



# HSG ROCKSTARS



# Company Wide Expectations



EFFICIENCY



CRITICAL  
THINKING



PROFESSIONALISM



SAFETY



# Expectations - Efficiency



- Moving at a pace that demonstrates urgency while being sustainable and safe.
  - MUSIC! 115-125bpm training, 130-140 ideal pace for walking/moving around
- Performing tasks in the correct order so that they don't need to be repeated.
- For the lead, efficiency is teaching others how to do their jobs well. This creates lasting efficiency.
- For the crew, efficiency is learning to do the task correctly, in the correct order, and at an appropriate pace to meet our time goals.

Keeping your bucket next to you

her, don't double dip in the same area

Returners  
Focus:  
Resume Pace  
Task Precision

New Gardeners Focus:

1. Task
2. Order
3. Pace



# Expectations – Critical Thinking



Capable of collecting information and then applying what you know to assess whether action needs to be taken.

- This plant looks terrible: what is my next action?
- I'm done in this section: what is my next action?

Returners Focus:  
Use what you know,  
communicate the  
thought process

- The goal of this task is x, but I'm not seeing the results I need, what is my next action?
- The truck cab door is standing open, should I...

New Gardeners  
Focus:  
Learn the Why  
communicate the  
thought process



# Expectations - Professionalism

- Precise, HSG techniques, personal responsibility - we are individually responsible for making this all work, remove your own trash, demeanor and attitude
- From Field “Professional = precision – Precision comes from knowledge and experience”
- If you cannot take personal responsibility for the work, none of it is going to work
  - Demeanor and attitude – have a realistic expectation of the day, the job, the weather.
  - Showing up on time
  - Working as a professional company that provides a professional service

Returners Focus:  
Above and Beyond  
HSG Standard

New Gardeners  
Focus:  
Act right  
Look right  
Learn



# Expectations - Safety



- Taking responsibility for personal safety as well as the safety of others on the crew and in the public.
- Being capable of identifying potentially unsafe situations and taking action to mitigate the risks.
- There is no point in being efficient if it's not safe.

Returners Focus:  
Safe habits  
Safe ergonomics

New Gardeners  
Focus:  
Safe habits  
Safe ergonomics



# Company Wide Expectations



EFFICIENCY



CRITICAL  
THINKING



PROFESSIONALISM



SAFETY

Certain procedures and tasks fall into more than one of these categories





# Anatomy of an HSG Rock Star

- Grit and a winning attitude
- Dressed to work
  - Uniform
    - Shirt, tan pants, work boots, belt
    - Tool pouch, Knee Pads, gloves
- Using the right tools to get the job done safely
- Celebrating every win!





# Anatomy of an HSG Rockstar

- Water bottle and lunch
- Hands full
- Feet moving



# Expectations

- Show up on time and ready to work
- Wear your uniform on outermost layer (weather permitting)
- Be prepared –
  - Weather changes throughout the day. Check the weather in the morning before you leave. Having layers to add and remove make the difference.
  - Dry feet = happy life!
  - Enough food and water is essential. High protein and carbs for energy.
  - Lifestyle - well rested, hydrated, stretching.



# Expectations

- Details matter. Presentation matters. This whole job is about details.
- Be adaptable and flexible.
- Respect the work, the client, each other, and yourself.
- If you mess up, fess up. OWN IT.
- Be professional and kind.
- Communicate clearly and verify you received messages.
- There's no shame in not knowing something, just ask.
- Remember that we are all doing our best, and sometimes our best looks better than other times, but it's always our best effort.



# Typical Day

- Carpool from Home Depot
  - Unload/Load Trucks/Trailers
    - Get needed supplies
  - Shopping/Pick up Materials
  - Travel - Drive to Job Site
    - 1-3 Jobs, Typically
  - Dump Debris – Eco Site
  - Drop off at Carpool
- Load - 20 minutes
  - Drive – 30 minutes
  - **1st Job – 3 hours**
  - Drive/Lunch - 20 minutes
  - **2nd Job – 5 hours**
  - Drive - 30 minutes
  - **Eco – 15 minutes**
  - Drive – 5 minutes
  - Total: 10 Hours
  - **Goal: 8 hours of billable time**



