

As a service-based business, your vehicles are the most obvious points of contact with the public and your customers. In transit to and from the job sites, your vehicles will become rolling billboards for our service and an indication of our professionalism. Therefore, the following policies, procedures and protocols have been implemented to ensure that all TMA service vehicles are uniform regardless of franchise location. Arriving at a job site in a clean, properly equipped truck sends a strong message of professionalism. There are several different types of vehicles that can be successfully used in operating your franchise, each fulfilling different roles.

## **Customer Service Vehicle**

I. For servicing clients in the franchise business, franchisee must utilize, acquire, lease or purchase a late model mechanically sound, white, full-size pickup truck, with no visible paint, body or interior damage. All TMA service vehicles must have The Mosquito Authority approved signage and any state or local required signage.

II. Any franchise owner who purchased a non-compliant customer service vehicle prior to March 1, 2016 will have until April 1, 2018 to phase out or correct any non-compliant vehicles. Any customer service vehicle purchased on or after March 1, 2016 must meet the minimum vehicle requirements prescribed above.

III. All customer service vehicles must be equipped with a 100 gallon tank, a side mounted tool box, and an approved mist blower. Applicable licensing, title and taxes must also be paid by the franchisee. All customer service vehicles must display The Mosquito Authority signage in accordance with approved signage found in the TMA Signage Protocol section of this operations manual. The franchisee must pay for the signage package.

a. Any franchisee that is starting their business mid-season or adding a customer service vehicle to their existing fleet mid-season may use approved magnetic signs for no more than 90 days.

## **TMA Special Use Vehicle**

I. If you are purchasing a vehicle solely for you or your office manager to drive for marketing purposes, you may buy any late model mechanically sound, white vehicle, with no visible paint, body or interior damage. TMA HQ must approve all marketing vehicles before purchasing.

II. Any franchise owner who bought a non-compliant marketing/office manager vehicle before March 1, 2016 will have until April 1, 2018, to replace or get approved by TMA HQ any non-compliant vehicles. Any special use vehicle purchased on or after March 1, 2016 must meet the minimum vehicle requirements prescribe above.

## **TMA Vehicle Signage Protocol**

- I. TMA's Approved Signage (see photo below)
- II. If you purchase a customer service vehicle from one of the TMA vehicle purchase options, then that vehicle will come with the approved signage and properly equipped. However, if you purchase a vehicle locally, then you must follow the following protocol to acquire the approved signage.
  - a. Franchisee will request a TMA vehicle signage order form through Dispatch Plus. Once the order form is completed per the specific instructions (photos & measurements), the franchisee will email the form to TMA HQ (anna@bugsbite.com). The signage will be designed and printed by TMA HQ's chosen vendor.
  - b. The franchisee is responsible for hiring and paying to have the signage installed locally. Once the signage is installed the franchisee is required to upload a photo of the driver side, hood, & tailgate per VIN into Dispatch Plus. Before the vehicle is put into service.
    - No Vehicle signage can be purchased or printed by anyone other than TMA's chosen vendor.

## **TMA New/Used Vehicle Purchase Options**

- I. TMA does not provide in-house leasing for vehicles at this time. It is your responsibility to arrange financing for your vehicle purchases. However, TMA HQ has contacts that can assist you in purchasing either a new or used properly equipped (with proper signage) customer service vehicle.

### Personal use

Insurance will not cover an accident while using a truck for personal use. The vehicles are insured for commercial use only. Therefore, TMA customer service vehicles are not to be used for personal use.



## Employee Vehicle Protocol

- I. Employee's operating company vehicles are expected to observe the basic traffic laws as endorsed by the state.
- II. Employee's operating company vehicles are not allowed to exceed posted speed limits or the basic speed law.
- III. Employee's engaged in any of the following activities while in control of a company vehicle, regardless of on/off work hours, whether on or off public property are subject to disciplinary action.
  - a. Exhibition of speed (including tire spinning)
  - b. Racing
  - c. Unsafe lane changes
  - d. Failure to signal
  - e. Careless driving
  - f. Unsafe acceleration
  - g. Aggressive driving
  - h. Threatening another motorist or pedestrian with physical, verbal, or other gestures that may be interpreted as threatening.
  - i. Driving too fast for conditions
  - j. Carrying unsafe or unsecured loads
  - k. Failure to stop when involved in an accident
  - l. Failure to immediately report an accident
  - m. "At Fault" accidents