

LAWN CARE EMPLOYEE HANDBOOK

CREATE STELLAR CREWS WHO ARE
HAPPY TO WORK FOR YOUR BUSINESS!



[COMPANY LOGO]



LAWN CARE
EMPLOYEE HANDBOOK

[INSERT COMPANY NAME]



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WELCOME MESSAGE



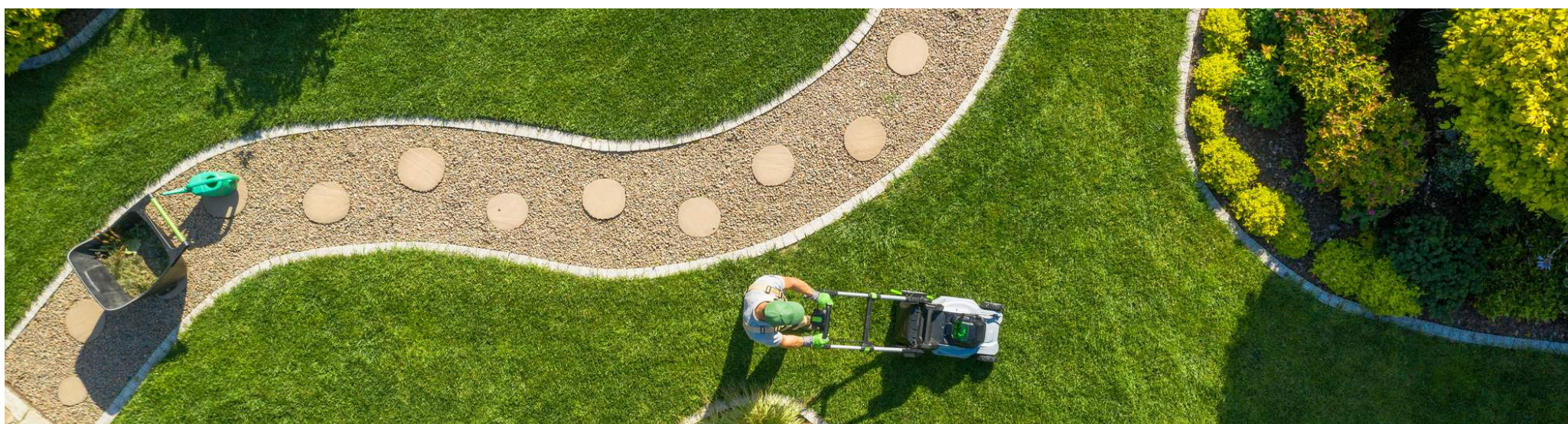
Welcome to **[Company Name]**! We're excited to have you join our team of dedicated lawn care professionals. This employee handbook is designed to provide you with important information about our company policies, procedures, and expectations. We believe that by working together and adhering to these guidelines, we can create a safe, productive, and enjoyable work environment for everyone.

Company History and Mission Statement

[Company Name] was founded in **[year]** with the goal of providing top-quality lawn care services to our community. Our mission is to enhance the beauty and health of our clients' outdoor spaces while maintaining the highest standards of professionalism, safety, and environmental responsibility.

Purpose of the Handbook

This handbook serves as a guide to help you understand our company policies and procedures. It is not an employment contract and does not create any contractual rights. The policies described here are subject to change at the discretion of **[Company Name]**. We expect all employees to familiarize themselves with this handbook and refer to it throughout their employment with us.





EMPLOYMENT POLICIES

Equal Opportunity Employment

[Company Name] is an equal-opportunity employer. We are committed to providing equal employment opportunities to all employees and applicants without regard to race, color, religion, sex, national origin, age, disability, or genetic information.

At-Will Employment

Employment with [Company Name] is voluntary and "at-will." This means that either you or the company may terminate the employment relationship at any time, with or without cause or advance notice.

Employee Classification

- Full-time: Employees who work 40 hours or more per week on a regular basis.
- Part-time: Employees who work less than 40 hours per week on a regular basis.
- Seasonal: Employees hired for a specific period, typically during peak lawn care seasons.

Hiring Process

Our hiring process typically includes the following steps:

- 1. Application submission
- 2. Initial screening
- 3. Interview(s)
- 4. Reference checks
- 5. Job offer
- 6. Background check and drug screening

Probationary Period

All new employees are subject to a 90-day probationary period. During this time, your performance will be closely evaluated to determine your suitability for the position. The company reserves the right to extend the probationary period if deemed necessary.