# Carpool/Park-n-Ride



- Arrive 10 minutes early
  - Help pair gloves and fold rags
  - Do yoga 😊



- Be prepared for inclement weather, keep your extra layers in your car to bring if needed
- Jump in with a lead
- If you are running late, text the office, not a lead
- Leave ASAP to head to HSG



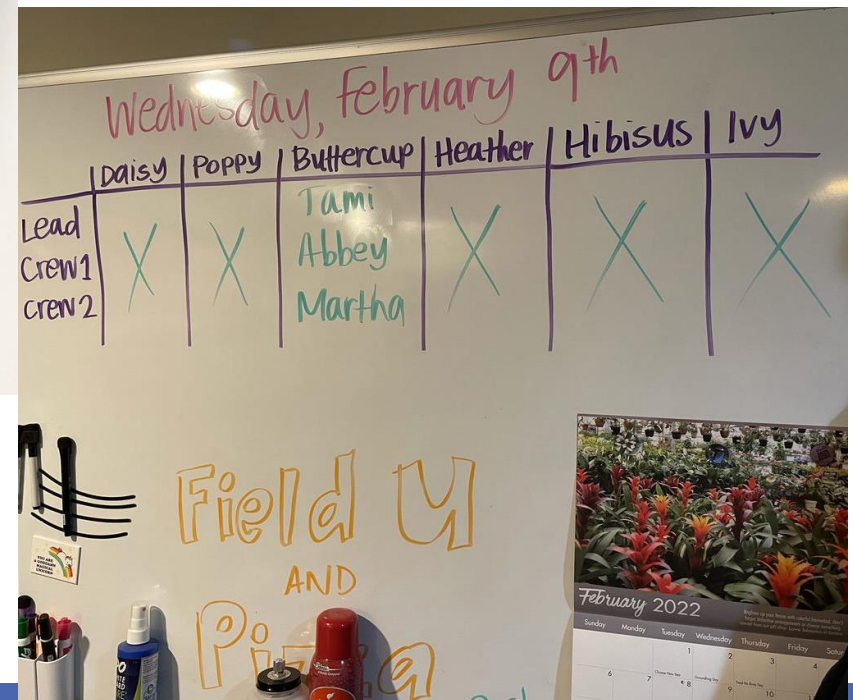
# Start of Day

- Shared building and shared parking lot.
  - Scrape boots before entering
  - Mindful of noise level
  - Refrain from leaving things by the door, inside or out
  - Leave space for a car to enter the parking lot between trucks



# Start of Day Tasks

- Clock In upon arrival at HSG
- Check your team and truck assignment  
Call-ins affect how the teams are deployed; things can change at the last minute.
- Collect keys for your assigned truck
  - If the laundry bag is there, take that too!
  - Unlock the truck, place keys on the front seat
- Loading!



# Start of Day Tasks

- Learn what equipment/materials needed for jobs that day and load accordingly
  - Plants for installations are stored out back.
  - Wheelbarrows are always needed for mulching or installing soil amendments.
- If the trailer needs to be hitched, 3 people should help
  - Two at back corners to push.
  - One at the front guiding the tongue and lifting the wheel down the curb.





# Loading Tasks



Lead

- Clocking work time for accounting
- Job Info
- Daily plan
- Project details



Crew

- Restock supplies
- Refresh truck
- Safety check
- Special items for projects, etc.



Everyone

- Personal Items
- Lunch and snacks

Departure:  
Water bottle full  
Bladder empty

If your team is ready,  
help other teams,  
especially if they are  
short a crew member



# Loading Tasks

## Crew 1



- Water
- Rags/Gloves
- Rain gear
- Trash/recycling
- Lysol spray
- Personal Care Items



## Personal Care Items



- Sunscreen & Bug spray
- Meds
- Utensils, Hygiene, Tissues
- Hand & Toe Warmers

## Crew 2



- Gas Can
- Cones
- Safety Check
- Supplies
- Radio & Battery



## Supplies



- Compost & Topsoil
- Debris Bags
- Fertilizers
- Plant Supports
- Ties, tape, twine



