

## Appearance

The image you present to our customers says a lot about what they can expect from us. We know this because they have told us! Looking neat, clean, and professional gives our customers confidence that they'll be happy with the way their cars will be returned to them. These guidelines apply at all times you are at work, whether you are "on the clock" or not:

## Shirts

Classy Chassis shirts or jackets will be worn as the outer garment. Shirt tails must be tucked into pants. Under shirts or jackets can only be white, red, gray, blue and black. Hooded sweatshirts are allowed as an undergarment in winter months only.

## Pants

Pants may be cotton, denim, nylon, no cotton athletic sweats or silky type materials. Colors may be khaki (tan), dark blue, white, gray, or black, for both long pants and shorts. Black jeans or nylon sweats seem to work best. If you wear shorts, they need to be no shorter than your mid-thigh and no longer than your knee. **Faded, ripped, or patched pants are not permitted. Cotton sports sweats and nylon shorts are not permitted.**

**Pants and shorts may not slip from your upper waist (i.e. your undergarments should NOT be visible).** A non-scratch belt will be required on all non-fit pants and shorts.

## Hats

You may wear a hat provided by the company with the Classy Chassis logo. Other hats do not present the image we are trying to maintain. Hats must be worn straight and facing as intended by the manufacturer. Ski hats (red, white, or black, with no logo) may be worn when working November thru February. Sweatshirt hoods should only be up when outside.

## Belts

No studs must be flat color matching belts.

## Shoes

No open toe shoes, no slip on shoes, shoe laces are to be tied for safety and shoe color should be neutrals.

## Hair

Your hair should be neat and clean. If it's longer than the tops of your shoulders, it needs to be tied so that it looks professional and does not present a safety hazard. No artificial bright colored accents, extreme braiding, bands, or extensions allowed.

## Facial Hair

Neatly trimmed mustaches, beards or goatees may be worn. Other facial hair (to include one day's growth) is not acceptable.

## Jewelry

One ring per hand is OK if you work around customer vehicles (but they must be smooth). Chains or other neckwear that may dangle must be removed. Metal belt buckles or other items clipped to clothing must be removed. Visible pierced jewelry (not dangling) is permitted in ears only and only for women. Employees getting piercing after hire will be given seven days to remove. Absolutely no gauges, studs or bar bell jewelry. Females allowed only 1 small diamond in either nose or top lip. No cheeks, rings, inside nose, or tongue allowed.



### **Tattoos**

No tattoos will be allowed to be visible if received after you've been hired. All tattoos that might be visible prior to hiring must be reviewed and approved and allowed to be visible. Otherwise they must be covered!

### **Uniforms**

Classy Chassis will provide you with two clothing articles. (I.e. 1shirt & 1 jacket or 2 shirts) Thereafter, we will charge a refundable deposit fee for your requested uniform garments. You may opt for paying the deposit directly or having us deduct the amount evenly out of two consecutive paychecks. This requested deposit will be refunded to you upon your leaving Classy Chassis and you returning the garments. (See Uniform Form.doc for pricing)

### **Name Tags**

Are required and will be provided upon hire.

### **Radios**

Employees may not, under any circumstances, change a customer's radio station. If you get into any car and the stereo is loud enough for anyone standing two feet away to hear please turn the radio off. You may not change any stereos inside the building or play your own CD's without management approval. No shock talk, rap, hip-hop beat. Volume may not be so loud that it prevents co-workers from communicating or hearing a page. iPods are allowed as long as your work performance is satisfactory. Only 1 ear bud allowed at any time. They must be removed when speaking with customers. (Wash and detail only)

### **Honking**

Whenever you are moving a vehicle you must honk the horn two times quickly. Do not hold the horn down as this may indicate that there is a serious problem. When another associate honks their horn next to you, it is your responsibility to stop what you are doing and verify that there is nothing on or around the vehicle. You should also verify that they are reversing at an angle that will ensure safe handling of the vehicle. If an accident or damage occurs to a vehicle that is reversing and you did not do everything necessary to verify safe operation, you can be held just as responsible as the employee behind the wheel.

### **No Test Driving**

No test-drive of the customer vehicle in any way without managers direction. This includes intentional squealing of the tires. If either of these things is done you are subject to suspension or termination. Detail and oil may at times require safe and legal testing only.

### **Damages**

You are responsible to know the equipment that you are using. If you have any questions on how to safely use each piece of equipment ask your manager before you use it. If damage occurs due to your carelessness or neglect you can be held responsible.

### **Needles**

Please verify before you stick your hand under any seat or hidden area that there is no razor blade, needle, or any other device that may hurt you. You should always take your safety seriously. Any needles, drugs, valuables, or weapons must be reported to manager immediately and placed into safekeeping.

### **No Towel Snapping**

There is no towel snapping or water fights. If you do this you may be subject to termination.

### **Belts and watches**

If you wear a belt you need to verify that the buckle is reasonably small and that the metal does not scratch customer's cars. We do not recommend that you wear a watch, it could scratch the customer's paint and our chemicals (over time) may ruin it. If you need to wear a watch please verify that it is not loose and cannot scratch paint or pull strings from seats or carpets.

