

Policy 15 · All Staff · What Should Be In An Action Requests

8.5.22

PURPOSE: If team members need anything from each other or from management, they should put it in writing on an action request form so the action gets done correctly, without being forgotten or misunderstood.

POLICY: Use an Action Request form when you need to request something atypical (not requested every day) from another team member or management. Put all necessary information on the Action Request form. Always include a ·solution·.

PROCEDURE:

1. Fill out all fields of the Action Request form as needed.

2. ALWAYS include:

·

Your name

·

The name of who the request is for

·

The date

·

The solution

3. You may need to fill in additional information, such as the ·situation· and ·information·.

4. The person you give the request to should ·approve·, ·deny· or ·complete· the action requested, and return the form back to you with information about whether it was approved, denied, or completed.

RESULT: All atypical actions are requested via Action Request Form. Action Request Forms always have names, dates, and solutions on them.

Policy 16 · All Staff · Do it Right the First Time

8.5.22

To: All staff

PURPOSE: It's important to do things right the first time. Doing things right the first time is more efficient in the long run, and helps prevent problems from arising in the future. It may seem tempting at times to short-cut, but it can cause problems down the road if you short-cut.

POLICY: When faced with the option of short-cutting something or doing it as per policy or manufacturer recommendation, do it as per policy or manufacturer recommendation.

PROCEDURE:

·
When you are faced with the option of short-cutting something or doing it per policy, instead do it per policy.

·
If you're tempted to not check something on an inspection to try to get it done faster, instead do the inspection as per policy.

·
When you are faced with doing an ·incomplete· or sloppy repair, instead choose to do a complete proper repair instead.

·
When you are faced with short-cutting a QA or not, instead choose to do the QA as per policy.

·
Exceptions to this will be few and far between.

RESULT: When you are faced with a situation where you are tempted to short-cut an action, instead you choose to do it as per policy or manufacturer recommendation. We avoid comebacks, missed work, and other problems.

Pauline-s Automotive

Policy 17 · All Staff · Leave the Water Running at Night and on the Weekend in the Winter

8.5.22

PURPOSE: We need to leave one of the faucets running slightly at Pauline's in the evening and on the weekend when the temperature will reach freezing or below, to prevent the pipes from freezing and prevent us from not having running water. If the pipes freeze, best case is that we have no running water for a period of time; worst case is that a pipe would burst and break.

POLICY: In the winter, leave one of the sinks running COLD water before you go home in the evening to prevent the pipes from freezing.

PROCEDURE:

1. In the winter, check the weather report daily for the coldest temperature predicted at night. Do this for both week days and also weekends.

2. If the coldest temperature is 34 degrees F or colder, leave the parts room sink trickling cold water when you close up shop in the evening.

3. **NOTE:** We want to run the cold water, NOT the hot water, because we don't want the hot water heater to kick in which would increase power consumption and wear out the water heater prematurely.

4. Leave it on just a trickle · just enough to keep the pipes from freezing.

5. Turn the water off when you get in in the morning.

RESULT: Staff makes sure to leave the cold water on at a trickle at night when the temperature will get close to freezing, so the pipes don't freeze.

Policy 18 · All Staff · Give Solutions, Not Problems

8.5.22

To: All staff

PURPOSE: A part of our culture is that we are solution-oriented. We solve problems for our customers, our supervisor, other team members, the owner and the shop. We believe being solution-oriented is better than being problem-oriented, so we focus on solutions. Being solution-oriented is also a faster and more efficient way of operating.

POLICY: Be solution-oriented. Always bring your supervisor solutions, not problems.

PROCEDURE:

·
When you encounter a problem, then come up with a solution.

·
Do your best to come up with the right solution.

·
Provide your solution (in writing) to your supervisor.

·
If you aren't sure about an exact solution, do your best and provide a few possible solutions.

·
Always provide a solution.

Examples:

Problem: Air filter is dirty.

Solution: Recommend replace air filter.

Problem: The check engine light is on.

Solution: Recommend perform check engine light diagnostic.

Problem: We need a tool to do a job.

Solution: Order the piece with this part number: #123456

Problem: We're out of floor cleaner.

Solution: Order more Oil Eater in a 5-gallon bucket.

RESULT: Team members bring their supervisors solutions, not problems. The shop flows more efficiently because we don't need to ask each other as many questions about what is needed, everyone gets what they need faster, and equipment gets fixed faster.

Policy 19 · All Staff · Wear Safety Glasses in the Shop

8.5.22

To: All staff

PURPOSE: Safety glasses must be worn at all times when working on cars to help protect the eyes.

POLICY: All technicians and any staff in the shop area must wear safety glasses in the shop.

PROCEDURE:

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Obtain safety glasses from your supervisor.

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Wear them while you work.

.

If your safety glasses get damaged, immediately report to your supervisor and request a new pair.

RESULT: All technicians and staff in the shop wear safety glasses at all times in the shop.