## Both Crew

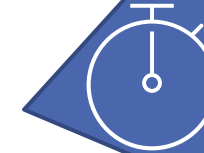
- Plants
- Wheelbarrows
- Ladder
- Farm jack





## Crew 1

- Empty water cooler, rinse and refill
  - Weekly wash!
- Collect used raingear, dirty gloves & rags, replace with fresh
  - No debris, dirt, trash in the laundry
- Empty trash and recycling
  - Plastic pots, edging, larger debris goes in debris pile in sanctuary
  - No loose trash in the dumpster
  - Recycling is collected inside
  - Replace bags
- Personal Care Items



Bottleneck in the kitchenette?  
Mix up what order you do these tasks





## Crew 2

- Remove Gas can from truck, store in trailer for travel
  - Check gas level, refill if needed
  - Secured inside truck overnight
  - Secure with bungee into crate at front corner of trailer
- Cones in trailer (correct tape color)
- Check supplies and restock as needed
  - Compost & Topsoil
    - 2 unopened bags of each, any open bag should be neatly wrapped to prevent spillage
  - Debris bags
  - Fertilizers
  - Plant Supports
  - Ties, tape, twine, flags, etc
- Safety Check



If you're picking up bulk mulch or topsoil, you may need to stow everything inside the truck instead! Move compost, topsoil bags, etc.

If you notice a supply is running low, notify  
[Maintenance@homesowngardens.com](mailto:Maintenance@homesowngardens.com)



# Start of Day Tasks

- Visual inspection that interior items are secured properly, hatches closed, etc.
- Secure trailer load if needed.
- Lead will double-check trailer attachment and load securement before departing
- **\*\*Use restroom\*\***





## Crew 2 - Safety Check

- Safety Check Mandatory per OSHA & MNDOT
  - Lead starts truck
  - Crew member behind truck & trailer with a view of the lights of the trailer and the side view mirrors
  - Signal left, right, and brakes.
    - Raise left arm for left signal, right for right, both for brakes.
  - Running lights
  - Head lights
  - Visual inspection of hitch, tires and wheels on trailer and truck



# Loading Tasks

Crew 1

- Water
- Rags/Gloves
- Rain gear
- Tr
- Ly
- Pe

Crew 2

- Gas Can
- Cones
- Safety Check

Crew 3

- Plants
- Wheelbarrows
- Ladder

Loading/Start of Day Tasks  $\geq 20$  minutes

Personal Care Items

- Sunscreen & Bug spray
- Meds
- Utensils, Hygiene, Tissues
- Hand & Toe Warmers

Supplies

- Compost & Topsoil
- Debris Bags
- Fertilizers
- Plant Supports
- Ties, tape, twine



# LOADING PRACTICE

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# Ecosite – Mulch/Soil pick up

- Gertens EcoSite to pick up bulk supplies
  - Mulch, compost, soil
  - Need the trailer to be empty to receive the load.
    - Gas can, crate, and any bags of soil/compost should go into the truck.
  - Crew hop out, grab pitchforks or hard rakes from the cargo area
  - Use pitchforks or rakes to smooth out the pile of mulch or soil, keeping most of the weight between the tires and the hitch
  - Step back when the loader is loading the trailer
  - Attach trailer cover, go low if possible.
  - Stow tools





# Shopping

- Home Depot –
- Gertens Wholesale -
- Gertens Retail -



# On the Road

- Review client notes
  - What is the debris preference?
    - Where does it belong?
  - Any special tasks to do?
  - Where to start?

All this info  
is in the blue  
binder



- Prep for the next job
  - Leads assigns tasks, name tools to be used

Why does it  
matter?



# On the Road

- Apply sunscreen
  - Needs time to become effective
- Eat snacks
- Check your phone
- Karaoke!

Help the lead  
navigate if  
needed



# On the Jobsite – Hit the Ground Running

Crew	Lead
First person out: Put out safety cones	Review client notes for visit
Gear up, water, kneepads, gloves.	What's the starting location and direction?
Grab tools: always need at least a rake and buckets. What sort of debris containers?	What sort of debris situation? Haul or leave? Bags or pop ups or tarps?
Start on the first obvious thing if the lead is unavailable (checking in with client, etc.)	Any special tasks get done first.

