**Damage to Vehicles and Vehicle Handling Policy**

## **1.0 Purpose**

This policy outlines the rules governing the handling of company and customer cars and workshop property by employees.

**1.1 Damage to Vehicles**

Employees may be required to drive or be in charge of motor vehicles belonging to or in the possession, custody or control of (insert company name). The following rules apply:

* Employees are required to take all reasonable steps to ensure that the vehicle in their possession, custody or control is safe, secure and free of damage.
* Employees agree as a part of the conditions of employment that the company is authorised to deduct from an employee’s wages any loss or damage incurred by (insert company name) (including any excess in vehicle insurance), resulting from any careless or negligent act by employees which causes or results in damage to a vehicle.

The amount of deduction from the employee’s wages will be arranged by agreement on each occasion. Where on the termination of employment the amount owing to the employee is insufficient to repay the total amount, any shortfall will be paid by the employee to the company within 14 days of the termination of employment. The draft authority to be to be completed regarding a deduction is attached.

**1.2 Customer Vehicle Handling**

Employees must ensure:

* Customer vehicles are only driven for repair or road test, pick-up and delivery.
* Extreme caution must be observed in the driving of customers' vehicles and safe driving according to traffic regulations is required.
* The use of radios, except where necessary for repairs and smoking in a customer’s vehicle is prohibited.
* Any damage to a customer's vehicle or the soiling of the interior by a company employee is to be reported immediately to the supervisor. An employee who damages a customer’s vehicle will be held responsible and agree that the company is authorised to make an appropriate deduction from the employee’s wages.
* No employee is to operate a client’s vehicle for any reason unless they hold a current drivers licence and they have determined for themselves that the vehicle is registered or a current issue Trade Plate is fitted to the vehicle.

It is your responsibility as an employee to ensure every vehicle you drive is registered. When driving a demonstrator or customer vehicle you will be responsible for any fines or infringements incurred whilst driving that vehicle.

**1.3 Customer Test Drive**  
No vehicle is to be test driven by a customer unless accompanied by a staff member. A photocopy of the customer’s licence must be obtained prior to any test drive occurring. Any subsequent variation of this policy must be approved by [insert as appropriate].

**1.4 Rework**

Employees must ensure they take due care when carrying out work on customers vehicles to ensure the job is completed right the first time.

All service employees must:

* Carry out work in line with the service departments SOP.
* Ensure attention to detail and thoroughness is maintained when carrying out any work on a customer’s vehicle or a company vehicle.
* Ensure standards of work are high and that care and consideration for customers and company property is upheld.

**1.5 Standard of Work**

The service department and the business expect the highest standard of work from all service employees. All employees should take pride in their work and understand how they have an effect on customer service and customer satisfaction.

All service employees are required to:

1. Greet customers immediately and sincerely.
2. Listen very carefully to the customer and understand what they are saying.
3. Get the job done correctly the first time.
4. Get the job done on time as promised.
5. Treat everyone with a helpful, polite and positive attitude.
6. Help deliver excellent value for money.
7. Answer the customer’s questions completely and honestly.
8. Resolve any complaints quickly and completely.
9. Continuously improve your skills so you will offer better service.
10. Make the needs of our Customers our highest priority.

**1.6 Breach of this Policy**

Careless or negligent acts by employees regarding a customer‘s car or a company vehicle where damage is involved will result in a deduction form an employee’s wages. The amount of deduction from the employee’s wages will be arranged by agreement on each occasion, but at least at the rate of $20 per week, or from any monies owing to the employee should the employee’s employment cease for any reason.

Where on the termination of employment the amount owing to the employee is insufficient to repay the total amount, any shortfall will be paid by the employee to the company within 14 days of the termination of employment. The draft authority to be to be completed regarding a deduction is attached.

A failure to provide written authority will result in disciplinary action. Any careless or negligent act regarding a customer‘s car or a company vehicle will result in disciplinary action and/or (where appropriate) termination of your employment.

**1.7 Special Circumstances**

Where alcohol or illegal substances are a factor in an accident and the company’s insurers declines the claim, the company reserves the right to pursue you to recover the cost for damage caused. It is also a condition of your employment that you do not commence or undertake work under the influence of any drugs or alcohol.

**1.8 Confirmation of Policy**

By signing this policy, I agree that I have read and understood the provisions outlined and explained to me. I understand that any questions relating to this policy can be forwarded to my manager for clarification and any failure to abide by this policy may lead to Disciplinary action including summary dismissal.

|  |  |
| --- | --- |
| Employee name |  |
| Employee signature |  |
| Date |  |

**Draft Authority to be used on each occasion:**

**(Copy on to company letterhead)**

**AUTHORITY TO DEDUCT**

I authorise (insert name of company) to deduct from my pay each pay period an amount of $ until the amount owing in relation to the following matters is repaid in full:

1. the balance of any staff or trade account in my name;
2. any insurance excess for vehicles damaged whilst under my control;
3. any losses or costs incurred through my carelessness or negligence; and/or
4. anything promised by me to a customer which does not appear on the order form or has not been authorised by management.

(Strike out whichever is not applicable)

I accept that in the event of my termination of employment any outstanding amount may be deducted from my termination payments including annual leave and long service leave if applicable. I will also repay any further outstanding amount within 14 days of the termination of employment.

…………………………………………… ………………………………………

Signed Witness

…………………………………………… ………………………………………

Print name Print name

…………………………………………… ………………………………………

Date Date