

Employee Handbook

BASS *Custom* LANDSCAPES

Tony Talk

Foreword

I would like to take this opportunity to personally welcome you to **Bass Custom Landscapes (BCL)**!

Our company policies and practices are founded on the belief that our success is largely dependent on you, the employee. Our goal is to give you challenges and opportunities so that you can realize the satisfaction that comes from rewards and a sense of accomplishment.

This handbook is intended to provide you with information about BCL, your work, your benefits and to answer questions you may have concerning day-to-day operations. If you have any questions, please feel free to ask your supervisor--he or she will have the answers!

Our future progress, as a company and as individuals, relies on our mutual respect and cooperation, as well as your unique contributions to BCL's mission. I am depending on you to take pride in customer satisfaction. You can depend on me to provide you with the tools, knowledge, and empowerment necessary to keep our customers satisfied.



Tony Bass

Yours Truly,

Welcome!

We will promote safety, company pride, professionalism, customer satisfaction, and security for employees, customers and the public.

We are the most creative & professional landscape installation, design, build, and maintenance team in Middle Georgia. Take pride in our team everyday!

Bass Custom Landscapes was founded in June, 1987 by Tony Bass. Tony formed the company after completing his studies in Agricultural Engineering at the University of Georgia.

The company was founded with the feeling that the Middle Georgia market area lacked a truly professional and dedicated landscape design, build, and maintenance company. It has been and always will be the objective of BCL to operate the most productive and profitable landscape company in the Middle Georgia market. This is accomplished by meeting the needs of its customers and employees while promoting professionalism in the landscaping in-

dustry.

The continuing success of BCL is due to the individual contributions of its employees and its efforts to create customer satisfaction. BCL's mission is to increase as well as promote safety, company pride, professionalism, customer satisfaction and security for employees, customers and the public. The goal is to fulfill the needs of the customer by providing timely, quality services and products.

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Your Keys to Success

- A**s a BCL employee you must commit yourself to:
- ⇒ Learn the company manuals, policies and procedures 100%.
 - ⇒ Perform absolutely top quality work on every job everyday of the year whatever your assignment.
 - ⇒ Present the most professional image possible to the customer and the public.
 - ⇒ Master the safe operation of the all equipment you have the opportunity to use.
 - ⇒ Understand the equipment safety procedures and basic equipment maintenance procedures.
 - ⇒ Be an example for fellow employees.
 - ⇒ Demonstrate a cooperative spirit while working with co-workers, vendors and customers.
 - ⇒ Grow personally and increase your level of responsibility as you gain experience and expertise in this company.
 - ⇒ Maintain a safe driving record and keep your Georgia driving license in good standing.
 - ⇒ Become a certified Pesticide Applicator by the GA Department of Agriculture.
 - ⇒ Increase your knowledge of horticulture, turfgrass, arboriculture, entomology and agronomy to a level you can pass the Certified Landscape Professional Exam by the Georgia Green Industry Association.
 - ⇒ Protect the livelihood of yourself, your fellow employees and the entire company by keeping privileged client and company information top secret.



General Policies and Procedures

The purpose of this standard procedure is to detail practices and policies so that all employees will be provided with and be aware of pertinent information as to what they can expect and how they will conduct themselves while in the employment of BCL. By

conforming to the following policies and procedures, we will have a minimum of negative situations, misunderstandings and conduct detrimental to our business; all of which can cause an unfavorable climate and conditions which have an affect on morale and job quality.

BCL reserves the right to modify or change any provision in this handbook in order to maintain necessary flexibility in the administration of policies and procedures. Additions, deletions or changes in stated policies and procedures will be dated and posted in the office when appropriate and become updated policy at that time.

Employee Handbook

Changes will then be made to this Employee Handbook 30 days prior to implementation. The exception will be the *AT WILL* employment policy, which will not be modified or changed.

Nothing in this handbook or in any other personnel document, including benefit plan descriptions, creates or is intended to create a promise or representation of continual employment for any employee. This handbook sets forth BCL's policy of *AT WILL* employment; as to the circumstances under which employment can be terminated and the duration of employment, that policies constitutes the entire agreement between employees and the company. There are no oral or collateral agreements of any kind.

Employee Hiring Policies

Employees will be hired on a 90-day trial basis (to mutually determine if our relationship will be compatible), without regard to race, religion, sex or national origin.

All prospective employees will completely and factually fill out applications for employment with verifiable information. They must provide, at their own expense, a copy of a **Motor Vehicle Report** when applying for positions with driving responsibilities.

Affirmative action and equal employment opportunities are an integral part of the management philosophy at BCL and will be reflected in the administration of all policies, procedures, and practices concerning employment and career opportunities.