Policy 20 · All Staff · No Eating at Computers or Work Stations

8.5.22

PURPOSE: Do not eat at your computers or work stations to avoid getting food on the computer and work area. Getting food on the computer/work area is not good for the computer and is messy to clean up.

POLICY: Don't eat at the computer or work area. Eat in designated eating places. Clean up any food debris immediately. Keep food out of the front office (except for customer snacks).

PROCEDURE:

-
- Keep food that smells out of the office so customer do not smell it.
-

Do not eat at computers or work stations. A work station is a computer area with a desk/counter to do computer or paperwork on.

-
- Eat at the picnic table if available at your location. You may also eat at a flat surface with no electronic equipment on it.
-

Clean up any spilled food/crumbs/food debris immediately and completely, leaving no trace of it whatsoever.

RESULT: Team member avoid eating at computers/workstations. Team members eat only in designed eating spaces, and clean up their spilled food/crumbs/debris immediately and completely, leaving no trace of it whatsoever. Customers don't smell our food.

Policy 21 · All Staff · Calling in Sick

8.5.22

To: All staff

PURPOSE: To encourage accountability and clear communication when calling in sick.

POLICY: If you call in sick or need to be unexpectedly not at work for any reason, you must call your manager on the phone in order to do so.

PROCEDURE:

·
Call the shop. If you work at multiple shops, call the shop you were going to report to that day on the shop phone.

·
Call at least 30 minutes before your designated start time. Call earlier if you know earlier that you won't be making it in.

·
It's possible your manager may not be at the shop to receive the call at that time. If that's the case, leave a voice message on the shop line.

·
Then call your manager (your direct supervisor) on their cell phone to tell them you won't be coming in and state the reason. If they don't answer, leave a voicemail.

·
There needs to be this voice communication and ideally you make direct verbal contact with your manager.

·
You may text after that.

RESULT: Team members call the shop phone at least 30 minutes before their designated start time to call in sick. Then they call their manager on the manager cell phone (their direct supervisor). Then they can text after that.

Policy 22 - All Staff - Deadlines

04.03.24

To: All staff

PURPOSE: To keep duties occurring at the timeline agreed upon or set by your manager in order to keep the flow of a necessary for the shops to operate at peak efficiency. We all count on each other, and if a supervisor or team member something from you, their work will be held up if you do not promptly fulfill that need. Your supervisor gives you deadlines asks "when could you have this done by?" depending on the urgency of the task, and that deadline that is agreed upon word and it's important - no, critical to the operation of the shop and the flow of work and of life. Understand that if you complete a task by deadline, it's holding someone else up from doing something they need to do. You may not know why and you may not see how you not meeting deadline on a project holds someone else up - but it does.

POLICY: Keep your commitment on deadlines (aka "by when" dates and times). If you cannot keep your commitment when date/time, ask for an extension from your manager WELL BEFORE THE DEADLINE, either hours or days depending the extent of the project, and wait to hear back. Your word is considered your bond here at the work place. Sometimes we always keep our word when we are living a big life and doing many things, but we can always honor it by acknowledging the situation rather than ignoring it or letting a deadline pass and doing or saying nothing. A responsible person keeps their word if that is impossible then they still honor it. Meet your deadlines. The only reason to ask for an extension is if it is absolutely impossible to complete the task by deadline then you offer your supervisor a proposed new deadline. Not wanting to hustle hard is not an excuse to ask for a deadline extension - there are times we'll need to hustle to meet a deadline.

PROCEDURE:

• Sometimes your supervisor will give you a deadline, aka by when time/date, for a project or action OR..

• Sometimes your supervisor will ask you what is your "by when date/time" for a project or action, and then either approve it or offer an alternative by when date/time. The "by when date/time" means "by when can you have this done?" Or they just ask you that. Then you tell them when you think you can have it done by. If your supervisor says ok, then that's your drop dead deadline.

• Whatever that by when date time is, it should be taken with the highest regard, regardless of what you think the importance of the task is, even if you think it's a menial or unimportant task. Every task you are given has a purpose

• If your deadline is approaching and you believe or know you will not have the task complete

(not because you want to have an easy day, not because you don't feel like it, but a real thing that actually prevents you from getting it done):

• go back to your supervisor BEFORE the deadline. Not 5 minutes before the deadline, but as soon as you believe it would be impossible to meet the deadline.

• let them know you will not be able to make deadline,

• request an extension and state a proposed new by when date/time, and

• wait for your supervisor's approval. Your supervisor may or may not approve the request, depending on how urgent the request is, and on what is your reason for requesting the extension. If your supervisor does NOT approve the extension, you can discuss with your supervisor ways to manage or juggle or modify duties in order to meet the deadline, and come up with a plan.