Should take  $\geq 5$  min



# On the Jobsite – Hit the Ground Running

- Bring everything with you
- Keep your bucket/pop-up handy
  - The less you need to move to get the debris from your hand to its container, the better
  - It may mean pruning directly onto a tarp, rather than making a big mess and having to pick it up.
- Talk about where you've been and where you're headed so you don't double dip.



# Debris

- On site
  - Tarps or Pop ups
- Bag & Leave
  - Where are they left?
- Haul
  - Sort debris for ease of disposal at Eco
  - Load the trailer mindfully



# Mulch/Soil Delivery

- Cones at outer corners to warn drivers
- Watch for traffic
- Scoop from the safest angles, bring material closer to curb rather than pushing it out into the street if possible/logical.







# Debris

- Size of debris items
  - Branches
    - Sort large from small, soft from woody
    - Lay end to end, don't randomly pile them in every direction
    - A few branches, set them aside and put them on top of soft debris at the end, easier to remove them first thing and get them out at Eco.
  - Large or heavy items
- Fill bags and pop-ups by weight, not volume
- Multiple clients or one job
  - Need to keep count of the volume of debris from each client for billing purposes.
- When multiple teams at one site, consolidate debris into the fewest loads.



# On the Jobsite – Set the Pace

- Pretend you need to use the bathroom
  - You move faster, but without running
- Plan out your movement
  - Is it better to go typewriter style in rows, or snake back and forth?
  - We want to overlap by 12" or so, but not "double dip" and do the same areas twice. One pass should be thorough enough.
  - Look inside and under every plant in the area you are working.
- Keep tools with you as you move
  - Keep them safely out of the way of sidewalks/paths/driveways
  - Not in buckets, popups, or on tarps



# On the Jobsite – Set the Pace

## Crew

Everyone is responsible for keeping the tools and gear with the team as you move around the jobsite. Before you move from one area to the next, look around you. Crew is primary.

Think ahead to next tasks to keep momentum going.

Use every trip to the truck/to the dump site/to the pop up as a chance to look over where you've already been and try to catch anything that was missed. There's always something.

Looking at the big picture:  
How does the overall design look?  
Are things too crowded? Not thriving?  
Any major changes (construction, new boulevard trees, etc.) that could affect the gardens? Lead is primary.

## Lead



# On the Jobsite – Finish Strong

Everyone collects tools, gear, debris to the truck. Crew are primary.

Crew	Crew	Lead
Clean and disinfect shared tools. Stow clean tools, rotating to the back so the next job has a new tool.	Finish collecting and securing debris.	Review jobs notes to ensure specific tasks completed.
Communicate with client, if on site.	Ensure nothing is left behind, check with other crew if they are missing anything.	Document work on green sheet. Send Client Notes Email.

Rotate at each job site, tools at one, debris at next, stay fresh!





# On the Jobsite – Finish Strong

- Cleaning & Sanitizing Tools

- Prevents soil-borne pathogens from being transmitted to another site
- Helps preserve our tools.

- Lysol Cleaner

- Any tool that goes into the dirt
  - Trowel, pruner, shovel, saw.
  - Needs to sit for 2 minutes
  - Remove excess moisture with a clean rag

Critical thinking:  
Remove debris/dirt first,  
into a garden bed if  
possible  
Spray tools on the lawn  
One pump per side of  
blade/tool

Last job of the day = spray lube on pruners



# On the Jobsite – Finish Strong

- Tool Count
  - Counting everything and the kitchen sink!
  - Count tools **after** they are clean and stowed to prevent leaving one on the lawn, in the trailer, etc.
- Check off each tool on the Tool Count Sheet
  - 1 person, if it's wrong who's responsible?
- If something is missing, it needs to be accounted for.
- If something is broken/damaged, it needs to be noted and accounted for.



Professionalism: This isn't to assign blame, it's to work out where breakage is happening and what needs to be done to prevent it in the future.



# On the Jobsite – Finish Strong

- In addition to tool cleaning and counting, all the supplies that were used should be re-stowed.
- Fertilizers should be securely closed and returned to the correct bin.
- Topsoil/compost that isn't empty can be twisted shut and securely stowed in the trailer/back of the truck.