It is BCL's policy to comply with applicable Federal, state, and local laws and regulations regarding equal employment opportunity. BCL will take affirmative action to seek, employ and retain the most qualified individuals to provide equal opportunities for advancement, promotion, pay, and training. BCL will conduct these and all other company-sponsored activities in a manner that will not discriminate against any person because of race, color, religion, sex, age, marital status, handicap, national origin, or veteran or disabled veteran status.

All employees have the right to work in an environment free from all forms of discrimination and conduct that can be considered harassing, coercive or disruptive. The company strictly prohibits sexual harassment of any kind. No employee, either male or female, should be subject to unsolicited sexual overtures or conduct, either verbal or physical.

Sexual harassment does not refer to occasional complaints of a socially acceptable nature, but rather to behavior that is not welcome and is personally offensive. It reduces morale and therefore interferes with work effectiveness. Any employee should immediately bring such behavior to the attention of his/her supervisor or the company President. All such matters will be treated with confidentiality.

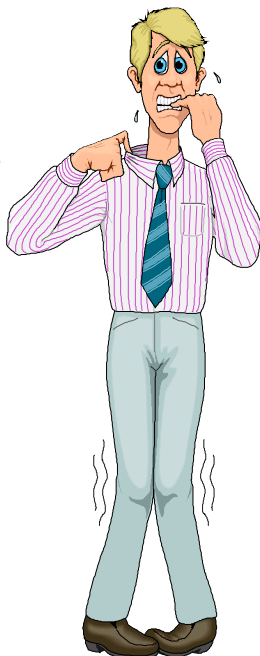
The company will investigate complaints to determine whether sexual harassment has occurred. Any person found to be in violation of the company's policies will be subject to disciplinary action, which may include immediate termination.

Employee Orientation

During the first week of employment at **Bass Custom Landscapes** all employees will receive a company orientation, lasting approximately four hours, which consists of the following:

- Time Card Procedures
- Benefits Explanation
- Staff Leasing Application Completion
- Tax Form Completion
- Explanation of Pay periods
- Company Policies
- Testable Landscaping Training Videos

Note: Free BCL T-shirts will be provided to employees scoring 100% on Landscape Tests.



Employment Termination

Upon termination of employment with BCL, you will forfeit all accrued, unused-paid time off. If the company has provided you with advances or payments for any number of reasons and you voluntarily terminate your employment, you are required to repay the financial benefit received. The issuance of final paychecks to terminating employees will be made as soon as administratively possible and within applicable legal time frames.

Letters of recommendation may or may not be provided to current or terminating employees at the discretion of the President.

Voluntary Resignations

If you plan to resign from BCL, please submit a letter of resignation indicating your planned departure date to your supervisor at least two weeks before your last day.

An exit interview will be conducted with each employee voluntarily resigning from BCL. Information discussed in the interview becomes part of the employee's permanent employment record. Information discussed during the exit interview has no bearing on future employment verifications or eligibility for re-hire.

Involuntary Termination

While it is BCL's desire to grow and expand its share of the marketplace, the company may need to reduce staff based on business necessity. Depending upon the circumstances, the company may respond in a variety of ways, including reducing employee's hours or days of work, reducing the rate of pay or implementing a work force reduction. Reductions in work force are evaluated on the individual circumstances surrounding the need and are administered in a non-discriminatory manner. Length of service with BCL, work history, job performance and job skills will be used to evaluate situations mentioned above. The relationship between you and the company is At Will and may be terminated at any time, with or without notice, and with or without cause or reason. Even if you are told in writing that your job will last a specific period of time, you may still be terminated during that time if there is reasonable cause.

Professional Conduct

At BCL your opportunity to work for the most professional lawn care company in Middle Georgia should be viewed with respect and commitment. The customers we serve deserve the very best products and workmanship we can provide each and every day. Our competitors want our jobs. **Company information, policies, customer names, company manuals, and other company information should not leave the various job sites, vehicles, or office. Violation of this policy will be grounds for immediate termination.**

All personnel in the field should conduct themselves in a well-mannered, courteous fashion at all times. As a valued member of the company, you are expected to conduct yourself in a highly professional and reliable fashion at all times. Your dealings with others (both in person and over the telephone) are expected to be conducted in a prompt, efficient and courteous manner. A professional and friendly attitude projects a positive image of BCL, as well as of yourself. If you are unsure whether certain actions on your part are considered acceptable behavior, feel free to consult your supervisor. Unacceptable behavior will result in disciplinary action according to the *Schedule of Disciplinary Action* found at the end of this handbook.

Telephone

Use of BCL's telephone service for your personal incoming and outgoing calls must not interfere with your work or the work of others. The telephone should be used only for essential calls of short duration. Use of the telephone for long distance calls is prohibited. In cases of emergency, ask for approval by management.



