

IVY LANE LABOR/BANKING STANDARDS

- Service Center Managers are required to be scheduled a minimum of 45 hours during hours of operations (more hours may be required to meet business needs).
- **Monday, Friday and Saturday are required work days unless otherwise approved in advance by their Area Manager.**
- **A minimum of 8 hours must be worked during hours of operations on Monday, Friday and Saturday unless otherwise approved in advance by their Area Manager.**
- Time off during holidays and peak business times must be approved by VP of Operations.
- VP of Operations must approve all SCM transfers.
- **SCM's are required to work at least one Sunday per month.**
- Employees should be scheduled no more than 38 hours per week.
- **AM approval is required before scheduling any overtime.**
- **SCMs/MOD to notify Area Manager of any incurred, unscheduled overtime.**
- SCMS must work a minimum of 50 hours before incurring overtime.
- SCMs should schedule hourly Team Members to anticipated clock out time, i.e. 7:15 at closing.
- All Team Members must clock in/out for lunch/dinner breaks for no less than 30 minutes. Time clock execution is the responsibility of each employee.
- Failure to clock in/out will result in disciplinary action up to and including termination.
- SCM's must also punch in and out.
- Starting opening schedule time is 15 minutes prior to open, (2) Team Members, with (3) Team Member scheduled at opening hour, unless on two-way. For example, a service center that opens at 7:30, (2) Team Members are scheduled at 7:15 with the third scheduled at 7:30.
- Vacations requested in excess of 7 calendar days for Service Center Managers or **5 days for Area Managers** must be approved by the VP of Operations with appropriate notice.
- Required work days - Service Center Managers should be present during our busiest times of the year.
- SCM's are required to reference the required work days prior to requesting vacation dates. Any exceptions to these required work days must be approved by the VP of Operations.
- SCM's to **notify Area Manager** anytime they are not working scheduled hours.
- ASCMs are expected to be scheduled on the SCM's day off, especially Sunday.

- SCM's to utilize daily scheduler in generating weekly schedule. Quarter and half hour scheduling technique should be used where applicable.
- **Weekly schedules must be finalized by the end of business no later than Wednesday prior to the work week. Area Managers are required to view schedule and discuss recommended changes with SCM by the end of business of the Friday prior to the scheduled work week. AMs to follow up to ensure requested changes are made.**
- **Labor forecasts should be completed by the AM prior to required schedule completion time.**
- **Area Managers are required to review these Labor Standards of Excellence with each SCM**, preferably during a regularly scheduled SCM meeting.
- At no time is it acceptable to have more than one deposit in the store. Deposits are to be transported, by vehicle, to the bank every day. Deposits are to be handed to the teller or placed in the drop slot, if after hours, or on days in which the bank is closed. Bank validated deposit tickets are to be verified every day, in store. All deposit tickets are to be kept on file for management review. The manager on duty is responsible for banking every day.

SCM Printed Name

Date

SCM Signature

AM Printed Name

Date

AM Signature