RESULT: The team understands that we keep our commitments here. Deadlines are met. If deadlines can't be met, extensions are asked for. Under no circumstances does a deadline pass without the needed action performed and without an extension approved by your supervisor. We choose high standards for ourselves, at least when it comes to our workplace. The goal is at peak efficiency.

Policy 23 · All Staff · The Hazmat Barrel

9.16.22

All staff

PURPOSE: To inform the team of what is considered ·hazardous material· and where it goes.

POLICY: We have a 55 gallon drum for ·hazardous material·. Hazardous materials should be placed in this drum.

PROCEDURE:

·
Place ·hazardous materials· in the 55 gallon drum for ·hazardous materials·. This drum is located in the hazmat/waste oil area.

·
If you are unsure which barrel it is, ask your supervisor. If you are unsure about whether or not an item is a ·hazardous material· to be placed in this drum, ask your supervisor.

·
Item that go in this ·hazardous materials· drum:

- Cartridge filters
- Thoroughly used pigmats
- Unusable (exhausted) kitty litter.

RESULT: All staff know what is considered ·hazardous material· and where it goes.

Policy 24 · All Staff · Vehicle Hoods

1.23.23

PURPOSE: To prevent engine hoods from flying up while the vehicle is driving, reducing liabilities and preserving customer trust. Hoods flying up while driving can be very dangerous and expensive and a major liability.

POLICY: If you see a hood in the partially open position (sticking up a little) then you must notify whoever was working on the vehicle and have them correct it by either closing/locking it fully, opening it fully, or tying a rag to the grill/hood ornament to indicate the hood is not fully latched. Everyone is expected to keep an eye on this to ensure the policy is followed at all times.

PROCEDURE:

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If you see a hood that looks like it's sticking up a little, as in not fully latched/locked, find out who is working on that vehicle.

·
Inform them of the situation and (gently or humorously, or however) remind them of the policy and make sure you see them immediately do one of the following:

- Open the hood fully
- Close the hood fully so it's in the fully latched position
- Tie a rag to the hood ornament or grill to indicate the hood is open (usually only done if the vehicle is partially disassembled and the hood cannot be closed).

·
If they do not do it, tell management.

·
If you are management, make sure it gets done.

RESULT: Hoods are kept fully open or fully closed/latched. If they cannot be closed due to being partially disassembled under the hood, a rag is tied to the front grill/hood ornament as an indicator that the hood is not latched. Team members all keep an eye out for this and make sure it's followed by everyone so vehicle don't get accidentally driven with a non-latched hood, no one gets hurt and nothing gets broken.

Policy 25 - All Staff - Follow BAR Accepted Trade Standards

04.11.2024

To: All staff

PURPOSE: We must follow BAR accepted trade standards as per the BAR regulations manual in order to satisfy BAR requirements and serve our customers well.

POLICY: All staff must follow BAR accepted trade standards and document that they have done so.

PROCEDURE:

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Know the BAR Accepted Trade Standards. (There is a link to it in Dropbox. It is in the Shop Policy Manual, Techs, Additional Information for Techs, BAR web links folder as of the time of this writing. NOTE: If the location or link changes, you are still responsible for knowing how to find the page online.)

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Locate the BAR regulations manual online and study the key points of it. They will typically give CCR (California Code of Regulations) numbers attached to the regulations. (A link is provided in the folder listed above, and the same guidelines for link changes apply.)

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Make sure you follow the guidelines and document exactly how you followed them if you are a technician, and if you work in the front office, make sure the tech has documented as per these regulations and make sure the work order states the steps taken to follow the regulations for BAR Accepted Trade Standards.

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Familiarize yourself with the BAR website: www.bar.ca.gov, as there is a lot of good learning and training material there, including which vehicles are special and don't need certain monitors run or permanent codes cleared (see link in same folder, same rules apply to link changes).

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Read Write it Right and highlight anything you don't understand and promptly ask your supervisor questions until you understand.

RESULT: It is known that all team members are expected to know BAR Accepted Trade Standards, to abide by them and support each other in abiding by them, and document properly showing that we abided by them. Team members this.

Policy 26 · All Staff · Excessive Days Missed

9.23.22

To: All staff

PURPOSE: To specify what is considered ·excessive· work days missed or tardiness. When a team member is late or absent, it puts extra load on the other team members, which makes it harder to do business. Every team member is important and we need you here at work every day consistently and reliably.

POLICY: Excessive work days missed and/or tardiness is 2 per 30 day period, and/or 4 in a 90 day period.

PROCEDURE:

·
Unless it's a pre-planned pre-approved at least 30 days advanced PTO time off of 3 days or more, or at least 2 weeks notice of request for time off of 2 days or less, it's considered excessive to miss 2 or more days per 30 day period, and/or 4 or more days in a 90 day period.

·
Unless it's pre-approved at least 60 days in advanced, it's considered excessive to be tardy 2 or more days in a 30 day period, and/or 4 or more times in a 90 day period.

