



Company Policies

These policies are in place to keep our team safe, professional, organized, and consistent on every job. All employees are expected to follow these standards while working on behalf of Wood's Construction & Landscaping.

1. Attendance & Punctuality

Employees are expected to arrive at the designated meeting place or job site on time and ready to work.

If you will be late or unable to work, notify the Owner or Project Coordinator as soon as possible. Whenever possible, notice should be given before the scheduled start time.

Repeated lateness, unexcused absences, or failure to communicate may result in disciplinary action.

2. Job Site Conduct

Employees are expected to act professionally at all times while on a customer's property or job site.

- Treat customers, coworkers, tenants, and other contractors respectfully.
- Keep work areas reasonably clean and organized.
- Do not enter areas of a property that are unrelated to the assigned work without authorization.
- Do not use or remove customer property.
- Avoid unnecessary profanity, loud music, or disruptive behavior.
- Clean up the work area before leaving the job site.

3. Customer Communication

Employees should be friendly and respectful with customers but should not make promises regarding pricing, additional work, completion dates, refunds, discounts, or changes to the scope of work unless authorized.

Questions or concerns from customers that involve the project agreement should be directed to the **Owner or Project Coordinator**.

4. Phones & Personal Devices

Reasonable phone use is permitted when it does not interfere with work or create a safety issue.

Phones should not be used while operating machinery, power tools, vehicles, or performing tasks where distraction could cause injury or property damage.

Excessive personal phone use during working time is not permitted.

5. Safety & PPE

Employees are responsible for following company safety procedures and using required personal protective equipment (PPE).

Never perform work that you believe is unsafe or that you have not been trained or authorized to perform.

Unsafe conditions, injuries, damaged equipment, and hazards should be reported immediately.

6. Tools & Equipment

Company tools and equipment must be used responsibly and only for their intended purposes.

Employees should:

- Return tools and equipment to their proper location.
- Report damaged, malfunctioning, or missing equipment promptly.
- Never intentionally misuse company equipment.
- Receive authorization before taking company tools or equipment for personal use.

7. Company Vehicles

Only authorized individuals may operate company vehicles.

Drivers must obey traffic laws, wear seat belts, and operate vehicles responsibly. Employees may not text or otherwise use a handheld phone while driving on company business.

Accidents, vehicle damage, citations, or mechanical problems must be reported promptly.

8. Alcohol & Drugs

Employees may not work while impaired by alcohol, illegal drugs, or any substance that makes them unable to perform their duties safely.

Alcohol and illegal drug use are prohibited while working, operating company equipment or vehicles, or representing the company at a job site.

9. Purchases, Materials & Receipts

Employees must receive authorization before making purchases on behalf of the company unless they have previously been given purchasing authority.

Receipts for company purchases must be submitted promptly according to company procedures.

Company funds, cards, and accounts are for authorized business expenses only.

10. Property Damage

Any damage to a customer's property, company property, vehicle, equipment, or another person's property must be reported immediately—even if the damage appears minor.

Employees should not attempt to hide, repair, or settle property damage with a customer without notifying management.

11. Job Photos & Documentation

Employees may be required to take before, during, and after photos of work.

Job photos should focus on the work being performed. Avoid unnecessarily photographing customers, tenants, personal documents, children, or other private belongings.

Job photos and customer information should not be posted on personal social media without company authorization.

12. Confidentiality

Customer addresses, phone numbers, access codes, pricing, contracts, keys, property information, and other non-public information obtained through work must be treated as confidential.

Employees may not use or share this information for personal purposes.

13. Keys, Access Codes & Occupied Properties

Keys, lockbox combinations, gate codes, alarm codes, and other property-access information must be protected.

Never share access information with an unauthorized person.

When working in occupied properties, employees must respect the customer's privacy and belongings at all times.

14. Quality of Work

Employees are expected to complete assigned work carefully and according to company standards.

If you are unsure how a task should be completed, ask before proceeding. Problems, mistakes, unexpected conditions, or work that may require additional materials should be reported promptly.

15. Changes to the Job

Employees should not agree to additional work requested by a customer without authorization.

If a customer asks for something outside the assigned work, contact the Owner or Project Coordinator before beginning the additional work.

16. Reporting Injuries & Incidents

All work-related injuries, accidents, near misses, property damage, and significant safety incidents must be reported as soon as possible.

Emergency medical situations should be handled appropriately before completing company reporting requirements.

17. Respectful Workplace

Wood's Construction & Landscaping expects employees to maintain a professional and respectful workplace.

Harassment, discrimination, threats, fighting, bullying, or other inappropriate workplace conduct will not be tolerated.

18. Company Representation

Employees represent Wood's Construction & Landscaping while on job sites, communicating with customers, wearing company-branded clothing, driving company vehicles, or otherwise conducting company business.

Employees are expected to represent the company professionally and responsibly.