



**SOP 09-18CW August 5, 2018
Revised November 05, 2025**

Car Wash Office & Flight Deck Use and Decorum

The CarWash808 Express Office is the official administrative office for car wash operations. All computer systems hardware and software maintenance, security systems functions, financial functions, time clock maintenance, wash club maintenance, and other administrative functions are conducted in the office seven days each week. The Flight Deck is the operational center of the car wash where the operator observes and controls all functions of the car wash and observes the progress of each vehicle entering the car wash tunnel. Accordingly, there must be strict adherence to the rules and procedures listed below to ensure the safety of employees, customers, vehicles and equipment, as well as the smooth and efficient operation of the car wash and the business.

Office Use and Decorum:

1. The Office is NOT an employee lounge, however employees must or may enter the office at certain times during the course of the day for use of the restroom facilities, filling their flask, and to assist customers as may be required from time to time. If the employee “brown bags” their lunch it can be stored in the refrigerator and be consumed at the small lunch table in the office during their lunch break. However, the office is not a “break room” and will NOT be used for napping, texting, emailing, or personal phone calls. These behaviors are a distraction for business being conducted and not in keeping with appropriate office decorum. Under no condition will personal food items be left in the refrigerator, or in any cabinet, and the brown bag lunch will only be stored in the refrigerator until consumed during the lunch break.
2. Employees will clock in and out on the “Washify” system located in the Office and will check in or out with the Shop Manager.
3. The main entrance door into the office will not be used as a short cut to or from the Flight Deck. The Flight Deck will be entered and exited through one of the two doors accessible from the wash tunnel.
4. The office staff will:
 - a. Ensure all needed office supplies are on hand and neatly and logically organized in the cabinets and on the shelves.

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- b. Ensure Emerald Wash Club is efficiently and professionally maintained.
- c. To the greatest extent possible answer all incoming telephone calls.
- d. Coordinate with the Corporate Administrative Office and Director Human Resources on all matters necessary for the efficient and timely submission of employee documents including, requests, disciplinary actions, awards & recognitions, training reports, etc.

Flight Deck Use and Decorum:

1. The Flight Deck is an operational space that is strictly controlled to prevent distractions, confusion and miscommunications with the Flight Deck Manager that could cause an accident resulting in injury or damage to vehicles and equipment. Like the office the Flight Deck is NOT an employee lounge.
2. Employees will test their communication headset that is located on top of the Flight Deck's aft cabinet at the beginning of the shift. Communications between each employee (Customer Service Representative (CSR)) and the Flight Deck Manager will be conducted via the headsets. If needed on the Flight Deck Manager will summons the employee via the headset.
3. The small lockers located on the Flight Deck and assigned to each employee are only used to store personal items such as purse or small backpack while at work. The only items allowed to be stored in the lockers when the employee is not clocked in are the issued Name Tag, Cap (1 only), Safety Glasses, Face Shield, Ear Protection, Safety Vest, and Windbreaker. **NO ARTICLE OF CLOTHING WILL BE LEFT IN THE LOCKER OVERNIGHT.**
4. Only one individual at a time will be allowed on the Flight Deck for training.
 - a. Hazard Communication Program is located in Flight Deck on Desktop and can be accessed for emergencies or training purposes.
5. All three Flight Deck Doors will remain closed at all time and only used for ingress and egress.

Ricky e Price

Ricky E. Price
Owner/Chairman

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