·
This excludes medically required absences and absences allowed under law.

·
There may be some exceptions that can be considered on a case-by-case basis.

·
Excessive missing of work may result in a verbal or written warning, and eventually possible suspension or termination.

RESULT: Team members understand what is considered ·excessive· time missed, either absences or tardiness. Team members understand how important they are to the company and how their absences or tardiness impacts the other team members by having them have to take up the slack, and how this affects the shop operations as a whole.

April 4, 2024

Dear Team,

We'd like to remind everyone about our Level One policy, which involves automatically assigning a Level One inspection on a Repair Order (RO) once the initial concern is addressed. Lately, we've noticed some inconsistencies in following this policy, which could potentially result in missed opportunities amounting to thousands of dollars and up to 20 billed hours per technician each week.

To our valued Service Advisors and Store Managers: It's important to ensure that we don't overlook adding the Level One inspection to the RO as we are estimating the customer's initial concern. The impact of this simple step can significantly contribute to our weekly earnings. When creating an estimate, let's make it a routine to include the Level One inspection.

Technicians, your attention to detail is crucial. If you receive a tech sheet indicating that the initial work you recommended has been sold but there's no Level One inspection assigned, please bring it to our attention immediately. Remember, this inspection is not just a task; it's an opportunity to maximize your earnings.

Service Advisors, we rely on your vigilance as well. If a technician identifies a missing Level One inspection, please ensure that the RO is updated accordingly. This includes reprinting both the technician notes copy and the RO copy with the Level One inspection added. Please simultaneously remove the 'reprint' without the level one and recycle it along with the tech sheet, replacing both with the updated version containing the Level One. Let's also ensure that all associated tasks, such as tire pressure checks, are included as they are linked to the Level One inspection. Thank you for your attention to this matter. By working together to adhere to our Level One policy, we can optimize our service offerings and financial outcomes for everyone involved.

Best regards,

Kate and Kate

I have read and understood this, asked any questions I have at this time and received answers sufficient enough to allow me to follow this, and I intend to and commit to following this procedure.

print

sign

How to deliver the Following Bar Accepted Trade Standards Training

1. Have your own copy of a printout from the BAR main page titled Acceptable Trade Standards.
2. Highlight key items that apply to all staff (have meeting with owner to do this).
3. Hand out 2 copies of Policy 25 · All Staff · Following BAR Acceptable Trade Standards.
4. Read through that policy out loud · take turns reading sections so there is participation which breeds learning and prevents boredom.
5. Have them sign a copy and return signed copy to owner, they retain copy for their reference.
6. Hand out 2 copies of the printout of Acceptable Trade Standards from the BAR website.
7. Have all staff have a highlighter (not a pen · a HIGHLIGHTER) ready and in each in hand.
8. Read through the training out loud with them, with everyone taking turns reading. Have everything read · every section. This may take multiple sessions to get through.
9. Have the staff highlight the items you highlighted with the owner. Tell them these are the sections that apply most to us and we need to be most attentive to following.
10. Have them keep their highlighted copy.
11. Have them sign EACH PAGE of the second copy and return that to the owner for HR filing.

Policy 1 - All Staff - Put it in Writing!

8.5.22

To: All staff

PURPOSE: To help everyone have clear understanding and clear communications, to improve efficiency and make things flow smoothly, and avoid unnecessary work or actions which can cause loss of efficiency.

POLICY: Always put all important communications in writing. Always put in writing what you are told needs to be put in writing before being asked to do so.

PROCEDURE:

1. Whatever it is - if it's important, put it in writing. Here are examples of things that need to be in writing:
Technicians:

- Everything about what you found on the car and about what the car needs. Put it all in tech notes and electronic inspections forms as per other policies.

- All requests for parts, labor or supplies should be in writing.

- Action request forms by techs go in the 911 box after they are written. Do not interrupt the service advisor.

Service Advisors:

- If there is anything special about a customer, put it in writing in Winworks in the notes section for either the car or customer depending on which it relates to.

- If you need additional information from the techs about anything, put it in writing on an action request form and place it on their computer (avoid interrupting them.)

- If you need anything for the office that you are not designated to order yourself, put it in writing via Action Request form and give to the appropriate person.

All staff:

- If you need any time off - put it in writing. Use an Action Request form.

- If we need shop equipment or supplies, fill out Action Request form.

- If any equipment needs servicing, put it in an Action Request form and put it in the 911 box.

- If you are requesting an action from someone - put it in writing. Use the Action Request forms. Do not interrupt staff members doing their jobs by trying to talk to them when you can simply put it in writing.

2. Whenever we have a verbal communication, we are wasting time and risking there being a miscommunication or someone forgetting something. Instead, put it in writing.

RESULT: Everything important is in writing, so we have clear, smooth communications.

Policy 2 · All Staff · Deliver What Was Promised

8.5.22

PURPOSE: To maintain our integrity in the eyes of customers, staff members, managers, vendors, the owner, and everyone we encounter in the process of doing our work.

