



IVY LANE SERVICE CENTER MANAGER LABOR 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 workdays 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.
- Full time 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.
- A minimum of 3 employees are to be scheduled at all times during business hours.
- All Team Members including SCM's 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.
- 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 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 workdays prior to requesting vacation dates. Any exceptions to these required workdays 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. (RED AND YELLOW)
- 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.
- SCM is required to make sure all employees are approving weekly timecards.

SCM Printed Name	Date
------------------	------

SCM Signature

AM Printed Name	Date
-----------------	------

AM Signature