



Policy No.:	LSH Group Australia AUA.2020.0607
Policy Name:	Aftersales Staff Purchase & Workshop Usage Policy
Attention:	All LSH Auto Australia Employees
Version:	1.0
Last Reviewed:	6 th July 2020
Effective From:	6 th July 2020
Approved By:	MD and CFO

Aftersales Staff Purchase & Workshop Usage Policy

Scope:

This policy applies to all LSH Auto Australia (“the Company”) employees.

The Company retains discretion to amend, change, or discontinue any elements of the Staff Aftersales Staff Purchase & Workshop Usage Policy at any time, with 14 days’ notice.

This policy is designed to enable employees to service their own vehicle or their direct family member’s vehicle at a fixed staff rate. In addition, employees are able to purchase genuine Mercedes-Benz Vehicle Parts and Merchandise at staff discounted prices.

- (a) Particular circumstances may warrant treatment which deviates from these guidelines. Exceptions require approval of the Director, CFO, Dealer Principal, Financial Controller and Human Resources.

Servicing of Personal Vehicle:

(a) Eligibility

- (i) All staff member’s personal vehicle and/or their direct family member’s vehicle.
 - a. Direct family member is defined as a spouse or former spouse, de facto partner or former de facto partner, child, parent, grandparent, grandchild or sibling of an employee, or a child, parent, grandparent, grandchild or sibling of an employee’s spouse or de facto partner. It includes step-relations (e.g. stepparents and stepchildren) as well as adoptive relations.
- (ii) Friends of the employee are not applicable.

(b) Guidelines

- (i) Employees who wish for their personal or direct family member’s vehicle to be serviced by the workshop must complete a **Service Request Application** (Appendix A) and get approval prior to the vehicle being brought to the dealership.
 - a. Signatures required:
 - I. Service Manager,
 - II. Dealer Principal, and
 - III. Senior Accountant or Human Resource.
- (ii) A Repair Order is required for any/all servicing of an employee or direct family member’s vehicle.
- (iii) The hourly labour rate for servicing will be charged at \$120 per hour.



- (iv) Any parts required will be charged at list price less 25%.
 - a. The 25% discount will apply to all parts listed on the repair order. Parts not associated to an open repair order will be charged at list price less 20%.
- (v) Petrol / Oil / Lubricant will be charged at cost price plus 10%.
- (vi) Dealer Principals who wish to have their vehicle serviced must complete the **Service Request Application** (Appendix A) and get approval from the Managing Director and Chief Financial Officer.

(c) Payment Terms

- (i) The Repair Order must be paid in full, closed and signed off by the Service Manager before the vehicle is released to employee or family member.
- (ii) Dealer Principal sign off is required for the closing of a repair order for service work performed on a departmental manager's personal or family member's vehicle.

Merchandise:

- (a) Eligibility
 - (i) All staff members.
- (b) Guidelines
 - (i) Merchandise purchased by an employee or direct family member will be charged at cost price, as per the Mercedes-Benz retail catalog plus 10%.
 - (ii) This discount is not applicable nor can be used in conjunction with any other discount, promotion or used with a gift voucher.
 - (iii) The employee must be present and sign the invoice, for auditing purposes, in the event that a direct family member wishes for the discount to be applied to their purchase.
 - (iv) Employees can purchase merchandise up to an amount of \$1,000 per annum. Any purchases above this amount requires the submission of a **Parts / Merchandise Purchase Application** (Appendix B) and approval by the Parts Manager, Dealer Principal and Senior Accountant.

Direct Parts Purchases:

- (a) Eligibility
 - (i) All staff members.
- (b) Guidelines
 - (i) All part(s) purchased not associated with an employee or direct family member's open repair order will be charged the list price less 20%.
 - (ii) This discount is not applicable nor can be used in conjunction with any other discount, promotion or used with a gift voucher.



- (iii) Employees can purchase parts up to an amount of \$3,000 per annum. Any purchases above this amount requires the submission of a **Parts / Merchandise Purchase Application** (Appendix B) and approval by the Parts Manager, Dealer Principal and Senior Accountant.

Employee Access to Workshop for Personal Usage:

- (a) Technicians of the Company may be granted access to the Workshop for personal use.
- (b) Guidelines
 - (i) The technician must complete a **Workshop Usage Application** (Appendix C) and obtain approval from the Service Manager and the Dealer Principal prior to commencing work.
 - (ii) All work must be done outside of standard advertised working hours.
 - a. Day and times to be approved by the Service Manager and Dealer Principal.
 - (iii) A minimum of two (2) people must be present in the Workshop when mechanical work is being performed.
 - (iv) A First Aide Officer must be present onsite.
 - (v) There must be a repair order for all work performed.
 - (vi) Any/all Petrol, Oil and/or Lubricant used must be booked to the Job Card and charged at cost pricing plus 10%.



Appendix A

Service Request Application

This application is to be completed and approved prior to the raising of a repair order and servicing of an employee's or direct family's member's vehicle.

Employee Name: _____ Date: _____

Department: _____

Dealership: _____

Request Details

Is this service request for your own personal vehicle or that of a Direct Family member (please refer to the policy for the definition of a Direct Family member)	Personal	Family
What work is required?		
When do you wish to bring the vehicle in for servicing?		

Employee Signature:	Date:
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Approval Signatures

Service Manager	
Dealer Principal	
Other /Senior Accountant or HR	



Appendix B

Parts / Merchandise Purchase Application

If an employee wishes to purchase merchandise over the annual cap of \$1,000 or parts over the annual cap of \$3,000 they must complete and submit this application for approval. Approval must be granted prior to the employee receiving any parts or merchandise from the Parts Department.

Employee Name: _____ Date: _____

Department: _____

Dealership: _____

Request Details

Part(s) required		
Will the fitting of these parts be completed onsite?	YES	NO
Will these parts be used on your personal vehicle?	YES	NO

Employee Signature:	Date:
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Approval Signatures

Parts Manager	
Dealer Principal	
Other /Senior Accountant or HR	



Appendix C

Workshop Usage Application

This application is to be completed and approved prior to accessing of the workshop afterhours for personal use.

Employee Name: _____ Date: _____

Department: _____

Dealership: _____

Application Details

Do you have a certificate in light vehicle mechanical technology?	Yes	No
What work do you wish to perform?		
How much time is required to complete the work?		
What day and time do you wish to come onsite to perform the work?		
Will you be accompanied by another person? If so please provide their details.		

Employee Signature:	Date:
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Approval Signatures

Service Manager	
Dealer Principal	
Other / Senior Accountant or HR	