

Technician Bring Your Own Vehicle ("BYOV") Policy – For Technicians Enrolled 8/1/2025 or Later (Other than CA, IL or WA)

The Technician Bring Your Own Vehicle (BYOV) policy allows technicians to use their personal vehicles for work-related travel. This option reduces reliance on Company fleet vehicles, offers flexibility, and provides technicians with mileage reimbursement.

1. Background

- a) You are required to be on the Home Dispatch Program.
- b) You are required to have a valid driver's license and satisfactory driving record with at least one year of driving experience and be a minimum of 18 years old. You must be able to drive your own vehicle to and from your home and your appointments up to 120 miles from your home zip code.
- c) While on the clock, your driving and behavior is representative of Sears Home Services. As a result, this policy is part of our commitment to operate all aspects of our business in a safe and responsible manner.
- d) All Technicians must obey all motor vehicle laws and abide by this policy. While working, you must always ensure your vehicle is left in an appropriate, safe, and legal location, and use due diligence in securing the vehicle and all equipment inside the vehicles (and out of sight).

2. Driver/Vehicle Eligibility and Vehicle Standards

- a) Drivers must have a valid, unrestricted driver's license for the type of vehicle to be operated. License(s) shall be kept on the technician at all times while driving. Technician must provide copy of their driver's license upon application to the program and as requested during any program audit and at least annually. Technician must report any change in driver's license status and/or driving privilege to their manager immediately.
- b) Technicians are required to maintain their own personal auto insurance that meets or exceeds the minimum amount required by the state. Technician's personal insurance will be the primary insurance on their vehicle. Technicians are required to provide proof of insurance upon application to the program and as requested during any program audit and at least annually. Technician must report any change in insurance status and/or coverage to their manager immediately.

3. Technicians must ensure that vehicle registration and proof of insurance remain in the vehicle at all times.

- a) Sears Home Services reserves the right to conduct every two years and "for cause" (post-accident, reported moving violations and related actions indicating disregard to traffic laws and personal/public safety) National Driver Register (NDR) and Motor Vehicle Record (MVR) checks showing all accidents and violations for the prior three years for technicians authorized to drive on Company business. Frequency and severity of moving violations and or accidents may result in the ineligibility to drive on Company business which may lead to disciplinary action up to and including termination.

Restoration of eligibility to drive on Company business will be based on the consensus of Management, HR, and Risk Management/APP Team.

- b) Vehicle must appear professional – they should not be rusty, dented/damaged and may not have non-Sears Home Services writing, logos, or advertisements on them. Initial vehicle inspection to be performed by Management.
- c) In jurisdictions that require a business license number be displayed, the Company will provide a removable decal that must be displayed on the vehicle during working hours.

4. Use of Vehicle While on the Clock

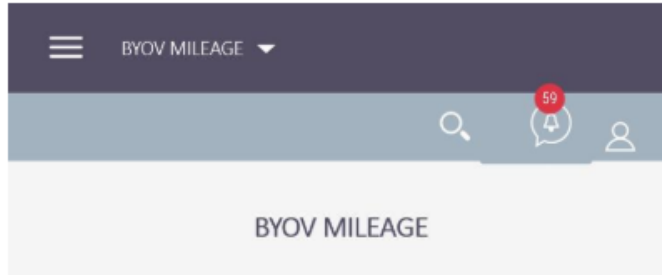
- a) Non-employees are not allowed to accompany you in your vehicle during or between appointments.
- b) Per the [Company's Drug-Free Workplace Policy](#), operating the vehicle while under the influence of alcohol and/or drugs is forbidden and is sufficient cause for discipline, up to and including immediate termination. Alcohol or drugs are never allowed in the vehicle during your shift.
- c) Seat belt utilization is required of all drivers and passengers at all times in the vehicle during your shift.
- d) Vehicle Use Restrictions While on the Clock
 - i) Your vehicle may not be used for any of the following activities while you are on the clock:
 - ii) Towing of trailers, boats, or campers
 - iii) Overloading vehicles or transporting more passengers than available safety belt
 - iv) Giving rides to hitchhikers
 - v) For loan or hire to others
 - vi) For the purpose of generating personal income for the technician or anyone else
 - vii) Attaching extra equipment such as plows or winches to the vehicle
 - viii) Using the vehicle for any other purpose that is not related to Company business
- e) See Sears Home Services AUTO SAFETY GUIDELINES (Exhibit A) for information regarding our Accident Reporting Procedures