Appearance



All employees will present a neat, clean appearance when reporting for work. All clothes will be cleaned, hair groomed and no other personal hygiene problems present. Failure to comply with this policy will result in the employee being sent home.

Employees should dress in a manner that reflects a positive and professional image of the individual and the company. Employees will be dressed in uniform when they report for work.

The BCL uniform consists of an approved outer-garment (T-shirt, sweatshirt, jacket, or coveralls) bearing the name of **Bass Custom Landscapes**. Pants will be approved colors and styles in full lengths and shorts. Company colors are gray and black. Uniforms will promote this color scheme. If a hat is worn, it will also be an approved BCL hat. Current costs of uniforms are available in the office.

BCL has a supply of T-shirts available. At no time will BCL uniforms be worn when not performing work for BCL, unless you are on the way to or from work at BCL or during the break for lunch. Clothing with BCL's name on it are viewed by the public as representative of this company. Therefore, they should be worn with respect and company interest in mind.

If an employee terminates employment at BCL for some reason, he or she may return the T-shirts for a proportional refund based on the condition of the shirt.

A list of BCL uniform items along with associated costs follows:

BASIC SET-UP ITEM

| <u>Item</u> | <u>Cost Ea.</u> | <u>Qty</u> | <u>Ext. Cost</u> |
|----------------------------|-----------------|------------|------------------|
| T-shirt | \$ 6.00 | 5 | \$ 30.00 |
| Safety Glasses/String | \$ 6.00 | 1 | \$ 6.00 |
| Leather Gloves | \$12.00 | 1 | \$ 12.00 |
| Felco Pruners (w/ holders) | \$40.00 | 1 | \$ 40.00 |
| Ear Protection | \$ 1.50 | 1 | \$ 1.50 |
| Long Pants | \$23.00 | 5 | \$115.00 |
| Total Basic Set-Up | | | \$202.50 |

Optional Items

| <u>Item</u> | <u>Cost Ea.</u> | <u>Qty</u> | <u>E x t . Cost</u> |
|------------------------|------------------|------------|---------------------|
| Hat | \$ 5.00 | | |
| Short Pants | \$21.50 | | |
| Sweatshirt | \$ 8.00 | | |
| Jacket | \$35.00 | | |
| Coveralls | \$50.00 | | |
| Steel-Toe Safety Shoes | Purchase locally | | |

Safety

Bass Custom Landscapes strives to maintain safe working conditions for all employees. We are responsible for providing and maintaining the safest working environment possible. Common sense safety practices should be followed at all times, both on and off the job. Always wear your seatbelts. It is the responsibility of each employee to immediately notify his or her supervisor of any job related injuries or accidents and to have proper reports completed.

Employees are required to wear appropriate safety equipment at all times. This equipment includes safety glasses, leather work gloves, ear protection, and uniforms. Failure to have this equipment on-hand will result in the employee being sent home.

Substance Abuse

Bass Custom Landscapes will not tolerate the use of alcohol, illegal drugs or other performance impairing substances in the work place. The consumption of alcoholic beverages or use of non-prescription drugs during work hours will be cause for dismissal. No alcoholic beverages will be allowed in company vehicles at any time. Violation will result in immediate termination. All employees will be subject to a drug screening without prior notice. Working in a condition impaired by such substances presents a safety and health hazard in our work place and decreases productivity. As a BCL employee, you have a responsibility to our customers, your co-workers and the company to perform in a safe, efficient and conscientious manner. **Note: If you are involved in an accident while working at BCL and you fail a drug screening, you may be denied any or all workers compensation benefits!**



SMOKING IN TRUCKS

Bass Custom Landscapes strives to provide a healthy work environment for its employees. To achieve this objective, **employees are prohibited from the use of tobacco products in the office or company vehicles at any time.** The respect I show you by hiring you to work at this company can be returned by not smoking in my trucks.

Work Schedule

- **Summer:** 7:30 a.m. to 6:00 p.m. (Mon-Fri)
- **Winter:** 7:30 a.m. to 6:00 p.m. (Mon-Thurs or Tues-Fri)

Lunch break should be scheduled to most efficiently accommodate the work schedule at hand. *Everyone's time card will be automatically adjusted to include a 45-minute lunch period whether you take one or not.* Breaks are at the supervisor's discretion. Water coolers are kept on each truck, and it is the supervisor's responsibility to make sure ice water is prepared each morning prior to leaving the shop. It is important to drink plenty of water, especially during the hot summer months.

