



Promotion Request and Approval Process

Purpose & Scope

This SOP exists to establish a standardized, fair, and transparent process for submitting and approving employee promotions. This SOP ensures consistency in decision-making, supports employee development, and reinforces WhiteWater Express Car Wash's commitment to career growth and retention. This procedure applies to Store Managers and above who are authorized to submit promotion requests for team members.

Roles & Responsibilities

- Manager (Submitting Leader)
 - Initiates the promotion request on the company intranet.
 - Ensures all required information is complete and accurate.
 - Discusses pay recommendations outside of standard ranges with the RVP.
- Regional Director / Regional Vice President (RD/RVP)
 - Reviews and approves promotion requests when compensation exceeds the submitting leader's approval limit.
 - Ensures the request aligns with performance, readiness, and budget considerations.
- Human Resources (HR)
 - Conducts compliance reviews (active counseling, PIPs, background checks).
 - Launches and tracks completion of Keyholder Agreements (when applicable).
 - Finalizes and processes approved promotions in ADP.
 - Communicates official promotion notifications to both the employee and the manager.

The employee may not assume new job responsibilities until the manager receives the official HR email notification.

Procedure

1. Submit a Promotion Request via the Company Intranet

- a. Log into the Company Intranet and navigate to the HR page.
- b. Select [Team Member Status Change](#).
- c. In the Type of Change dropdown, choose Promotion Request.
- d. Enter the employee's name and click next.
- e. Review and Complete Employee Information
 - i. Confirm that the employee's name, employee number, location, and current job title auto-populate correctly.
 - ii. Complete all required fields marked with a red asterisk (*).
 - iii. If the pay is outside the starting range for this role, additional approvals are needed.

A screenshot of a computer screen showing the "Employee Action Requests" form. At the top left is the Whitewater Express Car Wash logo. To its right is the title "Employee Action Requests" and a small description: "Use this form to submit employee requests, including their first day at work, promotions, title changes, location transfers, pay adjustments, separations, or mileage reimbursements." Below this is a dropdown menu labeled "Type of Change". The menu is currently open, showing a list of options: "New Hire - First Day", "Development Pay Change", "Separation", "Title Downgrade", "Promotion Request" (which is highlighted with a red box), "Salary Pay Change", "Location Change", "Monthly Mileage Reimbursement", and "Bi-Weekly Mileage Reimbursement".

Type of Change

- New Hire - First Day
- Development Pay Change
- Separation
- Title Downgrade
- Promotion Request
- Salary Pay Change
- Location Change
- Monthly Mileage Reimbursement
- Bi-Weekly Mileage Reimbursement

2. Approval Routing

- a. If the requested compensation is within your approval limit, HR will be notified to start the promotion process. Proceed to Step 3.
- b. If the requested compensation is outside your approval limit, the request will be emailed to your RD, RVP, and/or VP for approval. Once approved, HR will receive the notification to complete Step 3.

3. HR Review and Required Actions

A. Active Counseling & PIP Check

- a. HR verifies whether the employee has any active counseling reports or Performance Improvement Plans (PIPs).
- b. If active issues exist, HR will partner with the RD or VP to determine eligibility for promotion.

B. Background Check Review

- a. HR confirms the date of the employee's last background check.
 - i. If more than six months have passed, HR initiates a new background check request.
 - ii. The employee will receive an email to provide consent; processing continues only after HR clears the background check.

C. ADP acknowledgement policies (if applicable)

- a. HR launches applicable policies through ADP Workforce Now.
- b. The employee must log in from a desktop computer and complete the acknowledgment under: Myself > Employment > My Documents

4. Final Approval.

Once HR has verified all requirements:

1. HR determines the effective date of the promotion, selecting the closest start date of the upcoming pay period.
2. HR processes the promotion in ADP.
3. HR sends an official email notification to both the employee and the employee's manager confirming the approved promotion and effective date.

5. Role Transition

The employee may not assume new job responsibilities until the manager receives the official HR email notification. Starting a new role prior to HR approval and communication is a violation of company policy and may result in disciplinary action, up to and including termination.

For any questions, please contact your designated HR representative or the HR department at HR@whitewatercw.com.