5. Pay and Mileage Reimbursement

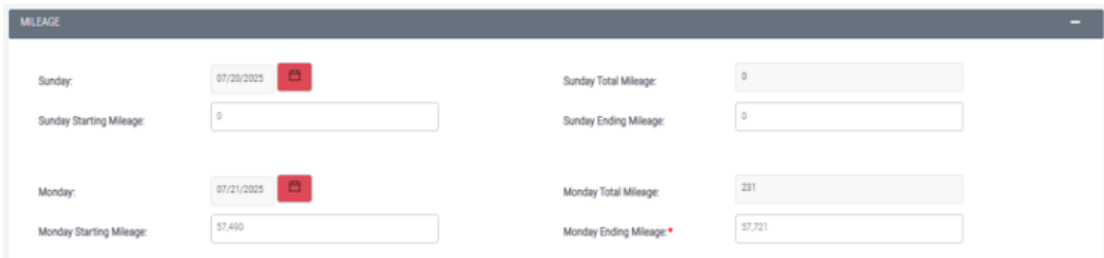
- a) Pay

In accordance with the Home Dispatch Program, pay will begin upon arrival at the first event/customer's home and will end when work is completed at the last customer's home. The Company will pay for any commute time, at either end of the workday, which exceeds the normal commute time of 35 minutes.
- b) Mileage Reimbursement
 - i) Mileage reimbursement is intended to reimburse Technicians for insurance, gas, oil, maintenance, repairs, depreciation and other normal operating expenses.
 - ii) The Company will reimburse the Technician for mileage at the rate of \$.57 per mile for mileage incurred after the 35-minute mark at either end of the workday.
 - iii) The Technician is responsible for keeping track of mileage and submitting it as set forth below.

- c) Mileage reports will be submitted through Segno Workflow under the “BYOV Mileage” tab. Select “BYOV Mileage” and fill in all required information by the end of each work week.



- d) Technicians are to enter mileage for each day (excluding their 35-minute unpaid commute) into the appropriate day of the week.



- e)
- f) Toll and Parking expenses incurred while using your personal vehicle for Company use will be reimbursed. Tolls and parking should be entered in Segno Workflow during the weekly mileage process. Each weekly mileage form includes a dedicated section specifically for recording tolls and parking expenses.



- g) At the end of the week, the tech should verify all mileage, toll, and parking data is input and complete, and click submit. This should be done by end of day on Monday to ensure timely payment.

6. Company TechHub – Application on Company-issued cell phones.

- TechHub identifies device geolocation (latitude/longitude) with every time punch, every parts inquiry, and every 10 minutes whenever the app is active. The “Start Day” punch triggers the recording of device geolocation.
- TechHub uses Technician EnterpriseID and Technician NPS ID #. TechHub identifies device geolocation (latitude/longitude) with every time punch, every parts inquiry, and every 10 minutes whenever the app is active.
- Only specific associates with access to certain databases can retrieve the data directly.
- Device geolocation identification is done daily when Technicians are logged into TechHub. Parts inquiry and last location are recorded only when the Technician is on the clock.

August 1, 2025 – This Policy supersedes all previous BYOV policies.

- e) Device location tracking is not used when the technician is off the clock and not using TechHub.

7. Vehicle Maintenance and Breakdowns

The technician is responsible for the maintenance and upkeep of their personal vehicle as well as keeping the interior and exterior of the vehicle clean. In the event of a vehicle failure or breakdown, it is the technician's responsibility to provide alternate transportation as needed at their expense except as noted below.

