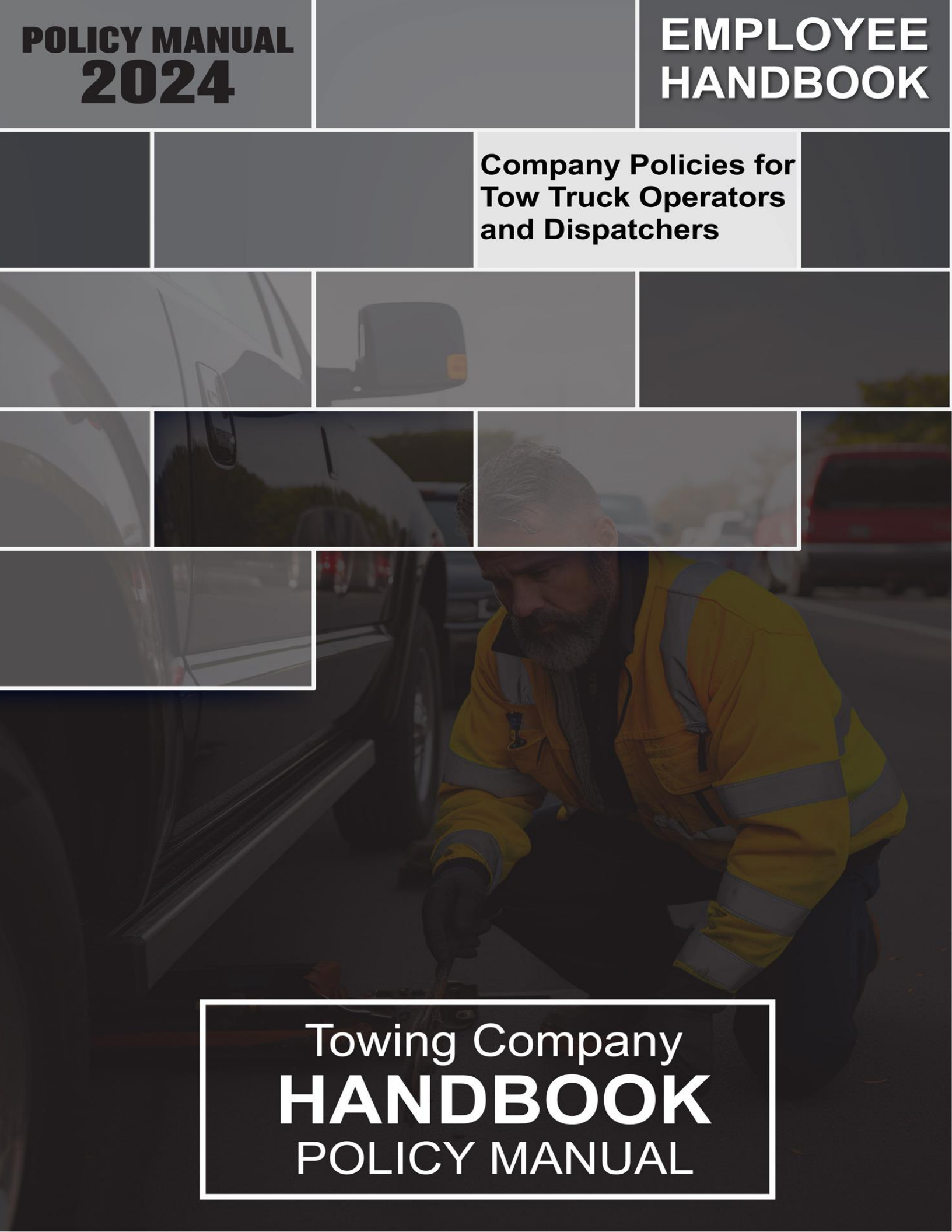


**POLICY MANUAL  
2024**

**EMPLOYEE  
HANDBOOK**

**Company Policies for  
Tow Truck Operators  
and Dispatchers**



**Towing Company  
HANDBOOK  
POLICY MANUAL**

# The Towing Company

Employee Manual 2024

## Employee Handbook Acknowledgment and Receipt

The employee manual describes important information about The Towing Company. I understand that I should consult my direct manager regarding any questions not answered herein. I have entered into my employment relationship with The Towing Company voluntarily and acknowledge that there is no specified length of employment. **Accordingly, either The Towing Company or I can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.**

This handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with The Towing Company. By distributing this manual, the company expressly revokes any and all previous policies and procedures that are inconsistent with those contained herein.

I understand that, except for employment-at-will status, any and all policies and practices may be changed at any time by The Towing Company. The company reserves the right to change my hours, wages, and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only owners of The Towing Company have the ability to adopt any revisions to the policies in this handbook.

**I understand and agree that nothing in this employee manual creates or is intended to create a promise or representation of continued employment and that employment at The Towing Company is employment-at-will, which may be terminated at the will of either The Towing Company or myself. Furthermore, I acknowledge that this manual is neither a contract of employment nor a legal document.** I understand and agree that employment and compensation may be terminated, with or without cause, and with or without notice at any time by The Towing Company or myself.

I have received the manual and I understand that it is my responsibility to read and comply with the policies contained therein and any revisions made to it in the future.

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Employee's Signature

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Employee's Name (Print)

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Date

*TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE*

Dear Team Member,

Welcome to The Towing Company! We are excited you are here and feel honored that you have chosen to invest your time with us. We hope and expect it will be a mutually rewarding experience.

The purpose of this employee manual is to inform you of our company policies, procedures, and guidelines. Please carefully read this information during your first few days with us and be sure to ask questions if you need clarification.

We believe The Towing Company is a very unique and special place to work. Our hope is that you find this a fun & challenging work environment, and with our training and support, we ask that you commit yourself to helping us make the roads safer for the traveling public. Together, we can build a great business and make a significant and positive impact on our customers.

We really look forward to working with you! Please feel free to call, email, or visit any time.

Congratulations!

Don Archer

Owner



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## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: EMPLOYMENT**

**NUMBER: 100**

**REV:**

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**SUBJECT: Equal Opportunity Policy**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/23**

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### **EEO Policy Statement**

The Towing Company provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as covered veterans in accordance with applicable federal, state, and local laws. The Towing Company complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.

This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfers, leaves of absence, compensation, and training.

The Towing Company expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, disability, or veteran status. Improper interference with the ability for The Towing Company employees to perform their expected job duties is absolutely not tolerated.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: EMPLOYMENT**

**NUMBER: 100.1**

**REV:**

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**SUBJECT: Employment at Will**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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It is the policy of The Towing Company that all employees are 'at will' and, as such, are free to resign at any time without reason. The Company, likewise, retains the right to terminate an employee at any time with or without reason or notice. Nothing contained in this manual or any other document provided to you is intended to be, nor should it be, construed as a guarantee that employment, or any benefit, will be continued for any set period of time.

At the time of hire, you are required to read and sign the acknowledgment form, located at the beginning of this manual, which includes an Employment-at-Will Statement.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: EMPLOYMENT**

**NUMBER: 100.2**

**REV:**

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**SUBJECT: Interviewing and Selection**

**PAGE: 1 of 2**

**EFFECTIVE DATE: 01/01/24**

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It is the policy of The Towing Company to provide equal opportunity to all candidates for employment and to ensure that the best person for each position is selected. All Towing Company employees involved in the interview and selection process must know and adhere to applicable equal employment opportunity laws and guidelines.

When an opening exists, and if deemed appropriate, the job will be posted to all employees via email or job posting. Solicitation of additional resumes by placing advertisements will be coordinated through management who will conduct initial interviews. This interview is used to screen candidates based on the requirements of the job opening. Any questions regarding this procedure should be directed to management.