WORKPLACE CONDUCT

Professional Behavior Expectations

We expect all employees to maintain a professional demeanor while representing **[Company Name]**. This includes:

- Treating colleagues, clients, and the public with respect and courtesy
- Maintaining a positive attitude
- Following instructions and completing assigned tasks efficiently
- Communicating effectively with supervisors and team members

Dress Code and Personal Protective Equipment (i.e. PPE)



Employees are required to wear company-provided uniforms during work hours. Additionally, proper PPE must be worn at all times when performing job duties. This includes, but is not limited to:

- Safety glasses
- Work gloves
- Steel-toed boots
- Hearing protection (when operating loud equipment)
- High-visibility vests (when working near roads)

Attendance and Punctuality

Reliable attendance and punctuality are essential. If you will be late or absent, you must notify your supervisor as soon as possible, preferably at least two hours before your scheduled start time. Employees who are gone for more than two days without excuse or notice will be placed on an employment hold.

Tobacco and Nicotine Policy

Smoking and vaping are prohibited in all company vehicles and on client properties. Designated smoking/vaping areas may be available at the company office, or offsite during a scheduled break. This includes but is not limited to the use of tobacco and/or nicotine products, smokeless tobacco, cigarettes, e-cigarettes, vaping, vape pens, etc.

Drug and Alcohol Policy

[Company Name] maintains a drug-free workplace. The use, possession, or distribution of illegal drugs or alcohol on company premises or while conducting company business is strictly prohibited. Employees may be subject to drug testing as permitted by law—this includes post-accident testing as well as random testing.

Harassment and Discrimination Prevention

[Company Name] is committed to providing a work environment free from harassment and discrimination. Any form of harassment or discrimination based on race, color, religion, sex, national origin, age, disability, or genetic information is strictly prohibited. Employees who experience or witness such behavior should report it immediately to their supervisor or HR representative.

COMPENSATION & BENEFITS

Pay Periods and Methods

Employees are paid [frequency, e.g., bi-weekly] by [method, e.g., direct deposit]. Pay periods run from [day] to [day], with paychecks issued on [day].

Overtime Policy

Non-exempt employees who work more than 40 hours in a workweek will be paid overtime at a rate of 1.5 times their regular hourly rate. All overtime must be approved in advance by a supervisor.

Benefits Overview

[Company Name] offers the following benefits to eligible employees:

- Health insurance
- Dental insurance
- Vision insurance
- 401(k) retirement plan
- Paid time off

Please refer to the separate benefits guide for detailed information on eligibility and enrollment.

Time Off and Leave Policies

- Paid Time Off (i.e. PTO): Full-time employees accrue PTO at a rate of [X] days per year.
- Sick Leave: [Details of sick leave policy]
- Bereavement Leave: Up to [X] days for immediate family members.
- Jury Duty: [Company policy on jury duty]
- Family and Medical Leave: In accordance with the Family and Medical Leave Act (i.e. FMLA)

Workers' Compensation

Employees are covered by workers' compensation insurance for job-related injuries or occupational illnesses (e.g. asthma due to fumes, skin conditions due to work related irritants, etc.). All incidents must be reported immediately to your supervisor.





WORK SCHEDULE & HOURS

Standard Work Hours

Standard work hours are from **[time]** to **[time]**, Monday through Friday. Schedules may vary based on client needs and seasonal demands.

Breaks and Meal Periods

Employees are entitled to a 30-minute unpaid meal break for shifts longer than 6 hours, and two 15-minute paid rest breaks for shifts of 8 hours or more.

Overtime Procedures

All overtime must be approved in advance by a supervisor. Employees are expected to complete their work within regular hours unless overtime is explicitly authorized.

On-Call Expectations

Some positions may require on-call availability. On-call schedules will be communicated in advance, and compensation will be provided in accordance with applicable laws.

Standard Work Hours

Standard work hours are from **[time]** to **[time]**, Monday through Friday. Schedules may vary based on client needs and seasonal demands.

SAFETY POLICIES & PROCEDURES

General Safety Guidelines

- Always wear appropriate PPE.
- Follow proper lifting techniques.
- Stay hydrated and take regular breaks in hot weather.
- Be aware of your surroundings and potential hazards.

Equipment Operation Safety

- Only operate equipment you have been trained and authorized to use.
- Inspect equipment before each use.
- Report any equipment malfunctions or damage immediately.
- Never remove or disable safety guards on equipment.