### **Company Computer, Printer and Copier Uses**

All computers, printers, and copiers, except the customer accessible units are for business use only. Employees without normal use are not to be accessing information or e-mails from these workstations or office computers.

Staff is welcome to use the lobby computers when they have permission by their supervisor, are not on the clock, and when you are not wearing your uniform. You may use the office computer printers or copiers with special permission from Corey or office administration. Those in Management or office positions may not use their computer for personal use without permission. If you obtain a Classy Chassis e-mail address, no personal mail should be sent to your business e-mail. Please direct them to your personal web mail account. Absolutely no nonconforming sites or e-mails are to be reviewed.

All files, programs, and e-mails are property of Classy Chassis. No sharing, copying, downloading, sending, deleting, or changing of any property without the expressed permission of the owner. You may be financially responsible for any damage caused directly or indirectly to Classy Chassis electronic systems and records.

Remember do not open unknown e-mails and never download files without checking the source first. Just because a file comes from someone you trust, does not mean they did not get it from an infected source.

### **Phone Use—LAND LINE AND CELL PHONE**

You may use the company phone on a limited basis. We have limited phone lines and we need them all for business. Personal cell phones are not to be used except on breaks. This includes verbal, texting and reading texts. Management is extended an exception to this rule but may not abuse the privilege. Keep in your locker or out of reach while you are at work. If this is abused you can be sent home.

All electronic and phone systems may be recorded and audited for training or operations.

### **Associate of the Month**

Each month we choose our associate of the month (new employees can will not be considered during their first month). To be eligible for associate of the month you must be on time everyday.

- Show up 15 Minutes prior to your shift.
- Strive to maintain the appearance of the facility.
- Look professional at all times.
- Treat customers with a friendly and professional attitude.

### **Customers, Customers, Customers**

The customer is your immediate supervisor. It is your job to put the customer first and foremost, even when you are not on the clock. You can achieve this by always acknowledging the customer when they are in your view. We have a 10-foot rule. This mean that any time you are within ten feet of the customer you must acknowledge their presence. If the customer looks confused please try to help them or guide them to the font lobby for

information. It is also your responsibility to inform the customer of any services that we may do that will help improve the appearance of their vehicle. You do not need to know the prices to do this or even how a specific service is performed simply mention it to the customer and if they need additional information get your supervisor.

### **Clean and Organize**

It is the responsibility of all associates to keep the facility clean, tidy, and organized. This includes the building as well as the lot. If you walk past a piece of paper and do not pick it up you can be written up. If you intentionally throw trash on the ground you can be suspended or even terminated if the problem persists.

### **Respect**

Respect should be maintained 100% of the time for 100% of people. You must respect your co-workers, manager, and customers. If you are asked to perform a certain task by a fellow associate and the task is in the benefit of the company you must do it.

### **Walk swiftly**

Always walk with a sense of urgency. If you walk slowly, others perceive your work to be slow. **So please walk fast.**

### **Parking**

Employee parking is anywhere along the fence line except for between the two light poles. This is customer parking and for vehicles that are waiting to be worked on. Lube and detail should park from the post closest to Custer Rd up to the road. Carwash, admin, coffee, and others should park from the back post down to the corner and behind the carwash **on our property**. Please be respectful of our neighbors that live behind us and be careful pulling out and no 'hot-rodding'. They have young children and we do not want to damage anyone's property.

### **Attitude**

Please keep your attitude pleasant at all times. Attitude is infectious (good or bad). If you had a bad night or are not feeling well try your best to keep an upbeat attitude so that others may still have a pleasant day. If your attitude is having a negative effect on others you may be sent home for the day. Remember the role you are playing while you are at work.

### **Chewing & Smoking**

Classy Chassis is a smoke free workplace as of January 1<sup>st</sup>, 2011. All new hires must be smoke free. No smoking or chewing allowed on any company property and must be out of viewing of customers. After a smoking or chewing break please ensure that you smell fresh and that there is no tobacco left in your teeth.

### **Alcohol/Narcotics/Controlled Substances**

Any employee using, selling or possessing illegal substances or non pre-approved prescriptions on the company premises risks immediate termination. Any employee drinking alcoholic beverages when on duty or reporting to work under the influence of any substance that impairs performance will be tested and may face immediate termination. We try to keep this pretty simple so there is no confusion. When you are hired we may issue a drug test. Random testing may be initiated at any time for any reason during employment if deemed necessary by management. All personal items on company premises are subject for search if an investigation is ongoing.

### Weapons

No weapons are allowed on the company premises (this includes inside parked vehicles in lots) without permission from the general manager or owner. This policy covers guns of all types, knives, and clubs. Defensive chemical weapons or tasers may be allowed upon individual request.

### Maintenance

Everyone is responsible for keeping the entire property neat and clean at all times. Towels, mitts, and garbage are NEVER permitted to be on the ground.

Cleanliness is a big part of keeping our operation safe for both employees and customers. Cleanliness is also a big part of how we keep our reputation with our customers. When they notice a clean shop, they feel more confident that we'll do a great job with their vehicles. We work with expensive equipment and tools at Classy Chassis. **If any piece of equipment is not functioning properly, report it to your manager immediately.** Your manager or your trainer will explain maintenance requirements and standards for individual pieces of equipment and shop areas to you.

