in getting to work in inclement weather.

In the event of inclement weather that prevents crews from working their normal schedule, management may adjust daily and/or weekly schedules including implementing a **short week schedule**.

A **short week schedule** will identify specific properties / jobs that can be skipped for that week to allow more time for priority properties. Unless specifically directed, **crews should not assume they are working a short week schedule or adjust their normal schedules without discussing with management**.

Equipment

Vehicles

Company vehicles should be utilized for approved business purposes only and are to be driven only by those teammates who are authorized to do so.

Any teammate that drives a company vehicle in any capacity is **required** to have a valid and active driver's license. A copy will be kept on file. You are responsible for notifying management of any change in the status of your license, including loss, suspension, renewal, address change, or restrictions.

Each teammate who is assigned a specific vehicle for ongoing and regular use is to maintain that vehicle (or cause to be maintained if necessary) and **keep it clean and orderly**. Teammates should report any maintenance concerns promptly and refrain from driving the vehicle if it does not appear to be safe to operate.

Teammates are responsible for any parking or traffic violations they incur while operating a company-owned vehicle or while using their personal vehicle for business purposes.

Teammates should follow all relevant traffic laws and exercise safe driving practices. Teammates may not operate company or personal vehicles while under the influence of drugs and/or alcohol. Any damage caused by misuse of a company vehicle may be the responsibility of offending teammate, based on circumstances.

Equipment

Crews are typically assigned specific equipment for their regular assignments. Crews should only take equipment that is specifically assigned to their crew. If additional or different equipment is needed, teammate should notify their leader and/or management.

All Company equipment should be treated appropriately and maintained regularly. **All equipment that requires regular preventive maintenance (PM) or repairs should be worked on by designated teammates only.** If PM or repairs are needed, equipment should be tagged and set aside so it can be worked on. Generally, belts and blades will be the responsibility of the crew leader while all other work will be assigned to designated teammates. Any work done to any piece of equipment should be documented in the maintenance tracking system.

Tools

All major tools will be provided by Company and are expected to be used and maintained properly. They should be kept clean, organized, and in a safe working condition at all times. If there are any tools needed for any reason, you should notify management so they can be acquired.

Safety

Teammates are required to always follow safe work practices including wearing reflective vests when working near roadways and parking lots. Eye and ear protection are provided by Company and should be used when deemed necessary. **Cell phone use is to be limited to business needs unless on your lunch break.**

GENERAL BEHAVIOR AND CONDUCT:

General Conduct, Appearance and Behavior

As a teammate, you inherently represent the Company when in public. Therefore, we expect you to present a clean and professional appearance to include your personal appearance, dress, hygiene, and overall behavior. This includes the use of **appropriate language** and behavior specifically when on customer properties.

Dress Code / Uniforms

At or around 30 days of employment, new hires will be provided uniforms (includes shirts, pants, and a coat). It is expected that the provided uniforms will be worn during work hours. Shorts are acceptable at times when weather is hot as long as they are approved by management. Generally, they should be solid gray or khaki and have no printed messages or designs. Company provided shirts shall always be worn when working. New hires within their first 30 days are given solid color shirts to wear and will provide their own proper work-related pants.

Teammates may add personal attire to their uniform (hat, long sleeve shirt, sweatshirt, etc.). Any personal articles worn should be solid color (gray, navy, or khaki) free from holes, with no pictures or large logos.

Uniforms are property of the Company and at any point that employment is terminated, the teammate agrees to return all uniforms including shirts, pants, and coat prior to receiving their final paycheck. **For any items not returned, teammate may be charged the cost of replacement of any missing and/or unreturned items.** This amount may be deducted from the teammates last paycheck. A detailed breakdown of any charges may be provided to the teammate upon request.

Drug and Alcohol Use

Whenever teammates are working, operating any Company equipment or on Company property in any capacity, they are prohibited from:

- Using, possessing, buying, selling, manufacturing, or dispensing any illegal drug (including any drug paraphernalia) or consuming alcohol in any way. This INCLUDES reporting to work under the influence of drugs and/or alcohol.
- Using any doctor prescribed medications that may adversely impact their ability to perform their role in a safe and effective manner. Teammates are required to notify Company if they are taking any prescribed medications that may have certain side effects.

Teammates may be subject to any post-incident testing when they cause or contribute to accidents that result in serious damage to equipment or cause personal injury to anyone that requires professional medical attention.

