



Culture and Employee Code of Conduct

Welcome to the Convenience Auto Service Family. Being a member of this family has important benefits, and with those benefits also come important responsibilities.

Here are just a few you should commit to every day practice:

FIRST AND FOREMOST – YOU ARE CONVENIENCE AUTO. Our tag line is Ann Arbor’s Premier Auto Service. That describes YOU. Engines and cars aren’t premier, spark plugs can’t provide service. YOU and only you can do deliver on that promise, in the way you treat and perform for our customers and your co-workers. Please strive to be those things any time you are wearing the company logo, both at work and after hours. Be a great example to your co-workers.

- 1. R-E-S-P-E-C-T.** It’s more than just a song. It defines the way we treat one another. In this family, we believe everyone deserves to be treated with kindness and respect. At ALL times. No matter what.
- 2. Go the extra mile.** Our success hasn’t come by doing the bare minimums. We go above and beyond for customers and we go above and beyond for each other. Be a family member who is willing to do whatever it takes to help, contribute, and make things happen. Have a “Happy to do it!” attitude.
- 3. Believe the best.** Did your co-worker bug you? Did a customer treat you rudely? Life happens to all of us. Keep in mind that we all have bad days. If someone is not on their best behavior, you can still be on yours. Set a positive tone. When differences of opinion or misunderstandings arise, take the problem to its’ source and find a solution. Talking behind a team member’s back is not acceptable.
- 4. Start your day right.** Let’s all agree that *“When you’re early, you’re on time; when you’re on time, you’re late, and when you’re late, you’re lost.”* Start each day on time at your station, dressed, at your station, looking your best and ready to go – with a positive attitude. Let go of what happened yesterday and treat each day with a fresh start.
- 5. Be a learner every day.** You don’t know everything and neither do we. The more we all remember that simple fact, the more we can learn from each other and grow. Always look for better ways to do things. If you see something that doesn’t seem right, please, speak up. However, when you do, be ready with a suggestion of how to make it better. An issue coupled with a better idea is always better received than just a complaint.
- 6. Be a person of your word.** When you commit to do something, make sure it gets done as you promised, when you promised. Then stay on top of things you have initiated or have taken responsibility for. When you realize you are going to be late on a commitment, or fall short, own up to it as soon as you realize there is an issue.