Professionalism:  
Clean up after yourself  
Leave it the way you want  
to find it

Last stop,  
Pack it up!

## Last Job of the Day

- Apply lubricant to pruners and any other tools with hinges that were used
  - Tiny amount on both sides of the mechanism
- Save your gloves in a handy spot to use at Eco.
- Collect your personal items, and stow them in your bag
- Collect any trash in the cab, or cargo area, and dispose of it appropriately.





# On the Jobsite – Finish Strong

- Securing Debris
  - Ratchet straps are the ONLY form of load securement.
- Bungee cords/trailer covers are not for load securement.
  - Only sufficient for keeping mulch or leaves from being blown out of the trailer.
  - Loose edges of tarps



# Lunch & Breaks



- Breaks and Lunch are not at a set time every day. Every day is scheduled differently based on job length, type, team size, and travel time/location.

- We build them into natural breaks in our day. This is for eating while driving.

- Self-Advocacy: We encourage you to have a snack.

- The leader will take 5-10 minutes extra to drive while the crew takes a break.

Critical Thinking: Salad isn't a great choice, need two hands to eat it, messy while driving. A wrap could be a good alternative, one hand, easier to eat, less messy?



# Lunch & Breaks

- Bathroom breaks
  - 60 seconds from the truck in “park” to the door of the restroom
  - Aim for > 8 minutes to be back on the road.

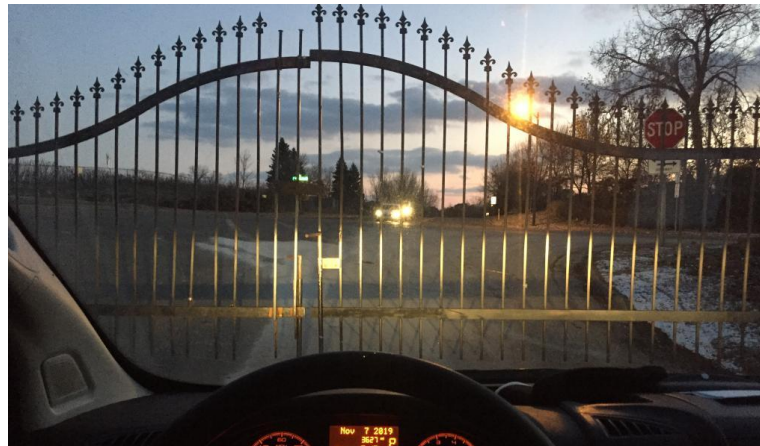


Is there a line for the restroom?  
Go buy a snack and come back.  
Do you know this gas station only  
has one stall? Stagger  
snacking/phone time with a  
bathroom break.



# Unload Debris

- Separate by type of debris
  - Branches over 1" in diameter need to be separated
- Watch for non-compostable materials/trash/equipment in the debris piles



# Unload Debris

- Fold up tarps and bags
  - Neater and easier to store
  - Easier to keep track of how many are in a truck
  - Sometimes need to move truck out of the way
  - Removes all possible debris that may hang on
    - Invasive species
    - Smelly things!!
- Blow out trailer



# Unload Debris

- First person out
  - Unhook ratchet straps on front and back corner of trailer nearest you
- Second person out
  - Unhook ratchet straps on front and back on other side
  - Collect straps and stow
- First person & Third Person
  - Unhook trailer cover, fold, put away
  - Open trailer gate if bulk debris
  - Start unloading bags if bagged debris.
  - Empty all bags, then fold all bags.



Lift bags out of the trailer, throwing them when heavy or damp makes them burst.





# Unload Debris

- Above & Beyond
  - Help the elderly or anyone who looks like they are struggling.
  - Say hello to other companies, we're friends with lots of them!
  - Pick up any trash you see.
- Gertens likes us
- We like Gertens
- Keep it that way!



# Carpool Drop Off – Home Depot

- Clock out
- Hop out, grab your bag, and go
- If needed, may need to help unload at HSG
  - Project with lots of inorganic debris
  - Extra plants to put in the sanctuary
  - Other situations?





# Questions?

