

December 21, 2023

ENVISION AUTO GLASS

SAN LEANDRO OVERVIEW

1. THE BUSINESS

Auto Glass Installation & Safety System Recalibration

Auto Glass Replacement: We will replace broken or faulty auto glass for customers in need. Glass will be ordered as the job is scheduled with limited parts stored onsite. Glass will be delivered or picked up by staff daily for the upcoming day's scheduled service. Customers will wait onsite for the work to be completed or uber back to work, school or home (ratio is about 40% wait / 60% uber, based on previous experience).

Repair Windshields: To save customers money, extend the life of the windshield and help the environment, we will offer repair services to all customers that have a repairable chip or crack. This process is 15-30 minutes long and is done while the customer waits.

Recalibrations: We will ensure our customers' safety systems (radar, lidar, cameras, airbag sensors, blind spots) are recalibrated and functioning per the manufacturer's guidelines on all vehicle windshield replacements with front-facing safety systems.

2. OPERATIONS

1. Appointments will be set at 2-hour intervals.
2. Customers will be scheduled in 2-hour increments with staggered starting times each hour – ie. two customers scheduled at 8am and two at 9am to even flow and ability to service customers.
3. Admin staff will ensure customer is aware of drop-off and pick-up times throughout the day and be very clear with expectations around timing and job completion.
4. We will allow for two all-day drops, where customer can drop off in the morning and pick up by closing.
5. 18 maximum customers per day based on scheduled time frames. Given that 6-7 customers will likely be waiting for their cars we will have extra parking throughout day to accommodate customer and business needs.
6. Customers cannot leave cars prior to the opening of the business or pick up after close of business, due to the required exchange of keys.

7. In an emergency, we will use Uber or drop off vehicles to local customers to avoid any overcrowding.

In-Shop

8. Average / max headcount (5 daily jobs per tech max)
 1. *Techs* *Average 2 / Max 5*
 2. *Admin* *Average 1 / Max 2*
 3. *Leadership* *Average 1 / Max 2*
9. Customers can decide to come to shop for job completion via appointment scheduled in advance online.
10. Customer Safety System requires in-shop work primarily Static Recalibration (use of recalibration tools to ensure camera and safety systems are functioning after repair).

Mobile

- a. Average / max headcount (4 daily jobs per tech max)
Techs *Average 2 / Max 5*
- b. Go to customers home and complete job scheduled throughout the day.
- c. Tech comes to shop in AM pick up parts for day and comes back following day to repeat process.

Commercial (use headcount above to complete, no additional techs)

- a. Rental Car Service at Airport and Retail Locations.
- b. Trucking Companies serviced at fleet location.
- c. Auction work done at auction site.

3. HOURS OF OPERATION

1. Monday – Friday
7am – 5pm
2. Saturday
8am – 5pm (only if customer demand dictates)
3. Sunday
closed

4. ADJACENT BUSINESS

- a. SF Cookies (warehouse for clothing brand)
- b. Total staff 1.5 based on landlord discussion.

- c. No customer traffic / 1 FT Employee and 1PT employee
- d. Cookies is a storage warehouse for Cookies which is a San Francisco clothing brand and retail location. To my knowledge, they are currently using the facility only as storage and has 1.5 FTE (full time equivalent) max parking is 2 spaces.

5. PARKING

Parking Spaces Required: 21

- 1. SF Cookies - 8093 sf / 1500 per Space = 6 (currently only 1 FT / 1PT Employee)
- 2. Envision Auto Glass – 5925 sf / 400 per space = 15

Parking Provided: 22

- a. Standard - 13
- b. Compact - 4
- c. Accessible - 1
- d. Workstations - 4

6. BUILDING SET-UP

- a. Front room will be customer waiting area.
- b. Admin offices
 - 2 offices accessible from the customer waiting area are designated for admin/leadership and a break room.
- c. Roll-up door
 - 1. Roll-up door to the left of the front door is entry for customer drive in.
 - 2. Customer will pull inside for car inspection and tech will move to workstation.
- d. Vehicle workstations (4)
 - 1. Full tool set-up
 - 2. Additional supplies to complete job
 - 3. Clean-up tools to always ensure a clean shop.
- e. Recalibration Station (1)
 - Final step in installation, recalibrating sensors and cameras to keep our customers safe on the road.

7. TRASH / RECYCLING

- a. Recycle all cardboard and paper products via local trash company.
- b. Trash bin for landfill items
- c. Small green bin for organics (only need home size)
- d. Trash will be rolled out daily and kept in shop after trash pickup.

8. VEHICLES

- a. Company vans

Will be taken home by techs daily after shift, or if no mobile jobs, left inside.

- b. Customer vehicles will be picked up on the day of service.
 - 1. Business model is to have customer remove car after job completion.
 - 2. In very few cases (part may break or be incorrect) overnight parking in shop would be required.

9. COMMUNITY

- a. Donate a portion of sales to local schools, environmental and/or homeless organizations (TBD)
- b. Employees get profit-sharing.
- c. Paid apprentice program to give job training (checking legal issues)
- d. More to come.