

As a Garage Dispatched Employee:

- You may be assigned to a vehicle which will be located at another employee's residence. When this occurs, the vehicle will either be close to your house or close to the work centre. You will not be asked to travel further (in KMs) than you normally would to pick up a vehicle at a work centre.
- You will be informed, by text message, when you need to do this – the location of the vehicle will be provided in the text message.
- You are not required to leave your house any earlier than you normally would in order to reach your assigned work centre for the start of your shift.
- You must pick up the keys of the vehicle at the time of the start of your shift. Neither prior to nor later.
- You should not park your personal vehicle in the other technician's driveway or block their vehicles from being used.
- You should not contact the employee from which you are picking up the vehicle. Specifically, you should not knock on their door, phone them or disturb their family.
- The vehicle key should be located in the key container attached to the exterior of the vehicle (see attached document). Once you have retrieved the key, **do not leave the key container attached to the exterior of the vehicle** as it may cause damage while driving. Secure the container in the vehicle until required when you return the vehicle at the end of your shift.
- If there is a problem with picking up the vehicle i.e. no key available, blocked in or not accessible, call your manager for further directions.
- Once you have picked up the vehicle, proceed to your first job or, if necessary, to a work centre to pick up tools/material.
- Log in at the start of your shift.
- As normal, you are required to keep the vehicle you have been assigned neat and orderly. Make sure to order any material needed to replace items you may have used through the day. Ensure to remove all personal items including any foodstuffs or related trash at the end of your day.
- The company vehicle should be returned to the Home Dispatched technician's residence at the end of your shift – parked safely, according to appropriate company policy. If you cannot leave the vehicle where you retrieved it from, call your manager.
- Return the keys to the key container and re-secure the container using the same assigned lock code.

As a Home Dispatch Employee:

- All Home Dispatched (HD) technicians will be required to leave their vehicle keys in the key container provided attached to the exterior of the vehicle and also leave the vehicle accessible for someone to pick up for any days they are not working.
- Key container combinations must remain on the standard combination.
- You will not receive any notification if your assigned vehicle is to be used – you should expect your vehicle could be picked up at any time on the days you are not working for BTS.
- It may not be the same technician(s) coming to get your vehicle on a regular basis.
- Garage Dispatched (GD) technicians are not to park in your driveway or knock on your door.
- The vehicle will be returned at the end of each work day.
- As normal, you are required to keep your vehicle neat and orderly and properly stocked for your regular job. You should not leave personal items in the vehicle during your days off.
- If you do not want other technicians coming to your home to pick up a vehicle, you must advise your manager and leave your assigned vehicle at the work centre at the end of your shift prior to each day off.
- If you decide to volunteer for additional work on Due Date, the GD technician will be re-directed to another vehicle if they haven't already picked up your assigned company vehicle.
- If your vehicle has already been taken, you will be treated as a Garage Dispatched technician and directed to another company vehicle to use for the day (see beside for more details).
- BTS is not obligated to provide technicians with transportation to and from work when company vehicles are in use by other technicians.