POLICY: If you indicate you are going to do something, then you must do it.

PROCEDURE:

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If you tell someone you are going to do something, then you must do it.

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If you tell a customer you are going to do something, then you must do it.

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If you tell another team member you are going to do something, then you must do it.

.

If you tell the owner you are going to do something, then you must do it.

.

If any member of the shop makes a promise to anyone or an indication they will do something, that thing must get done.

.

If you think you have an exception to this, speak with your manager asap, definitely before not doing the thing.

RESULT: If you indicate you are going to do something, then you must do it and deliver what was promised.

Policy - All Staff 3 - Holidays

8.5.22

To: All staff

PURPOSE: To let you know what holidays to expect off, and which ones you'll get paid for.

POLICY: Paid holidays are paid at your hourly rate if you are hourly employee, or your daily salary rate if you are salary. You must be scheduled to work on a holiday, and you must work your full scheduled shift the day before and after the holiday in order to get holiday pay. Only full-time employees qualify for holiday pay. You must have worked here full-time for at least 90 days before you qualify for holiday pay.

PROCEDURE:

We observe the following holidays:

New Year's Day

Thanksgiving Day

Memorial Day

Independence Day

Labor Day

Christmas Day

RESULT: You now know how holiday pay works.

_____ sign

_____ print

Policy 4 · All Staff - Hours of Operation

8.5.22

To: All staff

PURPOSE: To inform all staff of hours of operation.

POLICY: Be on time and work your shift. The office and shop need to be manned during all hours of operation. Shifts may be staggered to allow this. The manager will set the work schedules for team members.

PROCEDURE:

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Hours of operation are Monday-Friday · 8 am · 5 pm.

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The person that opens the office should generally arrive between 7:30-7:45 am to ensure the shop is fully open. The shop needs to be fully open and ready for operation by 7:55 am.

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All front shop doors and the gate must be open during work hours.

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All staff are expected to be present and ready to work by their start time.

RESULT: The shop is open and properly staffed during all hours of operation.

_____print

_____sign

_____date

Policy 5 · All Staff · Keep Cell Phones and Non-work Related

Chatting to Breaks

3.20.23

To: All staff

PURPOSE: There are quite a few of us working here now, and many of us have become friends and feel comfortable in our work environment. However, this is a work place, and we are here to work. So personal actions will be kept to breaks, and not disrupt other team members.

POLICY: Checking cell phones, personal email, personal Facebook, etc, will only be done on breaks. No chatting about personal stuff in a way that slows down or prevents work · keep personal chatting to breaks. Stay busy while you are on the clock. Stay focused. No earbuds.

PROCEDURE:

·
NO personal cell phone use or calls during the work day, unless on break. You may use your cell phone for work use only. You can give the shop number if you are waiting for an emergency call and have them call the shop to reach you.

·
NO checking personal email, Facebook, or other related accounts, unless on break. Checking or updating social media for the shop is allowed.

·
NO stopping work to chat with another team member, unless BOTH of you happen to be on break. Stay focused.

·
Personal calls and actions may be done only on breaks. (Bathroom breaks excluded · use facilities as needed.) Keep cell phones put away for use during breaks only, unless using for work purposes.

·
No earbuds as they can be a safety concern if you can't hear what's going on around you, plus you won't be able to hear someone communicating with you.

·
Take your breaks in areas away from working team members, so as not to be distracting.

·
Also see the policy on ·Music·

RESULT: A professional, focused, efficient work place.

K-Tech

Policy 6 · All Staff · Smoking Policy

8.5.22

PURPOSE: To maintain a professional, clean and healthy working environment. To eliminate cigarette butts on the property and to keep smoking to a minimum, and to keep it completely out of the customers' view and ability to smell. To abide by city law.

POLICY: Smoking cigarettes is not permitted on the property as per Sebastopol city law. No smoking vape pens except in designated smoking area listed below.

PROCEDURE:

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No smoking cigarettes anywhere on premises.

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No smoking vapor pens anywhere on premises.

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The designated smoking area is across the street in the parking lot across from Ives Park.

RESULT: Ideally the staff do not smoke tobacco products. In the event that they do smoke, they only smoke in the designated smoking area. Customers never see or smell staff smoking, therefore we help maintain a clean, professional healthy working environment.

Pauline-s Automotive
Policy 6 · All Staff · Smoking Policy
8.5.22

To: All staff

PURPOSE: This smoking policy outlines expectations for where and when smoking is allowed on premises, and outlines precautions required when smoking to ensure proper butt disposal and to ensure that related odors are contained and not passed on to customers.

POLICY: Smoke breaks should be kept to scheduled break times. Smoke in the designated area only.

Smoking is only allowed on the side of the shop where the compressor is located within 6 feet of the compressor.