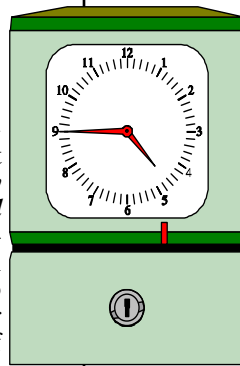
Attendance

Your supervisor and co-workers depend upon you. Regular attendance and prompt arrival to your job every day is vitally important to our business. If you are sick or if an absence is unavoidable, you are responsible for calling your supervisor before the beginning of your shift and explain the reason for your absence. If you must be absent for any other reason, ask permission of your supervisor as far in advance as possible. **Your supervisor may not always be able to grant your request.** Frequent absenteeism or tardiness, whether paid or unpaid, is unacceptable.

Employees are paid (time begins) upon arrival to the office. The scheduled start time varies for each crew. Each employee should know his/her start time and arrive in the office prior to that time, but no more than five minutes prior to the assigned time. Due to our limited office space, we must keep a minimum number of people in the office during the morning hours. Morning meetings go much smoother with fewer interruptions. Timecards are to be completed daily. Each person must clock in on his/her timecard prior to beginning work. Tardiness is a serious offense at BCL. Late arrival to work is not tolerated. Employees will receive a fine of \$5 deducted from their BI-weekly paycheck for the first offense; \$10 will be deducted for the second offense; and \$15 for the third offense. In addition, employees are encouraged to familiarize themselves with the Schedule of Disciplinary Actions listed at the back of this manual.

Each person must clock out every afternoon upon return to the office. Anyone who fails to complete the daily responsibilities of timecard management will not receive their paycheck on time. It may delay the processing of that person's paycheck for a period of up to seven days.

The workweek is scheduled for 40-50 hours, Monday through Friday. If weather causes a normal workday to be canceled or cut short, that day is normally rescheduled for Saturday. If an employee is unsure about bad weather canceling a workday, a call to their supervisor should be made at least 30 minutes before work is scheduled to begin. Full time, part time and temporary employees are paid hourly wages. If you acquire more than 80 hours in a pay period, you will receive overtime wages at 1 ½ times your regular hourly wage. Management is paid a set salary year round. BI-weekly pay periods begin on Monday and end on Sunday. Paychecks are issued every other Friday after 2:00 p.m. Direct deposit of paychecks into your personal bank or credit union account is available.



Waged Pay Scale

The below listed pay scale, together with company benefits, outlines usual compensation to waged employees:

| <u>POSITION</u> | <u>WAGE</u> | <u>RANGE</u> | <u>INCREASE</u> |
|-----------------|-------------|---------------|-----------------|
| Maint Tech | \$5.15 - | \$6.00 | |
| | After | 6 months | \$.50 |
| | | <u>1 year</u> | \$.50 |
| Install Tech | \$6.00 - | \$7.00 | |
| | After | 6 months | \$.50 |
| | | 1 year | \$.50 |
| Maintenance | \$7.00 - | \$11.00 | |
| Crew leader | After | 6 months | \$.50 |
| | | 1 year | \$.50 |
| Installation | \$7.00 - | \$11.00 | |
| Crew leader | After | 6 months | \$.50 |

This chart is a general guide. Your performance and ability to accept responsibility will affect your pay.

Overtime Pay for Waged Employees

An employee who is not on a salaried position, receives an hourly wage. Time and a half will be paid to hourly wage employees for hours served over 80 hours in our 2 week-pay period.

Salaried Pay Scale

The below listed pay scale, together with company benefits, outlines usual compensation to salaried employees:

| <u>POSITION</u> | <u>SALARY</u> | <u>RANGE</u> | <u>INCREASE</u> |
|--------------------|---------------|--------------|------------------------|
| Maint Manager | \$24,000 | \$29,000 | Based on |
| Install Manager | \$24,000 | \$29,000 | Company performance |
| Bonus | potential | \$2000 | |

NOTE: This chart is a general guide. Your performance and ability to accept responsibility will affect your pay.

Bonuses for Salaried Employees

Bonus earnings are subject to individual discretion and based upon a person exceeding standard job requirements. Bonus payroll details are set seasonally with scheduled personnel. **There is to be no side work in our market area.** Violation will be cause for immediate termination.

Conflicts of Interest

We recognize your right to engage in activities outside of your employment with BCL. Employees are required to disclose such activities to management so both the interests of the employee and the company are protected. All disclosures are private and confidential.

No employee shall engage in any activities other than those of BCL on company time or with company tools, vehicles or supplies. Furthermore, no employee shall engage in the business of landscape or irrigation design, installation or maintenance work for profit in any neighborhood in which BCL has a current customer base.

Job Proficiency

Bas Custom Landscapes is a privately owned company with definite business goals and is established to make a profit. Management makes all business decisions with this goal in mind.