All interviewing candidates must complete a The Towing Company employment application that includes a background check agreement form.

### Job Offer and Background Checks

The job offer must include the following conditions:

- \*Passing a drug screen
- \*Providing acceptable documentation attesting to identity and employability (I9).
- \*Passing a background check

The offer includes job title, start date, wage/salary stated in terms of annualized or hourly compensation, and any other compensation terms (commissions, draws, benefits, etc.),

All job offers are formally extended in writing and are prepared by Management.



Prior to extending an offer, Management will initiate the background check with a third party. As a rule, managers should allow five working days for the background check and drug screen to be completed. Results must be received before the employee starts employment.

Offers given prior to the background check being completed must state that the offer is contingent upon passing both the background check and drug screen as well as providing acceptable documentation attesting to identity and employability.

The failure of either the background check or drug screen is sufficient reason to rescind a job offer to a potential employee.

Employees who accept a job offer with The Towing Company must sign and date the offer letter and return it to Management by the designated date.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: EMPLOYMENT**

**NUMBER: 100.3**

**REV:**

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**SUBJECT: Americans with Disabilities Act**

**PAGE: 1 of 2**

**EFFECTIVE DATE: 01/01/24**

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The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers from discriminating against applicants and individuals with disabilities and that, when needed, provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of The Towing Company to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions, and privileges of employment.

The company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to the safety of these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to The Towing Company. Please contact Management with any questions or requests for accommodation.

### **Definitions:**

As used in this policy, the following terms have the indicated meaning and will be adhered to in relation to the ADA policy:

- “Disability” refers to a physical or mental impairment that substantially limits one of more of the major life activities of an individual. An individual who has such impairment, has a record of such impairment, or is regarded as having such impairment by a medical professional is a “disabled individual”.

- “Direct threat to safety” means a significant risk to the health or safety of others that cannot be eliminated by reasonable accommodation.
- A “qualified” individual with a disability means an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the employment position that the individual holds or has applied for.
- “Reasonable accommodation” means making existing facilities readily accessible to and usable by individuals with disabilities: job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, adjustment or modification of examinations, adjustment or modification of training materials, adjustment or modification of policies, and similar activities.
- “Undue hardship” means an action requiring significant difficulty or expense by the employer. The factors to be considered in determining an undue hardship include” (1) the nature and cost of the accommodation (2) the overall financial resources of the location at which the reasonable accommodation is to be made (3) the number of persons employed at the facility (4) the effect on expenses and resources or other impact upon that facility (5) the overall financial resources of the company. These are not all of the factors but merely examples.
- “Essential job duties” refers to those activities of a job that are the core to performing said job, for which the job exists, that cannot be modified.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: EMPLOYMENT**

**NUMBER: 100.4**

**REV:**

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**SUBJECT: Job Posting**

**PAGE: 1 of 2**

**EFFECTIVE DATE: 01/01/24**

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It is the policy of The Towing Company to communicate vacancies to all employees, whenever possible, allowing self-nomination as part of the career development process. However, both internal and external candidates may be considered for all job openings in order to place the most qualified person available for the job.

While it is the philosophy of The Towing Company to promote from within whenever possible, there are business conditions that could cause a position to be filled without posting first or to post a position while simultaneously recruiting from the outside.

The business conditions that could cause a decision to bypass posting, or to post the position while simultaneously recruiting from the outside, include, but are not limited to: organizational restructuring; position requirements that include skills, education, and/or experience that are not known to match any existing employee, and critical operational needs.

When an opening exists, it will be posted by the time clock. Each position will remain open for at least five working days.

To be eligible to apply:

- Employees must have six months of employment in their current position (waiver of time in position requires approval of management).
- Employees must be performing at a satisfactory level in their current position and not currently be involved in any performance and/or disciplinary action.

Management will interview the most qualified candidates. Following interviews with all candidates, internal and external, management should select an individual solely based upon qualifications, developmental needs, and job requirements.

Management should inform the other candidates that they were not selected for the position. As part of the developmental process, management may counsel all internal candidates as to why he/she was not selected for the position and what he/she can do to improve advancement opportunities in the future.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: EMPLOYMENT**

**NUMBER: 100.5**

**REV:**

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**SUBJECT: Hours of Work**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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The Towing Company's ability to serve its clients and customers in a timely manner is of utmost importance. The needs of the business dictate that all employees are present and working at their normal start time and remain for their normal hours of work.

Towing is a 24-hour operation. To effectively serve our customers, the work schedule of the staff will vary and is based upon requirements to service our customers.

You are expected to follow your daily schedule and work your required work hours each day. Distractions must be kept to an absolute minimum and Tow Truck Operators should not text while driving.

Absences of two consecutive workdays without notification to your manager will be considered job abandonment and a voluntary quit.

### **On-Call Pay**

On-call employees, who are called back to work, outside their normal work schedule, will be paid at their regularly hourly rate, plus a commission bonus, as determined by management. All full-time regular Tow Truck Operators are required to participate in scheduling on the on-call calendar. Other employees who are not classified as full-time regular may participate with the approval of management.

Overtime compensation is applicable only when total hours worked exceed 40 hours in a workweek.

Violations of this policy may result in disciplinary action, including jeopardizing your continued employment with The Towing Company.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: EMPLOYMENT**

**NUMBER: 100.6**

**REV:**

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**SUBJECT: Time Reporting**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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A work hour is any hour of the day that is worked and a workday is defined as the 24-hour period starting at 12:00 a.m. and ending at 11:59 p.m. The workweek begins on Monday and ends on Sunday. A pay period is two workweeks.

Overtime is defined as hours worked by an hourly or nonexempt employee in excess of 40 hours in a pay period. Overtime hours should be approved in advance by the manager to whom the employee reports.

Employees will use a time clock to track all hours worked and must clock in and out when starting work, and leaving work at the end of the day. Failing to clock in and out of every work shift, three times, can lead to termination of employment. All absences from work schedules should be appropriately recorded.

### **Meal/Rest Periods**

The scheduling of meal periods at The Towing Company is variable and set by the employee's immediate manager with the goal of providing the least possible disruption to company operations.

Employees who work at least eight consecutive hours will be provided a meal break not to exceed 30 minutes. This time may be delegated between jobs and it is possible that there may not be enough time to take a full 30-minute break. The meal period will be included in the total hours of work per day and is paid. If a Tow Truck Operator should stop to eat or pick up lunch, he is required to report to the dispatcher, prior to stopping, and indicate where the stop is to be made. Dispatchers are not permitted to leave for lunch unless there is another dispatcher in place to receive and dispatch calls.

Short rest breaks (5-10 minutes) will be paid as normal time. Employees may not take more than two rest breaks, in an eight-hour period, during busy times but may take additional short breaks with advanced approval. During busy periods employees may be required to work extended hours.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: EMPLOYMENT**

**NUMBER: 100.7**

**REV:**

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**SUBJECT: Employee Job Classifications**

**PAGE: 1 of 2**

**EFFECTIVE DATE: 01/01/24**

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All employees are designated as either non-exempt or exempt under state and federal wage and hour laws. The following is intended to help employees understand employment classifications and employees' employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the employee and The Towing Company.

**Non-exempt employees** are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are not exempt from the law's requirements concerning minimum wage and overtime.

**Exempt employees** are generally managers or professional, administrative, or technical staff who are exempt from the minimum wage and overtime provisions of the FLSA. Exempt employees hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor.