Chemical Handling and Storage

- Follow all safety procedures when handling chemicals.
- Wear appropriate PPE when mixing or applying chemicals.
- Store chemicals in designated areas away from food, water sources, and high-traffic areas.
- Maintain up-to-date Safety Data Sheets (i.e. SDS) for all chemicals used.

Inclement Weather Procedures

- In case of severe weather, follow instructions from your supervisor.
- Do not work outdoors during thunderstorms or other dangerous weather conditions.
- Be prepared to reschedule work as needed due to weather.

Accident Reporting and Investigation

- Report all accidents, injuries, or near-misses to your supervisor immediately.
- Cooperate fully in any accident investigations.
- Follow all medical treatment and return-to-work instructions.

JOB RESPONSIBILITIES & PERFORMANCE

Job Descriptions

Detailed job descriptions for each position are available from your supervisor or the HR representative.

Performance Expectations

Employees are expected to:

- Meet productivity standards set by the company.
- Maintain high-quality work that meets or exceeds client expectations.
- Work cooperatively with team members and supervisors.
- Adhere to all company policies and procedures.



Training and Development

[Company Name] is committed to employee growth.

We offer:

- Initial job training for new hires.
- Ongoing safety training.
- Opportunities for skill development and certifications

Performance Review Process

Formal performance reviews are conducted annually.

These reviews will:

- Assess your performance against job expectations.
- Set goals for the coming year.
- Identify areas for improvement and development.



COMPANY EQUIPMENT & VEHICLE USE

Care and Maintenance of Equipment

- Treat all company equipment with care.
- Clean and properly store equipment after each use.
- Report any equipment issues or damage promptly.

Vehicle Operation Policies

- Only authorized employees may operate company vehicles.
- Obey all traffic laws and practice defensive driving.
- Complete daily vehicle inspection reports.
- Report any accidents or damage immediately.

Personal Use of Company Property

Personal use of company vehicles, equipment, or other property is strictly prohibited unless explicitly authorized by management.





CUSTOMER SERVICE STANDARDS

Interacting with Clients

- Always be courteous and professional when interacting with clients.
- Greet clients respectfully and introduce yourself as a representative of **[Company Name]**.
- Respect clients' property and privacy.
- Answer questions to the best of your ability or refer clients to a supervisor for complex inquiries.

Handling Complaints and Issues

- Listen attentively to client concerns without interrupting.
- Acknowledge the client's feelings and apologize for any inconvenience.
- Take detailed notes of the complaint or issue.
- Inform your supervisor immediately about any client complaints.
- Follow up with the client after the issue has been addressed, if appropriate.

Representing the Company on Job Sites

- Maintain a neat and professional appearance at all times.
- Keep work areas tidy and organized.
- Avoid loud or inappropriate conversations on job sites.
- Do not discuss company business or other clients with customers.



DISCIPLINARY PROCEDURES

Progressive Discipline Policy

[Company Name] follows a progressive discipline policy, which typically includes:

1. Verbal warning
2. Written warning
3. Final written warning
4. Suspension
5. Termination

Grounds for Immediate Termination

Some actions may result in immediate termination, including but not limited to:

- Theft or dishonesty
- Violence or threats of violence
- Gross negligence resulting in serious injury or property damage
- Willful destruction of company property
- Working under the influence of drugs or alcohol



COMMUNICATION POLICIES

Use of Personal Devices at Work

- Personal phone use should be limited to break times except in emergencies.
- Do not use personal devices while operating company vehicles or equipment.
- Never use personal devices to take photos or videos on client properties without explicit permission.