Based on this objective, BCL is not responsible for maintaining the technical competency of its employees. It is your responsibility to remain current with changes in technology and take positive action to ensure technical proficiency. In this regard, I encourage you to take advantage of company programs and other personal means to maintain and improve skill levels that strengthen your ability to make a positive contribution to the achievement of company goals. The more you know about plants, irrigation, equipment, computers and customer relations, the more valuable you will be to the company. Begin study with our training videos. I also suggest UGA extension publications, BCL operations manuals, classroom work and self-study to improve your skills.

Career Development

You are encouraged to discuss your future goals and progress. Your supervisor or a member of management will help you determine your current qualifications and what you may need in the area of skills or experience to achieve your goals.

Promotions

Opportunities are available at BCL. If you master your job, demonstrate your ability to handle a more difficult job, and meet the qualifications for the specific job you are interested in, you will be considered for promotion when openings become available within the company. Promotions will be made on the basis of ability, qualifications, and demonstrated potential for increased responsibility, and in accordance with applicable regulations regarding non-discrimination.

Performance Evaluation

Your work is appraised informally on a continuing basis. Your supervisor may suggest ways that you can improve the quality of your work or how you may qualify for a promotion. Formal employee evaluations are made at the end of one month, six months and one year for new employees. At the end of this period, the employee will be reviewed on a yearly basis. In the review, possibility of advancement, raises in salary or benefits can be discussed.

Education

You can be provided with a large range of formal and informal training. The most common method of training includes on-the-job training, utilization of company training manuals, educational videos and information shared through company meetings. Also, continuing education opportunities exist from time to time. With proper approval, the company may sponsor employees who wish to further their education of business-related topics. Your growth in the company will depend on how well *you* try to improve your knowledge of equipment, horticulture, floriculture, irrigation, and improved customer relations.

Professional Memberships

You are highly encouraged to participate in professional organizations that in BCL's judgment, significantly enhance your present or future job performance at BCL. BCL may sponsor reasonable fees or annual dues in a limited number of professional organizations based on the company's annual budget and with appropriate tenure within the company.

Suggestions and Ideas

Ideas and suggestions of ways to improve company efficiency, productivity, waste prevention, and job effectiveness are greatly appreciated. Awards (to be determined) will be presented for employees who take the initiative on improving the profitability of BCL.



Open Door/Questions & Answers

Any employee having questions concerning a policy or procedure or who cannot get a satisfactory answer to a problem from their immediate supervisor should see the President at the next available opportunity at the office, not at the job site. You should feel free to discuss any questions of problems with your supervisor. Your supervisor is closest to you and is most likely to understand the circumstances involved. However, if you feel more comfortable speaking with the President, do not hesitate to contact him in private in the evening hours.

Communication

Effective communication is highly promoted. Frequent and open communication greatly contributes to a pleasant and productive work environment. Items of general interest, company highlights, and information on new or changing policies or procedures will be posted in the office. Please stay up-to-date by checking this area regularly.

Social Activities

At BCL, we believe in working together and playing together. We will have an annual company gathering. This activity is organized by and for the employees. Your input is always welcome and you are encouraged to participate.



Employee Recognition

We maintain an environment in which high value is placed on quality work and productivity among all employees. BCL employees can be recognized for both length of service and for individual and team contributions which help contribute to the success of the company. Bonuses may be awarded to employees at any time of the year. These awards are given to recognize an outstanding achievement or contribution that is *above and beyond normal job expectations*, the successful completion of a project or assignment, or a suggestion or improvement that results in significant savings to the company.



Employee Referrals

All employees are encouraged to recommend candidates to fill existing vacancies. An employee referral bonus may be issued after the referred employee has completed a specified period of continuous employment with BCL (usually one year). At BCL, we prefer to view all employees as members of the BCL sales team.

Benefits

Vacations and Paid Time Off



Bass Custom Landscapes is committed to fostering an environment conducive to achieving a superior level of excellence in the quality of products and services provided to our customers. In today's complex society, it is often difficult for dedicated employees to find time for non-work related responsibilities. The company understands the importance of balancing personal and career goals and maintaining personal health. After one full year of employment, full time employees are eligible for 40 hours or 5 days paid vacation in addition to scheduled holidays. Each subsequent year of employment adds one day paid vacation--a maximum of 80 hours or 10 days paid vacation may accrue for any qualified employee. Vacations should be scheduled a minimum of 30 days in advance and cannot be taken during the Spring (March, April, May) time frame due to the dramatic increase in workload caused by preparation for the upcoming landscape season.