The Towing Company has established the following categories for both nonexempt and exempt employees:

- **Regular, full time:** Employees who are not in a temporary status and who are regularly scheduled to work the company's full-time schedule of at least 37.5 hours per week.
- **Regular, part time:** Employees who are not in a temporary status and who are regularly scheduled to work less than the full-time schedule but at least 20 hours each week.
- **Temporary, full time:** Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific



- project and who are temporarily scheduled to work the company's full-time schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.
- **Temporary, part time:** Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work less than the company's full-time schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.

Temporary and part-time workers are not eligible for company benefits unless specifically stated otherwise in company policy or are deemed eligible according to plan documents.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: EMPLOYMENT**

**NUMBER: 100.8**

**REV:**

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**SUBJECT: Background Checks**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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To ensure that individuals who join The Towing Company are well qualified and to ensure that The Towing Company maintains a safe and productive work environment, it is our policy to conduct pre-employment background checks on all applicants who accept an offer of employment. Background checks may include verification of any information on the applicant's resume or application form.

All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal privacy and anti-discrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

If information obtained in a background check would lead The Towing Company to deny employment, a copy of the report will be provided to the applicant, and the applicant will have the opportunity to dispute the report's accuracy. Background checks will include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment.

Additional checks such as a driving record or credit report may be made on applicants for particular job categories if appropriate and job related.

The Towing Company also reserves the right to conduct a background check for current employees to determine eligibility for promotion or re-assignment in the same manner as described above.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: EMPLOYMENT**

**NUMBER: 100.9**

**REV:**

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**SUBJECT: Employee Relationships**

**PAGE: 1 of 2**

**EFFECTIVE DATE: 01/01/24**

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The Towing Company wants to ensure that business practices do not create situations such as conflict of interest or favoritism. This extends to practices that involve employee hiring, promotion and transfer. Close relatives, partners, those in a dating relationship or members of the same household generally are not permitted to be in positions that have a reporting relationship to each other. Close relatives are defined as husband, wife, domestic partner, father, mother, father-in-law, mother-in law, grandfather, grandmother, son, son-in-law, daughter, daughter-in law, uncle, aunt, nephew, niece, brother, sister, brother-in-law, sister-in-law, step relatives, cousins and domestic partners (married or not).

If employees begin a dating relationship or become relatives, partners, or members of the same household and if one party is in a supervisory position, that person is required to inform management of the relationship.

The Towing Company reserves the right to apply this policy to situations where there is a conflict or the potential for conflict because of the relationship between employees, even if there is no direct-reporting relationship or authority involved.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: EMPLOYMENT**

**NUMBER: 101**

**REV:**

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**SUBJECT: Outside Employment**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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The Towing Company understands the need for some employees to have more than one source of income. You are permitted to engage in outside work or to hold other jobs, subject to certain restrictions as outlined below.

Activities and conduct away from the job must not compete with, conflict with, or compromise the company interests or adversely affect job performance and the ability to fulfill all job responsibilities. You are prohibited from performing any services for customers on non-working time that are normally performed by The Towing Company. This prohibition also extends to the unauthorized use of any company tools or equipment and the unauthorized use or application of any confidential information. In addition, you are not permitted to solicit or conduct any outside business during paid working time.

You are cautioned to carefully consider the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel or refusal to work overtime or different hours. If The Towing Company determines that your outside work interferes with your performance, you may be asked to terminate the outside employment.

If you have accepted outside employment, you may not use paid time off to conduct work activities on the outside job. Fraudulent use of your paid time off will result in disciplinary action, up to and including, termination of your employment.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: BENEFITS**

**NUMBER: 200**

**REV:**

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**SUBJECT: Paid Time Off**

**PAGE: 1 of 2**

**EFFECTIVE DATE: 01/01/24**

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The Towing Company recognizes that adequate time should be available to you for rest and relaxation away from the work environment. For this reason, you are encouraged to observe your full allotment of paid time off each year. While every reasonable effort is made to allow you to schedule paid time off at your choosing, time away from work must be approved ahead of time by your manager and approval will be based upon business needs.

Eligibility requirements for paid time off are based upon your length of service and is only available to regular full-time employees. You are eligible to earn paid time off based on the following schedule:

### **Paid Time Off Eligibility Requirements**

<u>Term of Service</u>	<u>Amount of Days</u>
One year of service	7 days with pay
Two years of service	14 days with pay
Five years of service	20 days with pay
Ten years of service	25 days with pay
Fifteen years of service	30 days with pay

The Towing Company understands that occasionally there may be extenuating circumstances that require an employee to miss work beyond the amount of paid days off provided. Additional time off, for this purpose, will be unpaid and must be approved, in advance, by your manager. Proof of extenuating circumstances may be required.

You are encouraged to use all your earned paid time off each year as it does not roll over at the end of the year. If you do not use it, you lose it.

When scheduling time off, or if it is necessary to be absent from work, you should notify your manager as far in advance as you can - at least 48 hours - if at all possible. If you plan to use two or more weeks, consecutively, you should provide at least one week notice.

Unless part of a pre-hire agreement, you are not eligible for any paid time off in the first year of employment. You are expected to use that time to learn as much as possible and to keep days out at an absolute minimum. Missed days in the first year will be unpaid unless approved by management. Days taken off, after all earned time is used, should only occur because of extenuating circumstances and will also be unpaid.

If you are absent from work more than two consecutive workdays due to a medical problem, you may be required to provide a doctor's statement to document the absences.

Once notification of termination has been given, (whether you or company initiated), no paid time off may be used to constitute part of an official notice period. Upon termination of employment, you will be paid in your final paycheck for any earned, but unused, paid time off.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: BENEFITS**

**NUMBER: 200.1**

**REV:**

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**SUBJECT: Holiday Pay**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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Because of the nature of the business, The Towing Company does not observe or close during any holidays.

The company will pay one and one-half times the employee's wage for work performed on Easter, July 4<sup>th</sup>, Thanksgiving Day, and Christmas Day.

You are eligible for the extra pay on holidays after completing one year of employment.

Extra holiday pay eligibility requires you to work your regular hours on the workday preceding, and on the workday following, the holiday. The only exceptions to this rule shall be (as approved by your manager) if you are ill and have submitted a doctor's statement, or if the holiday and surrounding days fall within your approved vacation period.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: BENEFITS**

**NUMBER: 200.2**

**REV:**

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**SUBJECT: Bereavement Leave**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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The Towing Company recognizes that a time of bereavement is difficult for you. Every effort will be made to ensure that you have time away from work to attend to family matters. The duration of such absence depends on such factors as distance to be traveled and the degree of personal responsibility. Generally, this is a matter of management discretion as management may make exceptions if circumstances require additional consideration. The following guidelines have been put in place as a general rule concerning bereavement leave.

- Up to five working days may be granted and paid for an absence to a death in your immediate family: parents/guardian, siblings, spouse, life partner who resides in the home, or a child (including step and adopted children).
- Up to two working days may be granted and paid for an absence due to a death of a relative not in the immediate family: (grandparents, other relatives living in the home, and such relationships by marriage (mother-in-law, father-in-law, sister-in-law, brother-in-law).
- Up to one day may be granted to attend the funeral for other relatives not in the immediate family (aunts, uncles, cousins, etc.).
- Time off for other funerals is considered on an individual basis, with the general rule that your annual allotted paid time off is used for this purpose.

The company reserves the right to request documentation to substantiate the death and relationship of the descendent to you.



## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: BENEFITS**

**NUMBER: 200.3**

**REV:**

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**SUBJECT: Jury Duty/Court Appearances**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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The Towing Company recognizes your responsibility to carry out your civic responsibility. The company will provide the difference between jury duty pay and your regular days pay for all regular full-time employees, for up to one week. Additional salary protected time away from the workplace, for this purpose, will be considered on a case-by-case basis.