Absolutely no smoking in the outdoor back bay areas or around customer vehicles.

PROCEDURE:

Before you walk away or put it down, make sure the butt is completely out to prevent fire.

Place butt in the designated area/ashtray only.

Empty this ashtray into the main garbage can daily each night before going home.

Smoke smell can be off-putting to customers (especially non-smoking ones) and other Pauline-s team members. Please do what you can to reduce smoke smell. Here are some tips:

Smoke in the designated area only.

Wear an over-coat that you can take off when not smoking so the smell doesn't get on your work clothes.

Wash your hand immediately after smoking.

Keep the windows down when road testing customer vehicles if you have been smoking to prevent the smoke smell from getting inside their vehicle.

RESULT: Team members who smoke do so only during scheduled breaks and only in the designated smoking area. The smoker disposes of the butts properly and takes action to minimize smoke smell and prevent it from getting in customer vehicles.

Policy 7 - All Staff - Making Laptops and Tablets Last

8.5.22

To: All staff

PURPOSE: To take care of shop laptops and tablets and make them last a long time so they work well for us. To reduce shop expenses and show respect for shop equipment. Honor that the shop provides you a laptop and tablet to use.

POLICY: Take great care and feel ownership of the laptops and tablets you use. Treat them as though they were your own or better. Treat them the way listed below.

PROCEDURE:

.
Keep them clean and free from dust, food, dirt, grease and chemicals at all times.

.
Use dry, compressed air to gently clean the laptop keyboard once a week or daily or as needed.

.
Wipe down your tablet daily or more often as needed. No greasy tablets.

.
Notify the manager promptly if there is any kind of problem with a laptop or tablet you use.

.
Maintain the software on your laptop and tablet. If you have a software problem or the software is not working properly, write it up on an Action Request form and turn it in to your supervisor as described in other policies (techs turn into 911 box).

.
Close the laptop lids each night.

.
Make sure tablet are turned off and placed on the charger each night so they are fully charged the next day.

.
If there is anything else you can think of to do to take care of your laptop or tablet, do it unless it might damage the device.

RESULT: Our laptops and tablets last a long time and keep functioning the way we need them to function. Every problem with a laptop or tablet is handled and repaired right away.

_____print

_____sign

_____date

Policy 8 · All Staff · Music

8.5.22

PURPOSE: To keep a professional work environment while allowing us to keep playing music to motivate us as we work. Customers and other staff hear the music we play, and we need to present ourselves as professionals at all times.

POLICY: No rap music is permitted in the shop or office. No music or other audio with swearing, profanity, or controversial dialog is permitted. Classical music is encouraged in the office.

PROCEDURE:

- You may listen to music at a volume that does not disturb the office.

- Most music is permitted, but rap is not because many customers find that kind of music to be unprofessional.

- Some R&B is permitted as long as it has no swearing or is controversial.

- Music with swearing is not permitted.

- Talk radio is permitted as long as there is no swearing or profanity, inappropriate or controversial content.

- Classical music is encouraged in the office. Studies show that people spend more when they hear classical music.

- Music other than classical is not permitted in the office when customers are in it.

- The manager has complete discretion to disallow any audio that she/he does not feel is appropriate.

RESULT: We are seen as professionals, and we still get to listen to music we like.

Policy 9 - All Staff - Ongoing Education

8.5.22

To: All staff

PURPOSE: All staff should take ongoing education regularly to better themselves and further their skills, abilities, and careers. The industry is constantly evolving, and we need to learn and evolve with it if we're going to stay in the game. Taking part in ongoing learning is part of our culture.

POLICY:

- Do training!

- Do training when it is offered, whether online or in-person.

- Do online training on your own as you feel inspired.

- Find training you think would be good for you, and show it to the manager. The manager will show them to the owner.

PROCEDURE:

- Do research on the automotive industry and new technologies and changes it is experiencing.

- Take training when the owner or manager offers a training class.

- Technicians should take at least one training class per quarter (a quarter is 3 months).

- Find training classes that you think would be good for you and show them to the manager. You might find them by referral, online, known training schools, parts vendors or other sources.

- The manager must show them to the owner to get approval.

RESULT: All staff are doing regular training, growing in their careers, skills and abilities. Staff also get their certifications which allows them to make more money because they have more skills. We stay at the cutting edge of the industry and are the go-to shop because we have the most skilled technicians and people and can fix cars other shops can't fix.

8.5.22

POLICY:

PROCEDURE: Maintaining a peaceful work environment.

- RESULT:** A work place that is safe for employees, customers and vendors to be in.

DATE _____

Policy 11 · All Staff · What to Do If the Power/Electricity Goes Out

07.01.2024

To: All staff

PURPOSE: To have a plan to keep the shop operating safely even if we lose electricity. Priority for power is get office computers and wifi back up, and phones.

