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Manager's Guide

Rev. 6/19

Property of Russell Landscape



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This guide is designed to serve as a reference for all Russell Landscape manager's and supervisors. The information herein is confidential and is intended for the use of current Russell Landscape managers and supervisors only.

If you should have any questions regarding the information provided herein please contact Human Resources.

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1. Hiring and on boarding;
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1. Hiring and On Boarding

All perspective Russell Landscape employees must meet all federal and state work requirements regarding eligibility without exception.

All new employees are required to complete a New Hire Packet. These packets are available in each branch. You may also request from Human Resources via email.

Ensuring that these packets are complete and correct is imperative to the efficient processing of new employees. If you have any questions please see the "Perfect Packet" link on the back end of the website and use that as a guide.

All new employees are required to provide valid documentation to establish their identity and employment eligibility. These documents must be physically present at the time of hire. Managers are to make copies of the front and back of these documents, in color, and submit them with the New Hire Packet.

Managers are responsible for submitting the New Hire Packet either in person at corporate headquarters to Human Resources or via email at Payroll@RussellLandscape.com



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1. Hiring and On Boarding Cont.

New Hire Packets must be completed and submitted BEFORE the new hire's first day of employment.

New employees hired for a position that requires driving Russell Landscape owned vehicles must first have a 3-year Motor Vehicle Report approved by Human Resources BEFORE driving any company owned vehicles. A DOT Endorsement may be required. Please consult with Human Resources in order to schedule an appointment for new hires at a company approved site.

No one under the age of 16 will be employed by Russell Landscape. Employees 16 and 17 years of age are required to meet guidelines and have a Youth Worker Agreement signed by the employee's parent or legal guardian. The Youth Worker Agreement can be obtained via request made to Human Resources.

Any and all questions pertaining to new hires should be directed to Human Resources.



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2. Safety

ALL Russell Landscape employees are required to be provided with the following Personal Protective Equipment. Workers are NOT permitted to work without the following:

1. Reflective Safety Vest;
2. OSHA approved eye protection;
3. Ear protection.

Employees who have been issued these items and failed to report to work with them may be charged for replacements however they are NOT permitted to work without them. Manager's who intend to charge the employee for replacement PPE may complete a payroll deduction which is to be turned in to Payroll.

All employees MUST be in boots that cover the ankle and ensure safe footing on both wet and dry surfaces. Employees failing to report in appropriate footwear are not to be permitted to work.

Drinking water is to be present on ALL Russell Landscape crew trucks. It is the manager's responsibility to ensure drinking water is present and accessible by all Russell Landscape team members.



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3. Injuries

ALL injuries are to be reported to Human Resources immediately regardless of severity. Regardless of whether or not an employee requires medical attention, he or she will be required to have drug test. Managers are to coordinate with Human Resources to schedule a drug test at an approved site the same day as the incident.

An injury report **MUST** be completed on the back end of the website for ALL injuries, regardless of severity. Managers should familiarize themselves with the report to ensure that all of the information necessary is collected at the time of the injury.

It is important that we document every detail pertaining to work-related injuries - please be as specific as possible when completing the report and include photos and any supporting documentation. A manager **MUST** report to the scene of any serious injury without exception.

If a Program Employee becomes injured please ensure that Human Resources is aware that the injured party is part of a program and from which program the employee is a part of.



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4. Accidents

ALL accidents are to be reported using the form on the back end of the website. This report MUST be completed the same day the accident occurred. If the police or EMS become involved - ensure that Human Resources is notified immediately. It is imperative that we get names and contact information from all parties involved. Managers should familiarize themselves with the Accident Report to be certain all of the information required to complete the form is collected at the time of the incident. A manager MUST report to the scene of any vehicle accident without exception.

All accidents / incidents resulting in property damage will require a drug screening of the responsible employee. Managers are to coordinate with Human Resources to schedule a post-incident drug screening at an approved site the same day the accident / incident occurred -no exceptions.

In the event Russell Landscape needs to coordinate a repair / replacement of damaged property please ensure that a phone call to Chris Watkins is made as soon as possible - 678-467-0235. Please ensure to have the contact information for the party or parties involved handy.

NEVER admit fault to accident - consult with HR



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5. Disciplinary Action / employee termination

All disciplinary actions are to be documented. The following reports can be found on the back end of the website:

1. Disciplinary Report
2. Tardy / Absence Report
3. Performance Improvement Plan.

With the exception of particularly egregious actions or omissions, Russell Landscape has a three-strikes policy in place prior to termination. If you have questions pertaining to disciplinary action please contact Human Resources.

Please note that it is important that all available options be exhausted (truck changes, division changes, etc.) prior to terminating an employee. Our goal is to give everyone every opportunity to be successful before ending employment.

All terminations **MUST** be logged on the back end of the website without exception.

If a Program Employee is terminated Managers are to report this to Chris Watkins at Chrisw@RussellLandscape.com or via phone at 678-467-0235.



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6. Program Employees

Russell Landscape utilizes a number of programs to assist us in satisfying our labor needs. There are certain guidelines that we must follow to ensure that we remain eligible to utilize these valuable programs. Below is an overview of the most important things to remember about the TC programs:

1. Program Employees are to be supervised at all times;
2. No visitors are permitted at branches, job sites, etc;
3. Any issues, including unauthorized absences are to be reported to Chris Watkins immediately - 678-467-0235.
4. All requests for Friday / Saturday workers must be submitted through the back end of the website no later than 2:00PM on Thursday or Friday.
5. Program Employees ride the bus provided by Verna Hills Transportation. If a Program Employee is going to be late Chris must be notified prior to usual departure time of the bus.
6. A terminated Program Employee is NOT to be told of his termination - Chris will handle this with the center administrators.



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6. Program Employees Cont.

GA Works Program Team Members have some special considerations as well. Please make note of the following:

1. GA Works strongly discourages overtime - please do your best to limit these employees to 40 hour work weeks.
2. GA Works employees ARE NOT to be offered employment without prior approval by Chris Watkins.
3. GA Works employees report in a designated van. It is important that these team members are back in time to catch that van so as not to delay pickups at other branches. If you know someone is going to be late, please ensure that you notify Chris.

Chris is to be notified about all GA Works terminations or dismissals.

If you have any questions that are related to the Program Employees please contact Chris Watkins at 678-467-0235.



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7. Back end of the website

The back end of the is designed to give our managers many of the tool necessary to efficiently complete many of the administrative tasks required by Russell Landscape.

You can find the link to the back end of the website by visiting www.RussellLandscape.com and clicking on the RLG TEAM LOGIN link. You will be prompted to enter a password. The password is bethebest - no caps or spaces.

On the back end of the website you will find the tools mentioned earlier in this guide as well as:

- PTO Requests;
- Phone, computer, Fuel Card requests;
- Disciplinary forms;
- Employee referral form;
- Employee transfers form;
- Employee termination forms;
- Payroll change forms (raises / pay increases);
- Quarterly check-ins;
- Program employee Friday / Saturday requests;
- Vehicle condition reports;
- Crew of the Month Submissions
- And a lot more.

Please familiarize yourself with this valuable tool. If you have any questions please contact Chris at 678-467-0235.



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CORE VALUES

1. FAITH AND FAMILY
2. HEART OF SERVICE
3. INTEGRITY
4. PURSUIT OF KNOWLEDGE AND EXCELLENCE

"Glorifying God by making everything we touch better."

Important Numbers:

Dianne Savage Cell Phone: 770-231-3717
Chris Watkins Cell Phone: 678-467-0235

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