Upon receipt of notification from the state or federal courts of an obligation to serve on a jury or to act as a court witness, you should notify your immediate manager. You are required to provide copies of the subpoena or jury summons as well.

Your manager will verify the notification and make scheduling adjustments in order to accommodate your obligation.

Employees appearing as a plaintiff, defendant, or for non-subpoenaed court appearances will not receive paid time off. Your annual allotted paid time off should be used for this purpose.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: BENEFITS**

**NUMBER: 200.4**

**REV:**

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**SUBJECT: Military Leave**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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The Towing Company is committed to protecting the job rights of employees absent on military leave. In accordance with federal and state law, it is the company's policy that no employee or prospective employee will be subjected to any form of discrimination on the basis of that person's membership in, or obligation to perform, service for any of the uniformed services of the United States.

Specifically, no person will be denied employment, re-employment, promotion or other benefit of employment on the basis of such membership. Furthermore, no person will be subjected to retaliation or adverse employment action because such person has exercised his or her rights under applicable law or company policy. If any employee believes that he or she has been subjected to discrimination in violation of company policy, the employee should immediately contact management.

Employees taking part in a variety of military duties are eligible for benefits under this policy. Such military duties include leaves of absence taken by members of the uniformed services, including Reservists and National Guard members, for training, periods of active military service and funeral honors duty, as well as time spent being examined to determine fitness to perform such service. Subject to certain exceptions under the applicable laws, these benefits are generally limited to five years of leave of absence.

Employees requesting leave for military duty should contact management to request leave as soon as they are aware of the need for leave.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: BENEFITS**

**NUMBER: 200.5**

**REV:**

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**SUBJECT: Voting/Election Time Out**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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### **Voting Time**

All employees should be able to vote either before or after regularly assigned work hours. However, when this is not possible due to work schedules, full time employees will receive up to one hour during the workday to vote. Time off for voting should be approved by the employee's immediate manager and coded appropriately on timekeeping records. Non-exempt employees are expected to use compensatory time to make up the work hours.

### **Election Leave**

Employees who are chosen to serve as election officials at polling sites will be permitted to take required time off to serve in this capacity. Employees who are chosen to act as election officials must notify their manager a minimum of seven days in advance of their need for time off in order to accommodate the necessary rescheduling of work.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: BENEFITS**

**NUMBER: 200.6**

**REV:**

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**SUBJECT: Employee Referral Bonus**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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As the Towing Company continues to grow, cost effective recruitment of competitive candidates must be an on-going process. Our experience has been that current employees can be a valuable resource in the identification of new talent. Friends, former co-workers, acquaintances through professional organizations, etc., possessing the skills, dedication, work ethic, and creativity expected of The Towing Company employees are encouraged to be introduced to our company.

All employees may refer candidates for employment; however, payment will only be made for regular, full-time candidates who are hired for a position. Employees who are not eligible to receive payment for referrals include any member of the management team who are involved in the interview or selection decision of the referred candidate.

The intent of the Employee Referral Bonus is to reward employees for introducing solid candidates, who they know personally, and not merely brief acquaintances. Referring employees must attest, in writing that they personally know the candidate and have discussed with them, the Towing Company and potential employment opportunities.

Employees should make referrals by attaching the candidate's resume (or employment application) to the completed Employee Referral Bonus form, and forwarding both to management.

Candidates will be considered for payment purposes if there has been no prior referral source or a member of the management team has not made previous contact with the candidate.

Submission and acceptance of employee referrals does not entitle a candidate to an interview with the company. The company retains the sole responsibility to screen, select, and interview only those candidates appearing to possess the skills and requirements for the opening.

The Employee Referral Bonus amount is \$500 and will be paid in two lump sum payments through payroll. \$250 will be paid on the next payroll after the newly referred employee has completed 90 days of employment. The second lump sum of \$250 will be paid on the next payroll following the newly referred employee's completion of six months of employment. Exceptions to this policy will be considered on a case-by-case basis.

## EMPLOYEE REFERRAL BONUS FORM

Employee Name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Candidates Name: \_\_\_\_\_

Please state how you know this candidate: \_\_\_\_\_

\_\_\_\_\_

Comments regarding candidate: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please attach candidate's resume to this form

I certify that I have discussed the Towing Company, and potential positions with this candidate, and have enough knowledge to believe he/she would be a good fit for the company.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: PROFESSIONAL STANDARDS**

**NUMBER: 300**

**REV:**

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**SUBJECT: Drug and Alcohol Policy**

**PAGE: 1 of 3**

**EFFECTIVE DATE: 01/01/24**

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It is the policy of The Towing Company to maintain a drug and alcohol-free work place. "Controlled substances" and "illegal drugs" refer to all forms of narcotics, depressants, stimulants, hallucinogens, and other drugs, including marijuana; whose use, possession, or transfer is restricted or prohibited by law.

You may not engage in any of the following activities while on any company premises or work site (including company vehicles and any private vehicle parked on company-owned or leased premises or work sites), or while conducting company business: The illegal possession, distribution, manufacture, transportation, use, sale, purchase, transfer, or consumption of any type of alcoholic beverages is strictly prohibited. (The only exceptions to this are the consumption of alcoholic beverages served at company-sponsored events or at authorized business meetings); Working under the influence of alcohol, drugs, controlled substances, regardless of whether they were consumed during or out of work time is strictly prohibited.

If you engage in the above-stated activities, you are subject to criminal prosecution (where applicable) and disciplinary action, up to and including, termination of your employment.

If engaged in any of the following activities while off company premises or company work sites, and/or off working time, you are also subject to disciplinary action up to and including termination: the illegal possession, distribution, manufacture, transportation, use, sale, purchase, or transfer of controlled substances or illegal drugs where such involvement constitutes a direct threat to company property, or company employees, affects an employee's job performance, or generates either publicity or circumstances that adversely affect the company or its employees.; the felonious possession, distribution, manufacture, transportation, use, sale, purchase of illegal drugs or substances.

In the interest of protecting the health and safety of all our employees, you may be required to undergo an investigation to determine alcohol, substance use, and/or abuse, or to determine possession of illegal drugs. The investigation may involve a search of you and your property and any company property, including desks, company trucks, etc. In addition, you may be asked to submit to a drug or alcohol test. Failure to cooperate in

such investigations will be considered grounds for disciplinary action, up to and including, termination of your employment.

The company retains the right to require the following tests:

- **Pre-employment:** All applicants must pass a drug test before beginning work or receiving an offer of employment. Refusal to submit to testing will result in disqualification of further employment consideration.
- **Reasonable suspicion:** Employees are subject to testing based on observations by a supervisor of apparent workplace use, possession, or impairment.
- **Post-accident:** Employees are subject to testing when they cause or contribute to accidents that seriously damage a company vehicle, machinery, equipment or property and/or result in an injury to themselves or another employee requiring off-site medical attention. In any of these instances, the investigation and subsequent testing must take place within two (2) hours following the accident, if not sooner.
- **Random:** The Company reserves the right to test employees randomly without prior notice.

### **Consequences**

Applicants who refuse to cooperate in a drug test or who test positive will not be hired.

Employees who refuse to cooperate in required tests or who use, possess, buy, sell, manufacture or dispense an illegal drug in violation of this policy will be terminated.

The first time an employee tests positive for alcohol or illegal drug use under this policy, the result will be immediate termination of employment.

Employees will be paid for time spent in alcohol/drug testing and then suspended pending the results of the drug/alcohol test. After the results of the test are received, a date/time will be scheduled to discuss the results of the test; this meeting will include a member of the management team. Should the results prove to be negative, the employee will receive back pay for the times/days of suspension.

### **Confidentiality**

Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided to the medical review officer (MRO), or person conducting the test, shall be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files.