POLICY: Use the gas-powered generator. Forward the phones if the internet is also down (phones are internet based working as best you can. Understand where the shop power strips are ahead of time and what they go to to speed up

PROCEDURE:

1.

If the power goes out, get the generator out and hook it up. Know where the power strips for everything is in the office it goes to.

Generators are located in the following locations:

K-Tech

- The middle shed. The middle shed is the one closest to the front gate.

Pauline-s

- The main shed directly behind the outdoor back bays (sometimes it gets moved to other shed.)

Always connect devices to the power strip, not directly to extension cord plugged into the generator. The power strip will help protect the device from power surges. The generator output may not be a particularly clean one which will damage sensitive items.

Focus on getting power to critical objects first, such as internet modem/routers, computers, phones, lifts and lights.

Plug extension cords into the generator. Connect power strips to the extension cords as necessary to protect sensitive equipment (everything in the office is sensitive). *****CRITICAL!***MAKE SURE TO UNPLUG ALL CORDS/DEVICES FROM THE GENERATOR BEFORE TURNING GENERATOR OFF, OR GENERATOR DAMAGE MAY OCCUR.*****

There is a 100 foot outdoor power cord designated for the generator. Use as needed. The power cord must stay with the generator at all times. When storing after use, make sure the power cord is placed with the generator for the next use.

Gas that is stored with the generator in a California approved gas can and the gas in the generator, must be maintained with approved gas treatment (examples - STP or HEAT) to insure that the gas is usable at the time of need for the generator.

You may need to modulate your energy usage · in other words, you may need to run only one lift at a time to stay within the power output of the generator.

Don't run any electric heaters or anything that draws a lot of amperage.

2.

Forward the phones if the internet also goes down since the phones are internet based · see other policy.

3.

Call in credit card payments via phone as necessary · see other policy.

4.

Under certain long-term power outages, there is a way that the owner knows to get power directly to the entire shop. It is however and massive damage can be caused if it's done incorrectly, so ask the owner about this only under extended (multiple day) power outages.

5.

If you need internet, use someone's cell phone to access it. You might even be able to turn someone's cell phone into a hotspot. Also, there may be a wifi hotspot purchased and on site in the near future (as of 7.1.24) that the owner will bring in to make sure we can have wifi.

RESULT: We continue to operate business as usual even if we lose power.

Policy 12 - All Staff - Keep the Shop Safe In the Case of an Earthquake

8.5.22

To: All staff

PURPOSE: We live in earthquake country. To prevent costly damage from vehicles from falling off the lift if there was an earthquake while we are not here.

POLICY: Don't leave vehicles up high on the racks overnight.

PROCEDURE:

Technicians:

1. Before going home each night, make sure all vehicles are lowered to the first (bottom) lock of the lift. Make sure the lift is on the locks, to prevent damaging the lift seal.
2. If you have a vehicle that may be difficult to lower due to the stage of the repair process it is in, make sure to notify the manager promptly about the situation so that the manager can decide what needs to be done.
3. Keep shop equipment out from underneath raised vehicles whenever possible to avoid a vehicle falling on equipment and causing damage.

Office staff:

1. Make sure the techs lower the vehicles to the first lock before they leave each day.

RESULT: No costly vehicle or shop damage if there is an earthquake. Thus happy owner and manager.

_____sign

Policy 13 · All Staff · Completing Projects

8.5.22

PURPOSE: To get projects completed in a timely manner, so we can fully move on to and devote our attention to the next project.

POLICY: Complete a project 100% whenever possible.

PROCEDURE:

-
- Complete tasks fully whenever you can.
-
- If you start a task, finish it 100% before doing another task whenever possible.
-
- If a task is still on your mind, that means it is not 100% completed.
-
- If a task requires you to do anything else to complete it, then it is not 100% completed.
-
- Following up with someone about a task or issue is often the final step to completing it · you must do the follow up to complete the project.
-
- Promptly get tasks out of ·limbo· by completing them.
-
- Keep one list of any uncompleted tasks. Cross them out as you complete them.

RESULT: You promptly complete projects 100%. You follow up with others who are part of the project to complete the project 100%. This makes projects get completed efficiently as possible.

Policy 14 · All Staff · Using the Electronic Time Clock (Techlink)

04.23.2024

To: All non-salaried staff, plus manager

PURPOSE: To use the time clock to keep track of your time for payroll. Doing the following nightly instead of just at payroll makes doing payroll faster, and helps us find errors right away instead of later · later it's harder to remember clock in and out times it's better to handle right away. This way at payroll calculation day, all the manager needs to do is staple the time card together, and allow you to finish your packet quickly. This process also helps us get payroll done right the first time, instead of keep redoing it at payroll time.

POLICY:

·
Use the Techlink to track your hours.

·
Make sure your time card is accurate and signed, and turned into the office each day.

·
Do not work overtime unless it was authorized by the manager ahead of time.

