

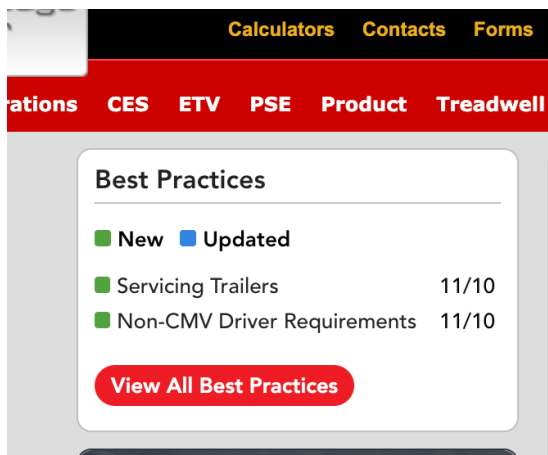
November 10, 2023

Hello Store Managers and Stores,

As a reminder, we've created a Best Practices section on the homepage of the KC to ensure Our People can access new and updated Best Practice information as it becomes available.

### What you need to know

- The Best Practices section is accessible from the top left corner of the homepage, next to the banners.



- As a new Best Practice is developed, or an existing Best Practice is updated, they will be added to this section and will remain visible for 30 days.
- After 30 days, the Best Practices can be accessed from the Best Practices page or the appropriate Leadership Responsibilities page.

**NOTE:** We encourage employees to visit this section regularly to ensure they are aware of all new and updated Best Practices.

### New Best Practices

- We have recently posted two new Best Practices on the KC:
  - [Servicing Trailers](#): Explains the requirements for marking out a service area, lifting, and servicing trailers outside of our bays.
  - [Non-CMV Driver Requirements](#): Details the expectations for anyone operating a company or personal vehicle for work.

## **Our ask of you**

**Store Managers:** During your next morning huddle, please review the Best Practices section with your people and ensure they are aware of the expectation to review all new and updated Best Practices.

If you have any questions, please use the KC feedback button on the homepage.

Thank you for striving to be the BEST!