**Inspections**

The Towing Company reserves the right to inspect all portions of its premises and vehicles for drugs, alcohol or other contraband. All employees, contract employees, and visitors may be asked to cooperate in inspections of their persons, work areas and property that might conceal a drug, alcohol or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate discipline up to and including discharge.

**Crimes Involving Drugs**

The Towing Company prohibits all employees from manufacturing, distributing, dispensing, possessing or using an illegal drug in or on company premises or while conducting company business. Employees are also prohibited from misusing legally prescribed or over-the-counter (OTC) drugs. Law enforcement personnel shall be notified, as appropriate, when criminal activity is suspected.



## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: PROFESSIONAL STANDARDS**

**NUMBER: 300.1**

**REV:**

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**SUBJECT: Sexual Harassment**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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Sexual harassment is illegal and will not be tolerated by The Towing Company. In support of these objectives it is imperative that we ensure that The Towing Company provides a work environment free of sexual harassment, intimidation, hostility, and other offensive conditions.

Sexual harassment is a form of sex discrimination that violates Title VII of the Civil Rights Act of 1964. Maintaining an environment free of discrimination and harassment is every employee's responsibility.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, constitutes sexual harassment when submission or rejection of this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment.

If you think you are being harassed, or are subjected to behavior that you find offensive, it is your responsibility to directly inform the harasser that the conduct is unwelcome and must stop. If the harassment and/or offensive conditions persist, discuss the situation with your manager or any management level employee.

All employees (including any employee subject to harassment) are under a duty to report violations to the company. Every complaint of harassment will be investigated and appropriate action will be taken. These steps will include fact-finding and interviews with involved individuals, and may result in disciplinary action, up to and including termination of employment.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: PROFESSIONAL STANDARDS**

**NUMBER: 300.2**

**REV:**

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**SUBJECT: Workplace Bullying**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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The Towing Company strives to provide a friendly and safe environment for all its employees. The company defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.” Such behavior violates the ethics of the company as the company intends to have all employees treated with dignity and respect.

All employees, including management level employees, need to know that the company will not tolerate bullying behavior. Employees found in violation of this policy will be disciplined, up to and including termination of employment.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important. The Towing Company considers the following types of behavior examples of bullying:

- **Verbal bullying:** Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person’s work area or property.
- **Gesture bullying:** Nonverbal threatening gestures or glances that convey threatening messages.
- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: PROFESSIONAL STANDARDS**

**NUMBER: 300.3**

**REV:**

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**SUBJECT: Personal Appearance**

**PAGE: 1 of 2**

**EFFECTIVE DATE: 01/01/24**

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All employees of the Towing Company must look professional at all times in order to establish credibility with customers, co-workers, vendors, law enforcement, and others with whom we do business. Our goal is to provide a flexible dress and appearance policy while also maintaining a conservative, professional environment. Modesty and moderation in grooming and dress is required. In all cases, The Towing Company will ultimately decide what is acceptable dress, grooming, personal cleanliness, and hygiene. If you have any questions about what is appropriate or inappropriate under this policy, please contact your manager.

Please adhere to the following guidelines:

- Employees who are required to wear a uniform/shirt must wear it during all work hours, with jeans or slacks, and both must be in clean and acceptable condition with no rips, tears, etc. Except for the top button of shirts, all others must be buttoned and shirts must be tucked into pants at all times. Jeans or slacks must be worn at the waist level. Belts are highly recommended.
- Hair, beards, and mustaches must be clean and neatly trimmed. Beards must not be longer than one inch.
- Hairstyles and colors must be conservative; extremes of any type are unacceptable.
- Personal grooming, cleanliness, and hygiene are essential; daily bathing and use of deodorant are expected.
- Jewelry must be conservative. No nose rings or studs, tongue or facial piercings, facial jewelry, or more than two earrings in each ear.
- No visible tattoos, spacers, grills, gauges, etc.
- Tow Truck Operators must wear steel-toed boots and use protective gloves while performing duties. For all others, sandals are permitted but flip flops are not.
- Hats can only be worn if approved, in advance, by management.

- Clothing must provide full coverage to all appropriate areas of the body and low cut tank tops are not permitted. All tops must have straps but spaghetti straps are also not permitted.
- Clothing that is too tight, skimpy, backless, revealing, provocative, or see-through is not permitted. Appropriate undergarments are required.
- Skirts and dresses cannot be shorter than two inches above the knee.
- No excessively baggy or sloppy clothing – e.g., no sweats or cargo pants. Pants must be worn at the waist.
- No athletic or recreational clothing.
- No clothing with suggestive or obscene messages or that endorses alcohol, tobacco products, drugs, pornography, or offensive material.
- Clothing must be clean, pressed, and tidy; please do not wear clothes that are wrinkled, torn, ragged, ripped, or tattered.
- No logoed or printed t-shirts.

**Perfume, Cologne, Fragrances and Other Odors.** While at work, you should minimize the excessive use of scented aftershaves, colognes, perfumes, lotions, air fresheners, and other scented products due to potential chemical sensitivities of others. Be mindful that personal body odors, including the smell of cigarette smoke on breath, hair and clothes, can be offensive to others.

Anyone whose dress, grooming, or hygiene violates this policy may be sent home. If sent home, non-exempt employees will not be paid for missed time and exempt employees will be charged vacation or required to make up the time missed. Employees may also face disciplinary action as well.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: PROFESSIONAL STANDARDS**

**NUMBER: 300.4**

**REV:**

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**SUBJECT: Use of Company Property**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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The Towing Company may offer the use of computers, computer files, fax machines, tools, electronic mail, telephones, cell phones, tablets, voice mail, Internet use, and other information storage systems to you, depending on your position, in the conduct of business within the company.

The company recognizes that equipment may be broken or damaged in the course of doing a job. However, employees are expected to use caution and care with all company equipment. Excessive careless use and/or damage (negligent or purposeful) of company equipment may result in replacement fees being the responsibility of the employee and is at the sole discretion of management. Payment for lost, stolen, or damaged equipment and tools, not reported prior to the separation, is the responsibility of the employee.

It is not permissible to remove or use any company, client, contractor, fellow employee, or vendor property from the premises or use trucks, for personal use, without permission from your manager. The Company will not be responsible for any loss or damage to personal property.

You may be charged for lost/stolen items or equipment damage as a result of intent or negligence. All company issued equipment must be turned in, in good condition, upon request or termination of employment.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: PROFESSIONAL STANDARDS**

**NUMBER: 300.5**

**REV:**

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**SUBJECT: Guidelines for Dispatchers**

**PAGE: 1 of 2**

**EFFECTIVE DATE: 01/01/24**

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In an effort to provide continuous, seamless, and professional service, Tow Truck Operators and dispatchers must have the ability to stay in contact with each other. To that end, communication can/will take place in several manners: cell phones (both texting and voice communication), two-way radio communication, and tablets.