Social Media Guidelines

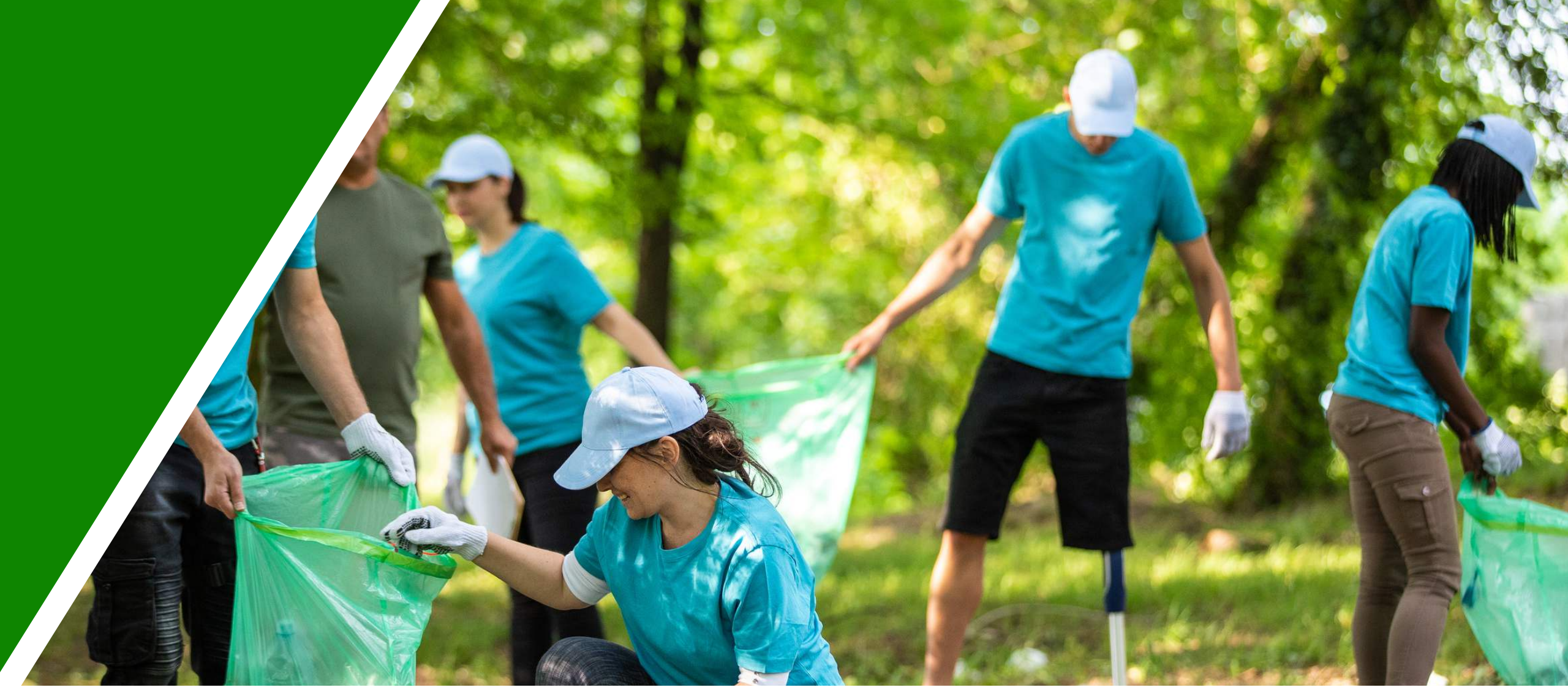
- Do not share confidential company or client information on social media.
- Avoid posting negative comments about the company, coworkers, or clients.
- If you identify yourself as an employee of **[Company Name]** on social media, make it clear that your views are your own and not those of the company.

Confidentiality and Non-disclosure

Employees are required to maintain the confidentiality of sensitive information related to the company, its clients, and coworkers.

This includes:

- Client lists and contact information
- Pricing and financial information
- Proprietary techniques or processes
- Employee personal information



ENVIRONMENTAL RESPONSIBILITY

Sustainable Practices

[Company Name] is committed to environmentally responsible lawn care.

Employees are expected to:

1. Use water efficiently and avoid waste.
2. Properly calibrate equipment to prevent over-application of products.
3. Recommend native and drought-resistant plants when appropriate.
4. Follow Integrated Pest Management (i.e. IPM) principles to minimize chemical use.

Proper Disposal of Waste and Chemicals

- Dispose of green waste in designated composting areas or through approved disposal methods.
- Never dump chemicals or contaminated water into storm drains or waterways.
- Follow all local regulations for the disposal of hazardous materials.
- Recycle materials whenever possible.



TERMINATION OF EMPLOYMENT

Resignation Procedures

Employees who choose to resign are requested to provide at least two weeks' notice in writing to their supervisor.

Exit Interviews

Departing employees may be asked to participate in an exit interview to provide feedback on their experience with the company.

Return of Company Property

All company property, including uniforms, equipment, vehicles, and any documents or electronic files, must be returned on or before the last day of employment.



ACKNOWLEDGMENT OF RECEIPT

I acknowledge that I have received a copy of the **[Company Name]** Employee Handbook. I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Employee Name: _____

Employee Signature: _____

Date: _____

[COMPANY LOGO]



BETTER TOGETHER

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*******AS ALWAYS, consult with a trusted lawyer or HR consultant to ensure this handbook is covering 100% of your bases!!! This handbook is simply a starting point to give your lawn care business an excellent kickstart. Service Autopilot by Xplor is not responsible for any handbook or legal issues.*******