### Clocking In/Out

The last four digits of your social security number are your employee number. You can clock in from any terminal. Simply press the space bar key to make sure the monitor is awake, and then press the "time clock tab" (usually it is the top last tab on the top of the screen). Press the department tab that you are working in and enter the last four of your SS number. If for any reason you switch departments you will need to go to a terminal and clock in to that department (you do not need to clock out each time). When you leave the facility or go to lunch, you need to clock out. This is done on the same tab page except press "punch out" then your employee number. Any abuse or having others clock you in or out may lead up to and include termination.

### Breaks

You are entitled to a ten-minute break for every two hours. If for any reason your manager forgets to give you this break simply remind them and you will get it in a reasonable time. Remember if you get any food while on the clock this is considered your ten-minute break you will not receive another. We will assume you understand that we cannot watch you every minute and if you are eating we will assume you took your ten-minute break. For every six hours of work you are entitled a 30-minute break. You must clock off if you are taking your thirty-minute break. Do not take your break in any area around working employees or customers.

### Deli and Coffee

You may get items from the deli and Classic Coffee on your breaks and lunch only. If you abuse this privilege, your account will be turned off. After you have chosen your item from the deli, you need to bring it to the front cashier and patiently wait for them to help you. If you need to get back to work and cannot wait, simply return to work and come back later to retrieve your items. If you forget to wait for the cashier to ring up your items we will treat this as stealing and you will be dealt with accordingly. The last four digits of your social security number are also your house account number. With this number you are entitled to charging deli, coffee items or lobby items to your account. This is a debit account that is automatically deducted from your paycheck every two weeks. This is not a loan account you can only charge what you have earned and may be suspended for lack of hours or discipline issues.

## Payroll

Classy Chassis' pay week starts on a Monday. Payroll covers two weeks and the ending day is Sunday evening. The company uses direct deposit. New employees will most likely receive a check for your first payroll and then set up for direct deposit. Paychecks are not given out before 3pm that Thursday, so please do not ask! Payroll is granted on Thursday afternoons and is not late until the following Friday.

## Bonuses

Bonuses may be earned monthly through individual and team efforts, in recruiting new employees or in reaching certain operational goals. They may be awarded as cash payments above normal hourly pay, or as time off with pay. Your manager will keep you informed as to the kind of bonus programs that are in force.

## Tips

Customers may give tips. Show your appreciation! If others participated in the service, share the tip accordingly. **You must report cash tips on your federal income tax return.** Tips paid with credit will be reported on your payroll check in order to cover tax purposes for you and the company. **Giving extra service in return for tips is strictly prohibited.**

## Mandatory Work Periods

Here at Classy Chassis we have certain times of the year when our business is at its peak. During these times you must make yourself available to work even when you are not on the schedule. We always try our best not to call you on your days off but at times there is no other option. If we call you before 11 AM you must come in. Our mandatory work periods are: January thru March, and June thru September. I would highly advise that you write these months down so that there is no confusion on when you need to make yourself available on your off days. You should expect on a nice day and especially weekends that you may be called and you must be prepared for this. We have a zero tolerance to this issue, especially for managers and leads.

## On Call

If next to your name on the schedule the words "On Call" are present, this means that you are on call from 7:30am till 11:00am. Or if you are in high school the on call period is from 3:00pm till 4:30pm. You must be reachable at the number you specify. If you are asked to come in, you must be available within 1 hour.

## Time off Request

Any request for time off must be written in the time off book two weeks in advance. This book is located at the end of the counter in the lobby. You may not get your requested day off even though you write it down. Again, we will do as much as possible to get you this day off. In an emergency situation where you may need a day off in short notice you must get your own coverage and then see your manager for approval.

## Calling in sick

### **NO TEXTING.**

If you are too sick to work you must make a good attempt at getting your own coverage. You must also get your manager's approval. If you do not get coverage you must provide us with a doctor's note. Selected management and lead staff are given 3 sick days a year. These are to be used only when approved by Corey.

### Vacation

Vacation pay is available after one full year of employment. The pay is based on an average of your hours for the prior year. If you wish to use your vacation you must put in your vacation requests at least one month in advance. If your vacation is requested during mandatory work periods, please give us at least a two-month notice. Vacation requests should be placed in the time off book downstairs and approved by your department manager. All forms are in the office and can be collected from the bookkeeper. You have one year to use this vacation. If you do not use your vacation time within a one year period, it is reduced by half the allotted time and is not valid after the second pay year. Vacation can be cashed out if needed at 75% of its true value. This must be approved by Corey in advance.

**One year = one week vacation**  
**Two years = 1.5 weeks vacation**  
**Three years = 2 weeks vacation**  
**Five years = 3 weeks vacation**

### Meetings

Meetings are usually posted in specific departments at least 5 days prior to department meetings. Sometimes we will put a note in your pay stub or on the schedule, letting you know there is a meeting. Meetings are required, unless you have received prior approval by upper management not to attend.