

**Quality Management Systems, LLC.**

- I. Personal Cars and Property**
- II. Refueling Cars**
- III. Eturn Use**
- IV. Speeding**
- V. Breaks and Lunch Time**
- VI. Smoking**
- VII. Misuse of Company Cars**
- VIII. Clocking In and Out**
- IX. Daily and Shift Tasks**
- X. Uniform Standards**
- XI. Drug and Alcohol Use**
- XII. Creating a Hostile Work Environment**
- XIII. Lost and Found Procedures**
- XIV. Scheduling, Requests, and Overtime**
- I. Personal Vehicles and Property**

**I. PERSONAL VEHICLES AND PROPERTY:**

- i. No washing personal vehicles on or off the clock**
- ii. No personal cars allowed on site whatsoever. The airport will fine any personal vehicle 1000 USD and tow the vehicle at owner's expense. Any on site parking will also result in immediate termination.**
- iii. All employee parking is located at our Atlanta office at 3401 Norman Berry Dr. Atlanta, GA, 30344.**
- iv. All personal belongings may be kept in the back of the booth or in the lockers in the QTA. No personal belongings will be kept in the booth overnight.**

**II. REFUELING VEHICLES:**

- i. No using gas codes for personal use or after hours.**
- ii. No sharing gas codes.**
- iii. No sharing gas card pins.**
- iv. All vehicles refueled via company pin or card needs to be entered into eturn**
- v. No using gas cards for personal use.**
- vi. All gas card usage needs to be documented In fuel log and receipt with service attendant's name and vehicle tag.**

**III. ETURN USE:**

- i. All eturns must be logged in with personal codes.**
- ii. No sharing personal eturn codes.**
- iii. All employees are responsible for assigned eturn. Eturn tracks location and speed of vehicle while driving with eturn on. Turning eturn off while driving will result in immediate termination.**

**IV. SPEEDING:**

- i. No speeding allowed whatsoever. Eturn will track any movement 10 mph over the speed limit and will result in disciplinary action.**
- ii. The speed limit in the parking garage is 5 mph. The speed limit in the QTA is 15 mph. Both speed limits are strictly enforced.**
- iii. No speeding around the office or driving the opposite direction around the office.**

**V. BREAKS AND LUNCH TIME:**

- i. No eating on the readyline or near customers.**
- ii. No drinks on the safe/podium. All drinks must be kept in the back of the booth.**
- iii. Food may be kept in the refrigerator in the office during operational times Monday through Friday 9:00am-5:00pm. Otherwise, food may be kept in the back of the booth.**
- iv. Any food left in the refrigerator or booth will be thrown out nightly.**
- v. Breaks need to be limited to 30 minutes and scheduled with a supervisor/manager during down time.**
- vi. During office hours, breaks may be taken in the break room one at a time.**
- vii. Each employee is responsible for cleaning up after herself/himself in the office break room.**
- viii. No loitering in or around the office, including the parking lot.**
- ix. The office break room is a privilege. Any misuse will lead to no longer being allowed in it.**
- x. Socializing needs to be kept to a minimum. No socializing whatsoever in the QTA while cleaning a vehicle. We share this space with 3 other companies, so each employee needs to have a sense of urgency while in the QTA.**
- xi. No phone calls or phone use allowed while working unless on break or as it may pertain to the shift. Any personal calls need to be handled while on break. If there is an emergency, notify your manager or supervisor on duty and head away from the readyline.**

**VI. SMOKING:**

- i. Any smoke breaks need to be limited to your 30 minute break or two 15 minute breaks for a standard 8 hour work day. All smoke breaks need to be approved by the supervisor/manager and need to be taken one at a time.**
- ii. All smoke breaks need to take place at the airport break room or upstairs in a common area.**
- iii. After smoking, each employee is expected to wash his/her hands before returning to work.**

- iv. Each employee must also remove the outermost layer of clothing (QMS vest or polo) prior to smoking to avoid the company vehicles from smelling like smoke.
  - v. Absolutely no smoking in overflow or the QTA. In addition, employees are expected to walk down to the break room for smoke breaks.
  - vi. DO NOT take cars on smoke breaks and leave them sitting outside of the break room.
  - vii. No smoking in company vehicles.
- VII. MISUSE OF COMPANY CARS:
- i. No company cars may be utilized for personal errands or getting food. Eturns track the location of each vehicle and any misuse will lead to immediate termination.
  - ii. No synching phones in company cars.
  - iii. No music on while driving or cleaning
  - iv. Any damages to a company vehicle needs to be communicated and logged immediately.
  - v. No keys are to be left unattended
  - vi. No keys are to be left in vehicles while the vehicle is unattended
  - vii. No cars are to be left unattended while running
  - viii. No rentals are allowed between QMS and Sixt unless there is written permission from the branch manager concerning the rental.
- VIII. CLOCKING IN/OUT:
- i. Any time an employee leaves the premises whatsoever, he or she must clock out.
  - ii. Each employee should clock in and out every work day via a time clock or time sheet. Any failure to clock in or out properly needs to be reported to management immediately. Any failure to do so may result in a delay of payment.
  - iii. Any mistakes with the time clock at downtown branches need to be communicated with the company manager and QMS manager for verification immediately. Any failure to do so may result in a delay of payment.
  - iv. Clock in are set by your supervisor or manager on duty and reported on the weekly schedule. Each employee will only be allowed to clock in when ready for work and at the scheduled time unless otherwise directed by the supervisor/manager on duty.