**Dispatcher's Responsibility:** The dispatcher is responsible for obtaining and relaying clear and concise information to the Tow Truck Operator, this includes the following:

- **Type of service requested:** police accident call, tire change, unlock, tow, etc.
- **Vehicle information, (year, make, model, and color).** The company is aware that in the case of accident calls, this information may not be available. Please gather as much information as possible.
- **The location of the key and whether or not someone will be with the vehicle upon arrival.**
- **Pickup or service location:** an address or easily recognizable business name or landmark. If the vehicle is located on a roadway, without an address available, the dispatcher is to provide the road/street, or highway name, the approximate block the vehicle is in, the direction of travel, the nearest cross street (if available), and whether the vehicle is on the shoulder of the road or has been pulled onto a side road.
- **Tow destination:** an address or business name where the vehicle is to be towed.
- **Reason for tow:** The dispatcher is to attempt to ascertain the reason for the tow to ensure that the right type of truck and equipment is dispatched. For example, if you don't ask the right questions and "guess" that a motorist needs a tire change, you may send a service truck out only to find out that the motorist has ran over a curb and down an embankment. You will then have to send out a tow truck. This is a major inconvenience and costs the company money.
- **Payment and coverage responsibility:** The dispatcher should relay to the Tow Truck Operator exactly who is paying for the service. The dispatcher should also relay whether it's a cash call (where the customer pays), a charge account (where the bill is charged to a repair shop), or a motor club (which is a roadside assistance company like AAA). If a motor club is paying for the service, the Tow Truck Operator will need to know the limits of coverage and how much of the service is covered under the plan.

The towing business is an attempt to create order out of chaos and during the course of the day things will change. In order for the dispatcher to do their job to the best of their abilities, constant contact with Tow Truck Operators is a requirement. Calls will come in that require rerouting and the ability to communicate and reassign, as needed, is paramount.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: PROFESSIONAL STANDARDS**

**NUMBER: 300.6**

**REV:**

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**SUBJECT: Guidelines for Tow Truck Operators**

**PAGE: 1 of 3**

**EFFECTIVE DATE: 01/01/24**

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The Towing Company has put the following guidelines in place to make the work process between Tow Truck Operators and the company run smoothly and to assure all safety and company guidelines are followed.

- Drivers must keep trucks clean of trash, inside the cab, as well as debris outside on the beds, at all times. And trucks must be washed when necessary.
- No smoking is allowed in the trucks or during work hours. Smoking is allowed on breaks only and not during time when actual work is being performed.
- Drivers must keep pens and invoice pads inside their trucks at all times.
- Fuel cards must remain in the truck at all times.
- Drivers must inspect their truck before and after every shift. They must ensure the truck has all the necessary tools to do each job. The truck must have a jack and tire changing tools, a gas can filled with two gallons of gas, and a fully charged jump pack and jump cables, as well as other items included below.
- Drivers must provide their own unlock kit and are responsible for all items in the kit at all times.
- Drivers must ensure that winch lines are in good working order and not be bird-nested on the drum. There must be a recovery chain/strap and two snatch blocks on board. There must also be two 10-foot sections of chain with grab-hooks on both ends and two large J-hooks on board for recoveries.
- The truck must be equipped with a toolbox, with all the tools necessary to do the job, including wire, wire cutters, large pry-bar, a socket-set, and a cheater bar. Drivers must ensure these items are on board and ready for the next driver, if they share the truck.
- Drivers must start their shift with a full tank of fuel and end the shift with a full tank of fuel (especially if the truck is shared). They must also check all fluid levels at the



start of each shift; oil, transmission, coolant, washer fluid, and DEF must all be filled to appropriate levels. Any irregularities should be immediately reported to your supervisor, prior to going out on the first call.

- Tow Truck operators must follow all guidelines as outlined in the separate training manual
- When responding to accidents; clean-up may be required and parts of wrecked cars will be removed from the roadway and left on the bed or in the toolboxes of the wrecker; this should only be temporary. After the recovery is complete, this debris must be removed as well.
- Tow Truck Operators may not accept any gifts from body shops, auto mechanic shops, or any business who stands to gain from the offering of such gifts. This includes anything from small gifts such as pens, hats, mouse pads, etc. to larger gifts such as free or discounted repairs in their shop or cash. When a customer has no preference of repair shop, Tow Truck Operators must be able to remain neutral as to where they recommend services from other businesses and the closest reputable business is often the best choice.
- Tow Truck Operators must have the appropriate driver license for the truck they are driving and maintain clean driving records at all time. Please see policy 500, "Company Vehicle and Business Driving" for the policies regarding driving company trucks.

**Communication Guidelines:**

The Tow Truck Operator is responsible for understanding and recording all information and instructions provided by the dispatcher. They should remain in constant communication as much as is reasonably possible, with the understanding that communication is what makes the dispatching/towing team flow seamlessly.

- Through whatever means of communication available, the Tow Truck Operator must acknowledge, to the dispatcher, that all the information provided to them is understood. If a driver does not understand all the details of what has been provided, he is to get clarity before proceeding.
- Payment and coverage responsibility: The Tow Truck Operator is responsible for collecting all required payments, as provided to him by the dispatcher. He is required to collect and record all necessary information such as; year, make, model, color, VIN, mileage to scene, mileage towed, and odometer reading from

the customer's vehicle. And must then remit this money and information to the dispatcher at the end of each shift for recording purposes and to settle up.

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### **300.6 Guidelines for Tow Truck Operators**

**PAGE: 3 of 3**

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- The Tow Truck Operator must provide timely communication during each step of the call. Outside of communicating and acknowledging receipt of the information regarding the call that he's been sent on, the Tow Truck Operator must communicate back to the dispatcher:
  - When he arrives at the intended service location.
  - When he's loaded the vehicle onto his tow truck.
  - If a tow, when he's arrived at his intended destination and that he will be out of the truck unloading the vehicle.When the service call has been completed. Upon completion, the Tow Truck Operator should communicate to the dispatcher that he has completed the call.
  
- There may be times when the Tow Truck Operator is out of his truck such as  
when fueling, using the restroom, getting a snack, or during lunch. Every instance, that the Tow Truck Operator is out of the truck, must be communicated to the dispatcher beforehand. The Tow Truck Operator must gain the attention of the dispatcher, as there could be dozens of things going on in the office. After the dispatcher acknowledges the Tow Truck Operator's need to communicate, the Tow Truck Operator should provide the dispatcher with the reason and location for the stop. This will allow the dispatcher to contact him by other means, such as a cell phone, if necessary. When the Tow Truck Operator returns to his truck and is ready for another call, he must communicate that information to the dispatcher.
  
- There may be times when the Tow Truck Operator has been on a call for an inordinate amount of time. This could be the result of a difficult recovery or difficulty finding the vehicle location, customer, and/or the drop-off destination. It is crucial that the Tow Truck Operator communicate these difficulties to the dispatcher. If the dispatcher knows that a Tow Truck Operator will be completing a call close to the beginning of another call, the dispatcher will avoid sending another tow truck to that call. If the difficulties are immediately communicated, the dispatcher can change plans. In addition, if difficulties are communicated in a timely manner, the dispatcher may send another Tow Truck Operator, in the area, who can assist.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: PROFESSIONAL STANDARDS**

**NUMBER: 300.7**

**REV:**

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**SUBJECT: Use of Cell and Smartphones  
Bring Your Own Device (BYOD)**

**PAGE: 1 of 2**

**EFFECTIVE DATE: 01/01/24**

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The Towing Company's Tow Truck Operators must have a cell or smartphone with them at all times in order to successfully complete their jobs. While some Tow Truck Operators may have a company provided phone, others may have the opportunity to use their personal cell or smartphone, for work purposes, when authorized in advance by the employee and manager.

Such employees are permitted to use a cell/smartphone, of any make or model, as long as it has the ability to send and receive calls and text messages. The Towing Company will provide a modest monthly payment to assist Full-time regular employees in the monthly fee of their personal phones.

During work hours, employees are expected to exercise the same discretion in using their personal devices as is expected for the use of company devices. The Towing Company's policies pertaining to harassment, discrimination, retaliation, confidential information, and ethics apply to employee use of personal devices for work-related activities.

Excessive personal calls, e-mails, or text messaging during the workday, regardless of the device used, can interfere with employee productivity and be distracting to others. Exceptions may be made for emergency situations and as approved in advance by management.