Holidays

Employees must have been employed for full time for six months or part time for 12 months to receive holiday pay. The following days are paid holidays (ten hours for full time or five hours for part time) for employees who meet the above criteria:

| <u>Holiday</u> | <u>Scheduled Day Off</u> |
|---------------------|---|
| New Year's Day | January 1st |
| Independence Day | July 4th |
| Labor Day | First Mon in Sept |
| Thanksgiving | Fourth Thurs & Fri in Nov |
| Christmas | 2 Days to be announced after Thanksgiving holiday |
| Employee's Birthday | Approved 30 days in advance |

Note: The above holidays total 80 hours or 8 days off paid holidays per year.

Paid Time Off

If you are called to serve on jury duty, you must notify your supervisor immediately. Employees are to report to work daily after jury duty when there are four or more hours available for work time each day of service on Jury Duty.

If you are a member of the Military Reserves or National Guard, BCL will allow you the necessary time away from work. Please allow a minimum of 30 days notice for time off with the above organizations. If you are called to participate in active duty, you should inform your supervisor as soon as the dates of duty are known.



Leaves of Absence

Bass Custom Landscapes grants leaves of absence on a fair and equitable basis to all eligible employees. All leaves of absence are granted without pay, and employees on leave status do not accrue vacation/personal leave or receive holiday during this time. Employees will not incur a break in service while on an approved leave of absence. While on approved leave, you must continue to pay your normal contribution toward your insurance coverage. All leave requests must be made in writing and approved by the President. Four types of leaves may be authorized:

- Occupational Disability
- Non-Occupational Disability
- Maternity
- Discretionary

When you are approved for either Disability or Maternity leave of absence, an effort will be made to hold your position open for the period of the approved leave. However, due to the business needs of the company, there may be times when positions cannot be held open. If your former position is unavailable when you return from an approved Disability or Maternity leave, every effort will be made to place you in a position of comparable pay and status.

Occupational Disability Leave is authorized when a work-related injury or illness results in a loss of work hours to any employee. Benefits for this leave will be provided through our Worker's Compensation insurance carrier. The company will continue the existing insurance benefits for the employee and eligible dependents for up to three months of leave. The employee may continue the existing insurance beyond this time by paying the monthly premium for the remainder of the leave period.

Non-Occupational Disability leave is authorized when a non-work related injury or illness results in loss of work hours to an eligible employee. The employee must request this disability leave in writing and present a physician's written verification for the necessity of the leave (a maximum of one month). If the employee is unable to return to work at the end of the disability leave, employment will be terminated. Once a terminated employee is no longer disabled, he or she may apply for re-employment through the company's normal employment procedures. Existing insurance benefits for the employee and eligible dependents will continue during the approved leave only if payments are made by the employee while the employee is disabled.

A Maternity Leave of Absence may be requested by any employee who has been determined by a physician to be physically unable to work as a result of pregnancy or childbirth. The maximum leave time shall not exceed two months. Thereafter, the employee will be required to re-apply for the job previously held.

A Discretionary Leave of Absence may be granted to eligible employees due to compelling personal necessity, outside the scope of other leaves of absence, for a period of time ranging from 30 calendar days to four calendar months. Requests for this type of leave must be submitted at least two weeks before leave is to begin. Insurance during the leave may be continued at the employee's own expense (personal payments).

Insurance

Life insurance programs are available through Staff Leasing Company. A payroll deduction plan is available for self-contributions after a one-month period of continuous service with BCL. Cafeteria-style health insurance programs are available through Staff Leasing Company. Payroll deductions can be established to pay for this insurance benefit as a pre-tax deduction. This can help reduce the amount of your personal income tax each year, while improving your insurance purchasing power. This benefit is available to all staff members who have one month of full time service with BCL. Startup in the insurance program can be made when you reach the minimum company service time. Changes in the insurance program can be made upon marriage, birth of a child, death of a family member or during the established open season dates (usually the first two weeks of December).

Social Security

As a BCL employee, you are covered under the provisions of the Federal Social Security law (FICA). Social Security benefits are often a significant component of a total program that allows you and your family a retirement income. Deductions for Social Security are made from your paycheck. The company matches the amount deducted from your wages. The total contribution by you and the company is credited toward your Social Security benefits.

Miscellaneous Benefits

As a BCL employee, the below listed benefits are also available to you:

- 401(k) Retirement Savings Plan
- Travel Club Membership
- Attraction Discounts (i.e. Six Flags, Magic Kingdom, Universal Studios, Anheuser-Bush Parks)
- Vision Care Discounts
- Cellular Phone Discounts
- Credit Union
- Movie Passes for Cobb, United Artists, & AMC Theaters at reduced prices
- Sam's Club membership

For your convenience, a refrigerator and microwave are provided.

