



**DRIVE
HAPPY**

MANIFESTO

**WORK
HAPPY**



This manifesto defines our culture-- our beliefs and actions that drive how we do business.
This includes our reasons for growing the business & acquiring new shops. A manifesto isn't something that comes from the top-- it comes from the hearts and minds of all of us.



Journey Together, Grow Together

- We believe in winning together to see growth for everyone
- We believe a career at CHT offers unparalleled growth, achievement, and meaning
- We believe that striving for excellence is a team sport



We Care a Lot

- We believe in empowering people through our values
- We believe in a spirit of gratitude and helpfulness
- We CARE about our colleagues and customers like we do our family



We're Accountable to Ourselves, Each Other & Our Community

- We believe in accountability and owning our commitments
- We believe in openness of results
- We believe the golden rule applies to business too
- We believe in doing the right thing when nobody is watching



We Say Yes to Top Notch Customer Service

- We believe in striving to provide top notch customer service every time.
- We believe that in "gray situations" the benefit goes to the customer



We're Not Just Any Car Care Place

- We believe in striving to be the example for how auto repair shops should operate
- We believe in changing the perception and reputation of the industry one customer at a time
- We believe that our values-based approach to business makes us stand out from the competition



Purpose: Create a work happy, drive happy movement

