

A group of six young adults, three women and three men, are posing on a grassy lawn in front of a brick house. They are dressed in work clothes, including t-shirts, tank tops, and pants. One woman on the left is holding a shovel. The background features a large tree and a brick house with a gabled roof and a window with a decorative arch. The entire image has a blue tint.

# INTRO TO BEING HSG ROCKSTARS

# Overview

- Company Wide Expectations
  - What are they?
  - How to they apply?



# 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.

Returners  
Focus:  
Resume Pace  
Task Precision

- Keeping your bucket next to you
- Stick together, don't double-dip in the same area

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?

New Gardeners  
Focus:  
Learn the Why  
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 on the floor is standing on...

Returners Focus:  
Use what you know,  
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
    - We are [a professional company that provides a professional service

Returners  
Focus:  
Above and  
Beyond HSG  
Standard

Details matter

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!



Wednesday, February 9<sup>th</sup>

	Daisy	Poppy	Buttercup	Heather	Hibiscus	Ivy
Lead			Tami			
Crew 1	X	X	Abbey	X	X	X
Crew 2			Martha			





# 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 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

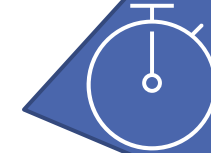
- Plants
- Wheelbarrows
- Ladder
- Farm jack





## 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, and larger debris goes in the debris 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
- 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

## Supplies



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

## Both Crew



- Plants
- Wheelbarrows
- Ladder
- Farm jack
- Radio & battery





# Loading Tasks

Crew 1

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

Crew 2

- Gas Can
- Cones
- Safety Check

Crew

- 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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# Questions?