Equipment & Supplies

At BCL, we are only productive when we have our equipment present and in good working order. Equipment that is damaged or lost by negligence will be



charged to the employee responsible as determined by the immediate supervisor, based on the investigative report completed by the supervisor. The supervisor is ultimately responsible for the vehicle and all of its contents. Inventory inspection of tools and supplies will be accomplished by the Account Manager each week and turned in to office. Any equipment or supplies not accounted for will be charged to the supervisor or otherwise determined employee. Inventory lists will be maintained by the supervisor and kept in the assigned vehicle.

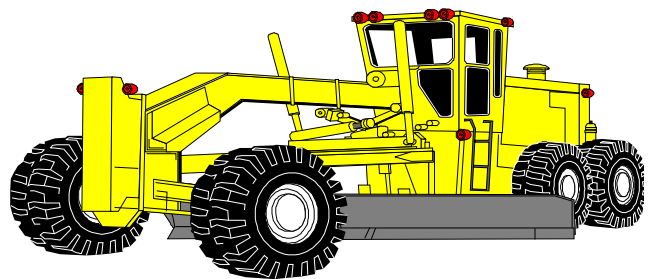


Purchases

Any employee who is asked to purchase materials with a BCL check or with their own money should ask the cashier for a contractor discount prior to paying the bill. All receipts must be placed in the crew supervisor's field manual to be turned-in at the end of the day for records or reimbursement. Only managers may authorize purchases.

Equipment Maintenance

Equipment maintenance is the responsibility of the supervisor and crew. Preventative maintenance is the key to ensuring long-lasting and efficiently operating equipment. Daily equipment operating inspection is man-



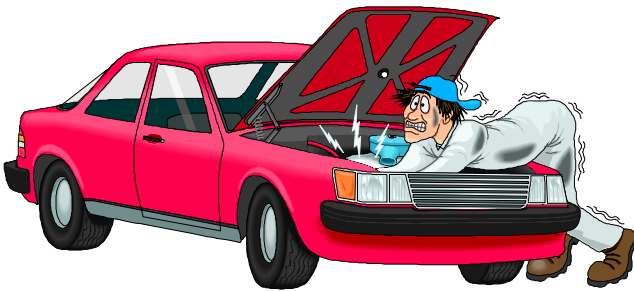
datory on all equipment items. Daily cleaning of air filters on all equipment is mandatory. Changing of oil on mowing units is mandatory at time specified in mower operating manual. Equipment failures must be reported on the day it happens. Any waste or misuse of supplies and/or equipment will be grounds for **termination**.

Vehicle Maintenance

Vehicles are only to be used for official BCL business. No vehicle stops are authorized other than fuel stops, job site visits, and lunch breaks. Rides home in company trucks are not allowed unless prior specific authorization has been received from your account manager. In these cases, the employee will be charged the prevailing costs of operation for the time of the equipment and the supervisor. Fuel stops should only be necessary one time per week. Vehicles will be operated in a safe manner, within all prevailing limits of the law. Anyone issued a citation for violation of traffic laws will receive one week unpaid suspension and will be responsible for any associated fines or court costs. Repeat offenders will be terminated. **All articles loaded onto a trailer must be secured by rope or tarp prior to leaving the job site, without exception.** When trailers are used, they are considered part of the vehicle and all vehicular rules apply to them as well. All occupants of the vehicle will be held personally responsible for any damage occurring due to neglect of following company policy.

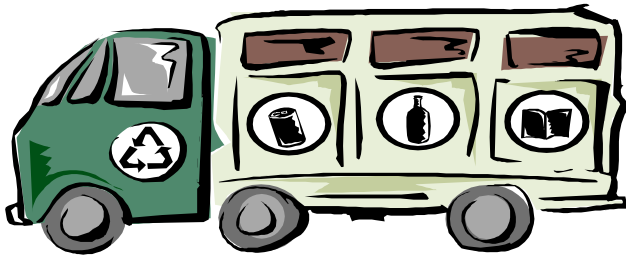
Daily checks of fluid levels on vehicles must be accomplished before leaving the shop. Oil, water level and tires should be inspected daily prior to leaving the shop. Vehicles should not leave the shop without first being in proper working order (i.e. brakes, wipers, and lights). Oil filters should be changed every 3,000 miles on light duty trucks and every 6 months on Isuzu (diesel) trucks.

The supervisor is responsible to see that all trash is removed each evening from the front and rear of the vehicle. Excessive dirt or debris that has to be removed will result in a fee charged to the supervisor based on cost of labor used to accomplish the task.