Employees using company provided phones should not expect to have any privacy in regard to the use of that phone. The Company reserves the right review any and all content on the phone as well as all related usage reports. In regard to personal cell or smartphones, the management team reserves the right to request employees' cell phone bills and use reports for calls and messaging made during working hours to determine if use is excessive or if any other policy/procedure has been violated (ex: texting while driving). Failure to comply can result in disciplinary action, up to, and including, termination of your employment.

Tow Truck Operators are expected to completely refrain from using their personal devices while driving other than communicating back and forth to other employees/managers/dispatchers in order to do their jobs. Regardless of the circumstances, including slow or stopped traffic, employees are not permitted to text while

driving and are required to pull off to the side of the road and safely stop the vehicle before texting, and when appropriate, before making/receiving a call.

Regardless of the device used, employees must be aware of the various state laws, regarding use of cell phones while driving, as they must be followed while driving across state lines. Employees are permitted to use their own hands-free accessories/technology to create a safer experience, while using their phones, and for compliance with state cell phone laws.

Tow Truck Operators who are charged with traffic violations and are involved in accidents, resulting from the use of either company provided devices or personal devices while driving, will be solely responsible for all liabilities that result from such actions and may be terminated from employment. Tow Truck Operators are solely responsible for loss/theft of their personal phones and may be charged for loss/theft/damage of company provided phones.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: PROFESSIONAL STANDARDS**

**NUMBER: 300.8**

**REV:**

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**SUBJECT: Computers, E-mail, and Social Media**

**PAGE: 1 of 2**

**EFFECTIVE DATE: 01/01/24**

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**Computers** – The Towing Company provides computers and Internet service to allow you to perform your work. These computers should be used for business purposes, but limited personal use is acceptable as long as it does not interfere with your work performance or jeopardize the company systems. You are prohibited from installing software on any work computer or system without the express permission from your supervisor

You should have no reasonable expectation of privacy with respect to any computer hardware, software, electronic mail, Internet, or any other computer/electronic means of communication or storage, regardless of whether you have a private access or an entry code into the computer system. The company reserves the right to monitor the use of all computer systems.

**E-mail** - For many employees, e-mail is an official form of communication but it is, and always will be, the property of The Towing Company and is intended for carrying out company business only. Personal use of company issued email is strictly prohibited.

The company reserves the right to monitor the email and Internet system to ensure that it is being used for business purposes only. E-mail messages should not contain any sexually explicit, obscene, profane, and/or crude language or any general lack of professionalism. Any email messages received, that violate this policy, should be reported to your supervisor if deemed inappropriate. The company can rightfully enter the email systems and review, copy, or delete any messages and disclose such messages to others.

Employees learning of any misuse of the Company's Internet access shall notify the IT Department and a member of the management team.

**Social Media** - Employees are responsible for the content they post online, whether posted during or outside of work hours. Online conduct that adversely affects The Towing Company's legitimate business interests or the interests of its employees, customers, vendors, or other business partners may result in disciplinary action up to and including termination. Without written authorization from management, employees do not have authority or permission to communicate online for or on behalf of The Towing Company.

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Social media includes all means of communicating or posting information/content of any sort on the Internet, including to an employee's own, or someone else's, web log or blog, journal or diary, personal web sites, social networking or affinity web sites, web bulletin boards/chat rooms, video sites, and all other forms of electronic communication whether or not associated or affiliated with The Towing Company. By way of example, social media includes wikis, Twitter, Facebook, YouTube, Instagram, Digg, Reddit, LinkedIn, Google+, Foursquare, and all other social networking sites.

Management will be responsible for posting to the official social media sites for The Towing Company and fully owns all content posted therein.

The Towing Company expects employees to use their common sense and good judgment when posting information to social networking sites. Inappropriate postings that include discriminatory, malicious/abusive remarks, harassment, threats of violence, or similar inappropriate or unlawful conduct are not permitted.

Employees are to be fair and courteous to their co-workers as well as to The Towing Company's customers and vendors. It is best to resolve work-related issues by speaking directly with the person involved, or your manager, and refraining from posting complaints to a social media outlet.

Avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening, intimidating, harassing, or bullying, or that disparages a co-worker or one of The Towing Company's customers or vendors. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that contribute to a hostile work environment on the basis of race, sex, disability, national origin, religion, or other status protected by law.

**Maintain Confidentiality.** Do not disclose trade secrets, private, proprietary, or confidential information, such as information about The Towing Company's development of products/services/projects, pricing, marketing, processes, know-how and technology. Do not disclose internal reports, policies, procedures, or other confidential communications. Do not disclose financial, personal or other confidential information about The Towing Company's customers or vendors.

Employee should think carefully before "friending" and sharing personal information with other employees online. Sometimes, our personal lives are best kept separate from our work lives. Employees must keep in mind that all employees, especially managers, are obligated to report certain conduct, including conduct that violates The Towing Company's official policies. The Towing Company prohibits retaliation, against an employee, for reporting a possible violation of this policy or from cooperating in an investigation.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: Employment**

**NUMBER: 300.9**

**REV:**

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**SUBJECT: Safety**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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It is your responsibility to conduct all tasks in a safe and efficient manner complying with all local, state, federal safety and health regulations/program standards, and with any special safety concerns for use in a particular area. All safety precautions must be taken on and off site.

Whether performing work out on the road, at a customer's home, or in a parking lot, Tow Truck Operators are required to wear either a company provided high-vis uniform shirt or, if wearing a coat over the high-vis uniform shirt, a company provided high-vis vest.

Although most safety regulations are consistent throughout the company, it is your responsibility to identify and familiarize yourself with the emergency plan for your working area.

Tow Truck Operators are not permitted to text while driving and may only speak on the phone, while driving, to their manager, dispatcher, or other drivers, and only on matters of necessity to the job. No personal phone calls while driving.

Tow Truck Operators must be mindful when performing work on the roads and never turn their backs to traffic. Emergency lights must be in use and Tow Truck Operators must make every effort to do all work on the passenger side of the trucks and to stay as far away from the white line as possible. Even though the law requires passing motorists to either mover over or slow down when approaching emergency vehicles, many do not.

If involved in an accident, of any type, you must immediately call into the office. It is also your responsibility to complete an Accident and Incident Report for each incident that occurs, or that you have witnessed, including any safety infractions. Failure to report such incidents may jeopardize your continued employment.

Furthermore, management requires that all employees assume the responsibility of individual and organizational safety. Failure to follow the company safety and health guidelines, or engaging in conduct that places yourself, a customer, or company property at risk can lead to disciplinary action and/or termination.

# The Towing Company

## Employee Accident or Injury Report

Name: \_\_\_\_\_

Date and Time of Injury: \_\_\_\_\_ AM / PM

Social Security Number: \_\_\_\_\_ Date of Birth: \_\_/\_\_/\_\_\_\_

Work Phone Number: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_

Full Time: \_\_\_ Part Time: \_\_\_ Start Date of Employment: \_\_/\_\_/\_\_\_\_

Home Address:

\_\_\_\_\_

For each witness please attach a statement.

Witnesses:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Location Injury Occurred:

\_\_\_\_\_

Duties Being Performed:

\_\_\_\_\_



Specific circumstances that caused the injury:

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Medical Treatment:

No Treatment Needed  First Aid  Outside Medical Treatment

Employee's Signature: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_/\_\_/\_\_

Supervisor's Signature: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_/\_\_/\_\_

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: PROFESSIONAL STANDARDS**

**NUMBER: 310**

**REV:**

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**SUBJECT: Employee Performance**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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It is the policy of The Towing Company to provide you with every opportunity to perform your job in an acceptable manner. The following guidelines have been established to outline the procedure in maintaining your performance at or above satisfactory levels. Disciplinary action begins as soon as your performance drops below an acceptable level.