- v. Clock out times are also set by the supervisor or manager on duty. This business is one based on the flow of peak and down times set forth by the shift. There are no designated out times on the schedule, and therefore, no employee has a set out time unless communicated directly with the management or supervisor on duty.
- vi. try to keep shifts to the standard 8 hour day, but may require up to 10 hours if necessary. If the shift is slow, then employees may be told to clock out prior to a standard 8 hour shift.
- vii. Overtime is a privilege, and therefore, must be communicated by the employee if he/she is in overtime. Failure to communicate effectively may result in disciplinary action or loss of shift(s). All overtime must be approved by management.

**IX. DAILY/SHIFT TASKS:**

- i. Daily and shift tasks will be assigned by the manager or supervisor on duty. All tasks must be completed prior to clocking out for the shift.
- ii. Shift meetings are to be held by daily and led by the manager or supervisor on duty.
- iii. The supervisor or check-in must have a walkie at the start of each shift. If there is a malfunction or if the walkie dies, it is the employee's responsibility to request another one.
- iv. Quality checks are performed each day. Any failure on such quality check(s) will result in disciplinary action.

**X. UNIFORM:**

- i. Uniforms must be worn every day and must be in good condition. Uniform standards are as follows:

**Black QMS polo (provided by QMS)**

**Black QMS vest (provided by QMS)**

**Black Dickies style pants (no jeans or sweats) worn at the waist**

**Black outerwear (to be worn under QMS vest)**

**Solid black cap or beanie (no logos)**

**Black shoes**

**Black socks**

**QMS pouch (provided by QMS) for applicable positions**

**\*\*Solid black hoodies are fine, but no hoods can be worn\*\***

**\*\*\*No sunglasses on the readyline\*\*\***

- ii. No ear buds or ear phones whatsoever.

- a. **No loud or derogatory ringtones on your phone. Ring tones need to be low or on silent or vibrate.**
- XI. DRUG AND ALCOHOL USE:**
- i. **No drugs are allowed on site**
  - ii. **No employee may be under the influence of drugs or alcohol while on the clock**
  - iii. **No employee may be under the influence of prescription medication that affects driving abilities or motor skills.**
  - iv. **If involved in an accident, all employees are subject to drug/alcohol screening.**
- XII. CREATING A HOSTILE WORK ENVIRONMENT:**
- i. **No weapons allowed on site.**
  - ii. **No disrespectful language toward any fellow QMS employee, client, or customer whatsoever. Any failure to maintain a respectful and safe environment is immediately terminable.**
  - iii. **Customer and employee safety is our number one priority within QMS. Any action or behavior that contradicts a non-hostile work environment is immediately terminable.**
- XIII. LOST AND FOUND PROCEDURES:**
- i. **Lost and found items must be reported to our client immediately. Any theft of Lost and found items must be reported to our client immediately.**
  - ii. **Any theft of items left by our client or customers is immediately terminable.**
- XIV. SCHEDULING REQUESTS AND OVERTIME:**
- i. **The schedule is completed weekly from Monday-Sunday and sent out each Sunday evening. Any failure to comply with the schedule will result in disciplinary action. Any changes to the schedule need to be reported to management immediately.**
  - ii. **Schedule requests need to be made via QMS request book located in the office no fewer than seven days in advance. All requests must be approved by management. Each employee is responsible for any shift that is requested but not approved by management.**
  - iii. **If an employee cannot make it to a scheduled shift, management needs to be notified immediately. Unless otherwise noted by management, the employee is responsible for getting the shift covered.**
  - iv. **If an employee misses three consecutive shifts or more, management may request a "release back to work" by a physician. This release is necessary for the safety of the employee.**
  - v. **Holiday requests are first come-first serve basis. This company operates 24 hours a day and 365 days a year.**
  - vi. **An employee who works on Christmas Day is compensated time and a half.**

.