PROCEDURE:

Clock in and out each work day, like this:

1.
Clock in when you arrive to work.
2.
Clock out for lunch.
3.
Clock in when you return from lunch.
4.
Clock out at the end of the day.

At the end of each work day:

1.
Print your time card out each night.
2.
Hand write any corrections needed on it. Times **MUST** match hours worked that day.
3.
Make sure the ·TOTAL HOURS WORKED· gets corrected if needed, and that times added up add up to total hours worked, and document on the time card the ·TOTAL HOURS WORKED· as needed so that it is easily visible and clear, rounded to the nearest tenth of an hour (ie if time is 7.95 you round up to 8, if time is 7.94 it gets rounded down to 7.9. Do not use minutes, use tenths of an hour.

NOTE:

·
Five (5)(or greater) is the ·magic· accepted number to round up mathematically, below 5 gets rounded down.)

NOTE:

·
If you don't know how to do this, here's how: take the number of minutes and divide by 60 since there are 60 minutes in an hour. For example, 45 minutes is done by calculating 45 divided by 60 =0.75 hours, then you round to 0.8 hours.

4.
Sign it once you are confident it is accurate.
5.
Leave it on the printer for the manager to file. Leave it there so the manager sees it.
6.
The manager must review it that same day, verify its accurateness and completeness, and must return it to you if something is unclear, incorrect or incomplete. Please ensure your time card is done correctly the first time as per this policy so extra work for the manager and for you, and loss of efficiency is avoided.

·
NOTE: Remember our Policy in the ALL STAFF section of Dropbox about doing things correctly, print it out and

review it. It is available on every team member-s computer.

7.

Do not work over 8 hours per day without the proper approval from the store manager AND GM (owner if GM is not available) · GM or owner must approve OT before it it worked (see policy and handbook on unauthorized overtime.)

8.

Under no circumstances should technicians be working overtime unless it is requested or suggested as needed ahead of time from the store manager (don-t assume the store manager knows · you need to say something), and the Store Manager will get back to you after requesting approval from GM/Owner.

9.

MANAGERS: You must review the time cards for the above each evening/day. Send them back if corrections are needed.

10. TECHNICIANS: Any payroll adjustment request must be made BEFORE END-OF-DAY is run on Friday. Requests made on Monday won-t be fulfilled as the prior week has been closed and reports cannot be changed. So keep track of your labor hours if you are going to request a payroll adjustment, make sure to do it early Friday before 4 pm, as the manager is required to make a manual entry BEFORE DOING END-OF-DAY process in Winworks on Fridays.

11. MANAGERS: Place the thoroughly reviewed time card packets at the team members· work station Friday evening before you leave, for them to review first thing Monday morning.

1.

Tech time card packets:

Include labor production reports THAT PERTAIN TO THAT TECH ONLY IN THAT TECHNICIAN-S TIME CARD PACKET (include sheets showing mis-assigned tasks involving that tech, and make corrections at the ·(tech name) Subtotal· line as per ·1_Policy_Management_Bookkeeper_ 5.5_Doing Payroll· for misassigned tasks. The result will be that the total pay the tech is requests on Monday should match the labor report and time cards. If you are taking the time to review and assigning tasks correctly the first time, and doing ·payroll adjustments· as per policy, then the subtotal will be correct without modifications and this is

our goal - but you need to check and correct before giving packet to tech so it's accurate in Winworks before you give it to them.

2.

Tech time card packets: if you frequently mis-assign tasks or do not do the payroll adjustments per policy, please do a self-check and correct this, as it is a requirement of the job to properly assign technicians and to properly do payroll adjustments in the week in which they occur, and you have been trained to do it by this point; so it's simply a matter of putting the attention to detail required to do it. If there is something you don't understand or a problem you are having with this, please email your supervisor (the GM) and cc the owner's personal email address so we have the questions and can use them to improve future training. Then after the email, and you may reach out to your supervisor directly via phone/text also for immediate help. Please make sure include the email too though, and then email what you learned and the solution to the owner/GM so the owner can see where training gaps are and help fill in the gaps in the training program.

12. Non-Manager Team:

The Monday of payroll week, the Manager will have placed your time card packet at your work station. Attend to it and turn it in before doing anything else. Do this:

1.

Techs: Review your labor reports for accuracy - TECHS WILL BE PAID OFF OF THE ·SUBTOTAL· OF THEIR PRODUCTIVITY REPORT UNLESS documentation shows an inaccuracy. This can be avoided by proper documentation in the first place.

2.

Fill out completely and accurately your lunch waiver form if you waived any lunches, and

3.

Write your pay request on the top time card as per policy.

4.

Place the completed packet in the 911 bin for the manager.

RESULT: Team members use the Techlink time clock to track their hours accurately. Team members turn in accurate time cards each day. No staff member works overtime unless it was clearly approved by the manager ahead of time. Faster, more correctly, and more efficiently when everyone does their part.

I have read and understood and agree to this policy