8. Rental Cars

The Company will provide a rental vehicle for up to 5 days during a calendar year to assist the technician with unplanned vehicle breakdowns. The technician will be required to provide proof of vehicle failure and have manager's approval prior to rental. Rental days do not roll to the next calendar year if not needed.

Exhibit A

AUTO SAFETY GUIDELINES

1. Purpose

- a. Operation of personal vehicles used on Company business exposes our Company to losses, financially through damaged property, injury to technicians, injury to members of the general public and to our Company's reputation. As a result, the following policies are endorsed by management as part of our commitment to operate all aspects of our business in a safe and responsible manner. The attitude you take when behind the wheel is the single most important factor in driving safely.

2. Safety and Accidents

- a. Technicians who drive their personal vehicle on Company business are required to maintain current personal auto insurance coverage. In the event of an accident in a personal vehicle while driving on Company business, Sears Home Services corporate auto liability insurance program is only excess coverage. Technicians should maintain auto insurance coverage with limits that meet or exceed established state minimum coverage limits for bodily injury liability and property damage.
- b. In the event a technician is involved in an auto accident while using their personal vehicle to perform Company business, Sears Home Services will reimburse the technician's expenses, up to the amount of their policy deductible through their respective department. The Company will not provide reimbursement where the accident resulted from the technician's negligence, the technician was cited for being at fault, or Sears Home Services otherwise determines the technician did not properly follow the Company Auto Safety Guidelines.

3. The auto safety guidelines are available in the Driver's Operating Safety Manual Contained in the TechHub Help File.

- a. Preventable accidents may include:

August 1, 2025 – This Policy supersedes all previous BYOV policies.

- i. Following too close
 - ii. Driving too fast for conditions
 - iii. Failure to observe clearances
 - iv. Failure to obey signs
 - v. Improper turns
 - vi. Failure to observe signals from other drivers
 - vii. Failure to reduce speed
 - viii. Improper parking
 - ix. Improper passing
 - x. Failure to yield
 - xi. Improper backing
 - xii. Failure to obey traffic signals or directions
 - xiii. Exceeding the posted speed limit
 - xiv. Driving While Intoxicated (DWI) or Driving Under the Influence (DUI) or similar charges
- b. If it is determined that the accident was considered preventable, you will be subject to disciplinary action, up to and including termination. The decision to terminate an associate for being involved in a preventable accident will be made on a case-by-case basis.

4. All accidents must be reported immediately.

- a. Technician must report accident to their personal insurance carrier
- b. Follow the accident reporting process as outlined in the TechHub Help File Safety/Damage section.

5. Post- accident Drug and Alcohol Testing (Refer to the Company's Drug-Free Workplace Policy for additional details.)

- a. Technicians who are required to submit to a post-accident drug and alcohol test must be transported to the testing facility by a third party, which may include a manager, supervisor, another technician, friend or family member or a ride-sharing service.
- b. Technicians are prohibited from driving for the Company for the remainder of the day on which they caused or reasonably contributed to a workplace accident.

6. Use of Cell Phone While Vehicle is in Operation

- a. Sears Home Services does not tolerate texting or talking on a hand-held phone while operating any vehicle while being used for Company business. This includes, but is not limited to, answering, or making phone calls, engaging in phone conversations, reading, or responding to e-mails and text messages.
- b. No cellular phone may be used from the service van, personal or Company issued except when the van is at a complete stop within a legal parking space, out of the way of traffic and danger.

TECHNICIAN ACKNOWLEDGEMENT OF BYOV PARTICIPATION

I acknowledge that I have reviewed the policy outlined above and the following documents:

- [In-Home Technician Pay For Work Policy Acknowledgment and Timekeeping Processes](#)
- [In-Home Technician Operating Policies Manual](#)
- [Driver's Operating and Safety Manual](#)

I understand that participation in the Bring Your Own Vehicle (BYOV) program is completely voluntary and that I may choose to withdraw from the program at any time. By signing below, I affirm that I am choosing to participate in BYOV and will abide by the terms of this Policy.

Employee Name:	
Employee ID:	

Carl O'Neill

Supervisor Signature

8/1/2025

Date

Associate Signature

Date