Violation of this policy will result in disciplinary action which may include immediate termination.

Smoking

While it is permitted in certain areas, smoking ON ANY CUSTOMER PROPERTY IS PROHIBITED while working. Many customers of the Company have internal policies prohibiting smoking on their grounds and these extend to their vendors (the Company) either implicitly or as a specific requirement in contract language. Smoking is also prohibited indoors at our main facility.

Harassment, Retaliation and Discrimination

Harassment (including sexual harassment) covers a wide range of behaviors of an offensive nature. It is commonly understood as behavior that demeans, humiliates, or embarrasses a person. In the legal sense, these are behaviors that appear to be disturbing, upsetting, or threatening. When these behaviors become repetitive, it is defined as bullying. Harassment, retaliation and/or bullying will not be tolerated and will result in disciplinary action not to exclude termination of employment.

Technology - Internet / Social Media

Teammates may be able to utilize technology that is either provided by the company (e.g., cell phones, laptops, tablets, etc.) or they may be using software, apps, social media platforms that relate to the company.

Teammates may not utilize company-provided technology for personal use unless on meal breaks, lunches, etc.

Any type of social media or online posting that relates to the company in any way shall be screened for proper and appropriate content. While we respect everyone's right to speech and their opinions, doing so on company provided equipment, software or time is deemed inappropriate without approval by company management. Teammates are subject to all scrutiny in what they post online about the Company.

OTHER:

Equal Employment Opportunity

The Company is an equal opportunity employer. We will extend equal opportunity to all individuals without regard to race, religion, color, sex (including pregnancy, sexual orientation, and gender identity), national origin, disability, age, genetic information, or any other status protected under applicable federal, state, or local laws. Our policy reflects and affirms the Company's commitment to the principles of fair employment and the elimination of all discriminatory practices.

Personnel Records Retention

In this age of the Internet where privacy has become an increasing concern, we take your privacy very seriously. The privacy and security of your personal data ("Personal Information") which we collect from you is important to us. It is equally important that you understand how we handle this data. The Company will not knowingly collect or use Personal Information in any manner not consistent with this policy, as it may be amended from time to time, and applicable laws.

It is important that the Company maintain accurate personnel records at all times. You are responsible for notifying management or administration of any change in name, home address, telephone number, immigration status, or any other pertinent information. By promptly notifying the Company of such changes, you will avoid compromise of your benefit eligibility, the return of W-2 forms, or similar inconvenience.

Collection of Information

While of conducting our business and complying with federal, state, and local government regulations governing such matters as employment, tax, insurance, etc., we must collect personal Information from you. We collect personal information from you solely for business purposes, including those related directly to your employment with the Company and those required by governmental agencies.

Limited Disclosure

The Company acts to protect your personal information and ensure that unauthorized individuals do not have access to such information. We will not knowingly disclose, sell, or otherwise distribute your personal information to any third party without your knowledge and, where appropriate, your express written permission, except where disclosure is reasonably necessary to comply with the law.

It is important that the Company maintain accurate personnel records at all times. You are responsible for notifying Management of any change in name, home address, telephone number, immigration status, or any other pertinent information.

The Company employs reasonable security measures and technologies, such as password protection, physical locks, etc., to protect the confidentiality of your Personal Information. Only authorized employees have access to Personal Information. If you are an employee with such authorization, it is imperative that you take the appropriate safeguards to protect such information. Paper and other hard copy containing Personal Information (or any other confidential information) should be secured in a locked location when not in use. Computers and other access points should be secured when not in use by logging out or locking. Passwords and user IDs should be guarded and not shared. When no longer necessary for business purposes, paper and hard copies should be immediately destroyed (shredded). Do not leave copies in unsecured locations waiting to be shredded or otherwise destroyed. Do not make or distribute unauthorized copies of documents or other tangible mediums containing Personal Information. Electronic files containing Personal Information should only be stored on secure computers and not copied or otherwise shared with unauthorized individuals within or outside of the Company.

Any violation or potential violation of this policy should be reported to Management or Administration. The failure by any employee to follow these privacy policies may result in discipline up to and including discharge of the employee.

Effective:

1/1/2023

Updated:

5/31/2023

6/1/2023

TEAMMATE ACKNOWLEDGMENT



I acknowledge that I have received the Teammate Handbook for CMS Landscape Management. I have had the opportunity to review this handbook and ask questions if I did not fully understand any of these expectations.

Name

Signature

Date