### **1. Initial Action – Verbal Warning**

If your performance begins to deteriorate to less than satisfactory, a verbal warning will be given to you along with the expectations of your position. Examples of situations that may indicate deteriorating work performance are: inability or unwillingness to learn the job, poor judgment, reduced quality and/or quantity of work, communication problems, attendance issues, attitude/behavioral concerns, and failure to achieve established goals.

### **2. Written Warning**

If performance has still not improved in a reasonable amount of time, a written warning will be given to you and you will be specifically advised of those areas where work is falling below acceptable levels and of the means required to bring your performance up to par. Your manager should set a time period to reach these goals. The time period will be long enough to accurately reflect your performance against work objectives.

### **3. Final Written Warning**

If the designated amount of time given to improve performance has not yielded satisfactory results and if the requirements/goals have still not been met, or you are incapable of improving total performance to a satisfactory level, a Final Written Warning may be issued. Another time period to meet goals/requirement will be set. If your performance does not improve by the end of the period, further action will be taken including demotion or termination of employment.

Any of these steps can be repeated more than one time, or omitted, if unusual circumstances exist. In the event of severe infractions (fraud, theft, etc), you can be terminated immediately. "Unusual Circumstances" is left up to the manager's discretion and should be fully documented.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: PROFESSIONAL STANDARDS**

**NUMBER: 311**

**REV:**

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**SUBJECT: Performance Review**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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It is the policy of The Towing Company to give regular performance appraisals to all employees. The performance appraisal provides a means for discussing, planning, and reviewing the performance of each employee.

Regular performance appraisals help employees clearly define and understand their responsibilities, provide criteria by which their performance will be evaluated, and suggest ways in which they can improve performance. In addition they can help identify employees with potential for advancement within the Company and provide a fair basis for awarding compensation based on merits.

Performance appraisals influence salaries and promotions, also it is critical that supervisors/managers be objective in conducting performance reviews and in assigning overall performance ratings.

### **Performance Review Schedule**

Performance appraisals are conducted on an annual cycle (based on hire date) with the exception of the first year where a six-month review will likely be conducted.

Managers are responsible for the timely and equitable assessment of the performance and contribution of his/her employees. A performance review does not always result in an automatic salary increase. The employee's overall performance and salary level relative to his/her position responsibilities must be evaluated to determine if a salary increase is warranted. Out-of-cycle salary increases must be approved by management.

The performance evaluation will be discussed and signed both by the employee and the manager to ensure that all strengths, areas for improvement, and job goals for the next review period, are clearly communicated. The employee will be given the opportunity to write a response to the evaluation and it will be attached to the performance appraisal.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: SEPARATIONS**

**NUMBER: 400**

**REV:**

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**SUBJECT: Resignations/Terminations**

**PAGE: 1 of 2**

**EFFECTIVE DATE: 01/01/24**

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Separation of employment may occur for any one of the following reasons:

- **Resignation:** Although we hope your employment with us will be a mutually rewarding experience, we understand that varying circumstances cause employees to voluntarily resign employment. Resigning employees are encouraged to provide two weeks notice, preferably in writing, to facilitate a smooth transition out of the company. Management reserves the right to provide an employee with two weeks pay, in lieu of notice, in situations where job or business needs warrant such action. If an employee provides less notice than requested, the employer may deem the individual to be ineligible for rehire depending on the circumstances regarding the notice given.
- **Retirement:** Employees who wish to retire are asked to notify their manager in writing at least one (1) month before the planned retirement date.

It is the practice of The Towing Company to give special recognition to employees at the time of their retirement. The recipient must be employed with The Towing Company for five (5) years to be eligible for such recognition.

- **Job abandonment:** Employees who fail to report to work or contact their supervisor for two full days shall be considered to have abandoned the job without notice, (voluntary quit) effective at the end of their normal shift on the second day. Employees who are separated due to job abandonment are ineligible to receive accrued time out benefits and are ineligible for rehire.
- **Termination:** Employees of The Towing Company are employed on an at-will basis, and the company retains the right to terminate an employee at any time.

**Return of Company Property**

The separating employee must return all company property at the time of separation, including cell phones, tablets, keys, laptops, tools, vehicles, uniforms etc. These items must be returned in order for an employee to receive their full final paycheck. If the final paycheck is insufficient to recover all amounts owed to the company, the employee will be responsible for remitting the amounts owed. Only the owner may forgive or cancel such debts.

The separating employee shall contact management as soon as notice is given to schedule an exit interview. The interview will be on the employee's last day of work or another day, as mutually agreed upon.

**Rehire**

Former employees who left The Towing Company in good standing and were classified as eligible for rehire may be considered for re-employment. Rehired employees begin benefits just as any other new employee. Previous tenure will not be considered in calculating longevity, leave accruals, or any other benefits.

An applicant or employee who is terminated for violating a policy or who resigned in lieu of termination, due to a policy violation, will be ineligible for rehire.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: SEPARATIONS**

**NUMBER: 400.1**

**REV:**

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**SUBJECT: Exit Interviews**

**PAGE: 1 of 1**

**EFFECTIVE DATE: 01/01/24**

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It is the policy of The Towing Company to grant every employee, who resigns from the company, the courtesy of a final interview with management. These interviews provide information concerning employee-initiated terminations that enable management to assess turnover trends.

Exiting employee participation is voluntary and does not affect future employment at The Towing Company. Employees are encouraged to participate so that if problems exist, they may be identified, and if deemed necessary, appropriate changes and improvements can be addressed.

## THE TOWING COMPANY POLICY AND PROCEDURE

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**TITLE: TRAVEL**

**NUMBER: 500**

**REV:**

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**SUBJECT: Company Vehicle/Business Driving**

**PAGE: 1 of 2**

**EFFECTIVE DATE: 01/01/24**

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Employees may be required to use a personal and/or company truck for company business outside of their regular commuting time. Employees must have a current and valid state driver's license and adequate car insurance. Seat belts must be worn at all times while driving on company business.

Employees must have satisfactory driving records to be authorized to drive personal and company vehicles/trucks for business purposes. The Towing Company reserves the right to determine which employees are eligible to drive for business purposes.

Tow Truck Operators are required to have and maintain a Class E license to drive light duty trucks, trucks with a GVWR of 26,000 pounds and under. Tow Truck Operators that drive heavy duty trucks, trucks with a GVWR of 26,001 pounds and more, are required to have and maintain a Class A license and current medical card.

Motor vehicle driving records will be obtained on each person who may drive for the company. Reports showing major moving violations, reckless driving, or driving under the influence may result in immediate loss of driving privileges for that employee and possibly his/her job.

Moving and parking violations incurred while driving for company business are the driver's sole responsibility. Violations may be cause for revocation of driving privileges which could ultimately lead to termination of employment.

Employees whose business duties regularly involve driving are required to maintain good driving records. Such an employee whose insurance is dropped, or whose license is suspended or revoked, may face disciplinary action, up to and including termination of employment.

Employees involved in an accident, while driving on company business, must immediately notify management. A police report must be completed before leaving the accident site. Any fines issued in connection with the operation of any vehicle while on company business are the driver's sole responsibility. In the case of an accident, while driving company vehicles, where the employee is at fault, The Towing Company will cover the business motor vehicle insurance deductible for the employee one time only. Future instances are the employees' responsibility

Under no circumstances can an employee drive a vehicle for business purposes while under the influence of drugs or alcohol. Doing so will result in immediate termination of employment. Texting while driving, as well as personal phone calls, are also prohibited and may result in disciplinary action, up to and including, termination of employment.