

HARBOR PARKING, INC.

Training and Safety Manual

General Policy

The safety of Company employees, the public, and the protection of their property are important concerns. To that end, vehicles shall be operated in a safe manner and in compliance with all pertinent state and federal laws. All employees will drive cautiously and courteously, and obey speed limits and other pertinent state and federal laws and regulations at all times.

Approved Drivers

The Company only employs staff that meet the approved driver criteria described below.

Approved drivers:

- Must at a minimum, be 18 years of age, although twenty-two years of age is preferred.
- Must possess valid state drivers license, not expired or suspended and with no pending Failures to Appear (FTA).
- Cannot have a major* or capitol** violation on their driving record, no more than one at fault accident of any type in the last three years, and no more than two moving violations in the last three years.
- Must have dependable transportation to get to and from work.
- Must have good driving skills.
- Must have a clean-cut appearance.
- Must have good customer relations and people skills.

* Includes driving while under the influence of drugs or alcohol, reckless driving resulting in bodily injury or property damage, or negligent homicide.

** Includes driving after a driver's license has been suspended, murder or assault with a motor vehicle, theft of a motor vehicle, hit and run, operating a vehicle after the registration has been revoked, or using a false or fictitious driver's license or registration plates.

Motor Vehicle Reports

The Company reserves the right to request motor vehicle reports (MVRs) on any employment applicants as well as current employees with driving responsibilities. MVRs will also be obtained annually for all Company staff with driving responsibilities.

Drivers License

Drivers are required to carry their current driver's license when driving vehicles.

Employees must immediately notify the location manager of any changes in the status of their license, including any at-fault accidents or moving violations.

Driving Test

The Company reserves the right to conduct a driving test of any prospective or employed driver at any time.

Revocation of Driving Responsibility

Employees observed demonstrating carelessness or wanton disregard for safe operation of a motor vehicle are excluded from driving responsibilities and may face suspension and/or termination from employment. If an employee with driving responsibilities receives citations for moving violations and DUI infractions, he/she may have their driving responsibilities suspended and/or revoked and also be terminated from employment.

Company Responsibility

The company will provide all drivers with a vehicle safety-training program that includes a competency evaluation. The Harbor Parking safety orientation program includes the following:

- providing each driver with a copy of the safety program
- a vehicle driving test.
- defensive driving refresher training will be provided every year along with a formal competency evaluation

Vehicle Care

- Lock every car, every time.
- Never leave keys or key board unattended.
- Run fast, drive slow.
- Leave a safety zone on both sides of the vehicle when you park it to prevent damage. Leave enough room so vehicles on both sides can easily get out and doors will open without touching the car.
- Obey all traffic laws including, but now limited to:
 - Parking in the direction of the flow of traffic.
 - Parking in designated spots only.
 - Wear seat belts on public streets.
- Most damage occurs while backing up. Be aware of your surroundings. Only back up when necessary.
- Only enter the vehicle after all guests have exited and all doors are closed. Check right and left blind spots before proceeding.
- When pulling a car forward or when a guest has stopped, make sure the vehicle is in park.
- Leave the radio, air conditioning, and other controls alone.
- Only adjust the seat for safety reasons.
- Don't rummage through the glove compartment or anything else in the vehicle.
- If you are not familiar with the operation of the vehicle (hybrid, keyless ignition, specially equipped, etc.) ask the location manager. He or she will be glad to show you.

Incident Report:

If an incident (loss, damage, or injury) occurs, report it immediately to the location manager.

Uniform:

The standard uniform is solid khaki pants (with no cargo pockets), company polo, and running shoes. Caps are allowed only on afternoon jobs for protection, not in the evening. The company polo cost \$10 and is deducted from your first paycheck. You can obtain an extra shirt for an additional \$10.

Conduct:

- SMILE!!!
- Always stand when guests are arriving, departing or near.
- No horseplay
- No joy riding
- Only use your cell phone away from guests and never while driving.
- Professional speech is expected. No profanity.
- Enter vehicle only after all have exited.
- No consumption of alcohol before or during a job. If offered alcohol even after the job you must decline.
- This is a service-oriented business. The quality of our service sets us apart. Little things like opening doors and offering to help carry articles for guests give us much credibility.
- If you feel someone is not doing their fair share of the work talk to the location manager. When we work together we share the workload and earn more.
- Greet the guests with a “good morning” or “good evening.”
- SMILE!!!

Compensation:

Tips are pooled. Either keep them in a separate pocket or give them to the location manager. Intentional withholding of tips will qualify for immediate termination.

I have read, understand and agree to abide by the principles outlined in the Training and Safety Manuals. I understand I will be paid an hourly rate with taxes withheld. Tips will be reported as well and taxes deducted from my paycheck.

Signature

Date