

As a franchisee of Valvoline Instant Oil Change, Ivy Lane Corporation purchases the rights to use all systems, processes, tools, programs and technology designed for this business. It is the responsibility of each individual employee to ensure that they follow the VIOC operating model (Super-Pro®). Furthermore, it is the role of all leaders to both set the example and enforce Super-Pro®.

The Super-Pro® system is key in successfully servicing our customers and keeping our team members safe while developing their skills. It is vital that we adhere to this process at all times. Decisions not perform the Super-Pro® operating system can/will result in disciplinary action, up to and including termination.

Examples include and are not limited to the following items/areas;

- Personal protective equipment, glasses, bump hats, gloves, prop rods, shoes
- Certified (Manager on Duty) MODs on duty at all times
- Personnel dedicated to the CSR role
- Wheel stop greeting
- Proper Presentations
- Positioning
- Top and bottom side procedures
- Call outs
- Proper housekeeping

[illegible]