
FOREMAN ON-BOARDING PROGRAM

PURPOSE

- The purpose of this 90-day program is to provide a new Foreman with clear performance expectations related to their portfolio of jobs and Crew Members who will service them, and various administrative procedures to ensure successful job performance.

1) OPERATIONS

- Day 1
 - a) Orientation: Complete Administrative portion of New Employee Orientation Program
 - b) PPE: Must be trained on personal protective equipment by a Field Supervisor on a job site
 - c) Uniform: Approved Company attire is distributed
 - d) Equipment Safety: Be trained by a Field Supervisor, on a job site, on the safety and use of the following equipment and sign off on the training form:
 - 21" Mower
 - Blower
 - String trimmer
 - Hedge trimmer
 - NO EQUIPMENT is to be touched by an employee until training has been approved
 - e) Procedures: Ensure new employee knows basic administrative information and procedures
 - How to complete, sign, and approve a time card
 - The deadline for submitting and reviewing completed time cards each week
 - Get a phone, e-mail address, and voice-mail set-up and training
 - Location of Work Orders and job-related documentation
 - Phone Number for Human Resources (e.g., payroll, benefits, injuries)
 - Phone Number for Field Supervisor and Manager
 - Introduction to field operations team
 - Get an assigned truck and gasoline card; conduct vehicle/trailer inspection
 - Injury Reporting: what to do, who to call

- First Week
 - a) Know the goals for each job
 - b) Job Site Specifics: How to read a rotation map, perform zone work, wearing PPE
 - c) Keep tarps and equipment off walkways, proper use of cones, yard norms, etc.
 - d) How to take material from stock and track it
 - e) Attend Safety Tailgate training sessions
 - f) How to close out a Work Order by emailing the Field Supervisor or Manager
 - g) Always dress and behave professionally
 - h) Know approved lunch locations, procedures, and etiquette
 - i) Know where restroom facilities are and use only these for relieving oneself
 - j) Be familiar with yard opening and closing procedures and how to assist fellow employees
 - k) Encourage Crew Members to work efficiently, effectively, and safely

- First 30 Days
 - a) Begin the Foreman Training Program
 - b) Complete on-boarding portion of New Employee Orientation Program
 - c) Attend all Safety Tailgate training sessions
 - d) How to Start a New Job - equipment, people, keys, access, scope, non/billable work
 - e) Comply with Job Sequencing standards for each job
 - f) Let Field Supervisor know if self or a Crew Member need training (e.g., chemicals, pruning, fertilization, controller programming)
 - g) Be able to identify the 10 most common plants on each job site
 - h) Can identify and proactively reports damaged equipment/tools
 - i) How the employee referral program works
 - j) Meter readings. How to do them and fill them in and why
 - Keep irrigation on schedule and on budget based on the restrictions of that water district

- k) Be able to identify the 10 most common plants on each job site
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 - n) Meter readings. How to do them and fill them in and why
 - Keep irrigation on schedule and on budget based on the restrictions of that water district
 - o) Depending upon assignment, is trained on pesticide use with a backpack sprayer
 - This includes how to understand the label and figure out the mix rate, proper application technique and knowing the required PPE
 - MUST be trained by someone with a current Chemical License
 - p) Receives 30-day non-financial, developmental performance review
- 60-90 Days
 - a) How to conduct and fill in equipment training of new crew members
 - b) Can identify the most common weeds in lawns and planter beds
 - c) Knows the correct chemical and mix rate to treat for specific weeds
 - d) Can identify the top 5 pests and top 3 diseases and how to treat them (e.g., chemical and mix rate and PPE)
 - e) Can do basic irrigation programming on standard clocks
 - f) Can complete basic irrigation repairs including sprinklers, nozzles, bubblers and drip
 - g) Knows how to fill in chemical use forms

2) JOB SITE ETIQUETTE

- a) Work on the job site as if it were working on your own property
- b) Never use power-equipment when a customer or pet is within 15 feet of the work area
- c) Know your job; if you're not sure of the answer, get the answer from another employee.
- d) Never use the customer's tools or maintenance equipment
- e) Never use the customer's phone or restroom
- f) Profanity, harassment, or discrimination is never permitted
- g) No friends, family, significant others, or pets may visit an employee while at a job site
- h) Always leave the job site tidy and clean (i.e., remove all tools and debris)

3) EMPLOYEES

- a) Greet each Crew Member personally every day
- b) Know the Labor goal for each job
- c) Utilize Labor efficiently for each job (i.e., no overtime)
- d) Clarify their responsibilities, time frames, and standards at each job
- e) Work to keep oneself and Crew Members safe at all times
- f) Ensure all meal periods and breaks are given correctly during each work shift
- g) Keep newer Crew Members on schedule to complete their tasks thereby enabling the entire crew to finish all zone work within the allocated time, while demonstrating proper job quality
- h) Train Crew Members according to training plans
- i) Meet with Field Supervisor each day to prepare/debrief the jobs
- j) Assist with giving feedback to Field Supervisor for Crew Members' performance reviews

4) CUSTOMERS

- a) Always smile at the customer
- b) Never stare at a customer, especially a female
- c) Treat the customer with respect and courtesy
- d) Never argue with a customer
- e) Always say "thank you"
- f) Notify the Field Supervisor if there is a question regarding the assigned work at the job site
- g) Maintain professionalism at all times
- h) Remember that your customers are the only reason you are getting paid
- i) **REMEMBER: The customer is your first priority!**