Trash and Refuse Handling

Recycling of glass, aluminum and empty flowerpots is mandatory. Composting of leaves, grass clippings, trimmings and other yard waste from the customer's property is top priority. All materials should be cut or shredded prior to placement in composting (natural areas). Debris that cannot be placed into a composting area or recycled must be bagged and placed into a drop-off dumpster site at the earliest convenience. Large amounts of plant trimmings can be placed into the composting pile at the shop. Anyone who places non-compostable materials, recyclable or unapproved debris into the composting



pile will be issued a written warning of the incident. Financial penalties will be assessed at prevailing labor rates to correct the action. A minimum penalty of \$5 will be assessed per occurrence.

Recycling Program

We recycle at Bass Custom Landscapes to keep the community clean and do our part to help the environment. When returning to the shop at the end of the work day, everyone needs to clean their vehicle and put things where they belong. This means only compostable trash goes into the compost pile. Cans, glass, lawnmower blades and edger blades need to be put in their proper recycling containers. Become familiar with the recycling containers and placement of all recyclable materials. If you are responsible for placing materials out of their place, you will face a maximum of \$10.00 penalty for non-compliance. If you witness an act of non-compliance on our recycling program, you may report the event for a \$10.00 reward. The report must be a written statement briefly describing the act of non-compliance. It must include the date, approximate time, and names of reporter and violator. It should be made on the day of the incident and brought to the attention of the Maintenance Manager.



Phone Etiquette



Employees who may be in the office at any time the phone rings, whether during normal office hours or not, should answer the phone with proper phone etiquette. Proper phone etiquette is very important because it shows the customers (existing or potential) that we have a competent staff and that we go out of our way to help our customers in any way possible. One should answer the phone, "BASS Custom LANDSCAPES may I help you?" Collect any information that might help us answer any questions the customer has, and write it down with a name, time and phone number in our message booklet. The most important thing is being able to return the phone calls as promptly as possible to aid the customer with their concerns. We need to the above information in order to do this. Always remember to be **POLITE**. Do not offer any information to questions for which you are not qualified to answer. Simply say to the caller, "I'm sorry, I cannot answer that question. If you give me your name and phone number, someone will gladly return your call." This is very important to prevent confusing situations and to prevent misinformation.

Schedule of Disciplinary Actions

Actions that will result in disciplinary action are addressed below. This list is not all-inclusive, however it does address the most common occurrence requiring disciplinary action. **Bass Custom Landscape** uses a three point system: Any employee accumulating three points (as outlined below) during a three-month period will be terminated. This schedule is a management tool to assure Bass Custom Landscapes retains the highest quality, most professional people possible.

Minor Offenses (1/2 - 1 Point)

- Uncivil Conduct
- Tardiness
- Unauthorized Absence from job site
- Disputes with residents or co-workers
- Smoking in unauthorized locations
- Failure to submit time card
- Foul or abusive language
- Inefficient or Incompetent Job Performance
- Negligent Job Performance
- Unprepared for work

Moderate Offenses (1 1/2 - 2 Points)

- Gambling
- Careless or negligent use of property or equipment
- Unapproved or improper use of leave
- Failure to report for work without proper notification
- Failure to comply with written policies, procedures, or rules
- Failure to turn in accident report

Major Offenses (2 1/2 - 3 Points)

- Releasing confidential information
- Waste of materials or supplies
- Intoxication or drug abuse on the job
- Sleeping on the job
- Fighting on the job
- Failure of drug screening
- Theft or willful destruction of property
- Gross insubordination or misconduct
- Conviction of felony, if relevant to job
- Falsifying records or time cards
- Use of undue influence for own benefit
- Inability to complete required training
- Failure to obtain or maintain licenses or certificates required by law for job

ACCEPTANCE OF TERMS

Welcome to the **Bass Custom Landscapes** family!!!

This is to make sure you fully understand all of **Bass Custom Landscapes** rules and what is expected of you as an employee of **Bass Custom Landscapes**. These rules are here to protect you the employee and **Bass Custom Landscapes**. The company handbook, training manuals, forms, contracts customer lists and any and all of its contents are considered confidential. A copy of the handbook is available in the office should you need it. If you have any questions please ask them now.

I have read the Employee Handbook and agree to abide by all company policies and work rules and agree to abide by all its provisions. I acknowledge that I have received a copy of the employee Handbook.

Witness

Employee Signature

Date

Print Employee Name

CONFIDENTIALITY AGREEMENT

I agree to keep all information that is proprietary of **Bass Custom Landscapes**, **Bass Custom Landscapes** personnel, and **Bass Custom Landscapes** clients confidential, both during and after my employment. I understand that if I break this agreement, I will be subject to court injunction and will be liable to pay money damages, including attorney's fees.

Witness

Employee Signature

Date

Print Employee Name