

Anderson Auto Group

Employee Handbook



Anderson Auto Group

Employee Handbook

Corporate Offices:

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Employee Handbook
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Welcome to the Anderson Auto Group!

Today, our company collectively represents current dealerships in two different states, under the management of Mike Anderson, President.

The Anderson Auto Group story starts when Roger Anderson (our retired Owner and President), began his automotive career on the West Coast as a salesman and quickly moved through different levels of management, before acquiring a dealership in Newcastle, Wyoming. In 1986, he purchased a dealership in Grand Island, Nebraska, that has experienced tremendous growth. The business expanded again in 1993, with the purchase of a dealership in Lincoln, Nebraska housing Ford, Lincoln, and Mazda. Anderson built a state of the art dealership right off of I-80 and the 27th Street exit in June, 2001.

The combined success of the first two dealerships enabled the Anderson Group to acquire the Ford dealership in St. Joseph, Missouri in 1996. The Saint Joseph store has multiple lines which also include: Lincoln, Kia, Mitsubishi, Honda ATV, and Quick Lane to better serve our customers. Kia was added to the Grand Island dealership in 2007.

On June 1, 2008 Mike Anderson purchased the Auto Group from Roger Anderson. Mike has attained valuable experience by working through all areas of the entire dealership operation. Today, he is involved in the success of all five dealerships on a daily basis. On October 1, 2012 Mike Anderson opened a second location in south Lincoln, Nebraska.

At Anderson, one of our objectives is to provide a work environment that is conducive to both personal and professional growth for our employees. This handbook is designed to acquaint you with our company and your role within it. It contains information about working conditions, policies affecting your employment, your responsibilities as an employee, and the programs we have developed to benefit all employees.

As an employee, it is to your benefit to read, understand and comply with the provisions of this handbook. However, no employee handbook can cover every circumstance. As new areas of concern arise or new legislation is passed, the company reserves the sole right to revise, supplement, or rescind any policies or portions of this handbook, at any time at the discretion of the Anderson Group ownership.

We regard each employee as a valued part of the Anderson Group. We trust that you will be a career employee with the Anderson organization, as it looks to grow and expand in other markets.

Best regards,
Michael D. Anderson, President

Anderson Auto Group
Employee Handbook
Goals, Expectations and Rights

This Employee Handbook was compiled and revised by Michael Anderson. Any changes, additions or interpretations of the policies contained in this handbook will come directly from the Anderson management team.

Overview

Your employment with our company is very important to Anderson. We have developed personnel policies and procedures to ensure that this important working relationship is successful and fair for all employees. These policies will be periodically reviewed, updated, or changed as necessary. You will be advised of any revisions.

Nothing contained in this Handbook should be construed to represent any form of an employment contract. All employees at Anderson are employed at-will.

As your employer, it is our goal to provide you with:

1. A challenging and rewarding working experience
2. A safe, comfortable workplace, appropriate to your work
3. Equal employment opportunity, treatment and advancement regardless of sex, age, race, color, national origin, religion, marital status, sexual orientation, mental or physical disability, veteran status, or any other legally protected classification
4. A workplace free of harassment for any reason
5. Reasonable working hours and conditions
6. Competitive wages for your work
7. Competitive benefits, once eligible
8. Holidays and paid time off, once eligible
9. Job training, as desired or warranted
10. An appropriate process for you to discuss issues of concern
11. Prompt remedial attention to issues of significant concern
12. Respect for your suggestions

As an employee of Anderson, you are expected to:

1. Arrive and begin your work on time
2. Work a full and productive day
3. Adhere to the company's policies
4. Maintain the confidentiality of company information
5. Respect and cooperate with your fellow employees

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As your employer, Anderson retains the right to:

1. Dismiss, assign, reassign, supervise, and discipline employees
2. Establish and change working hours
3. Determine and change methods and procedures as necessary
4. Manage and administer company operations

Employment Eligibility

Overview

Before you are hired, Anderson is obligated to verify your eligibility to work. Once you become an employee, you share our responsibility to make sure that our workplace is free of discrimination or harassment of any kind.

AT WILL EMPLOYMENT

All employees of Anderson are employed —at will. Although we hope that your career with us will be long and happy, we cannot guarantee the length of employment. Either of us may choose to terminate employment at any time. No information you receive, either verbally or in writing, should be construed to represent an employment contract with our company. This includes both this Handbook and your job description.

EQUAL EMPLOYMENT OPPORTUNITY

Anderson adheres to all federal, state and local equal employment laws.

We are committed to providing equal employment opportunities to all applicants, regardless of: race, color, national origin, religion, sex, sexual preference, age, marital status, mental or physical disability, or any characteristic protected by law. As an Equal Opportunity Employer, Anderson will not tolerate any discrimination against any employee because of any of these factors.

We do not discriminate on the basis of gender in pay, promotions, or benefits. All employees who perform similar tasks requiring similar skill and effort will receive similar compensation. We also make every reasonable effort to accommodate qualified workers with known disabilities. It is the responsibility of individual employees to inform management of any need for accommodation.

All employees are encouraged to ask any questions they may have about these policies. In addition, all employees are encouraged to raise legitimate concerns and report any potential infringements to management. The practice of any form of unlawful discrimination is

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grounds for disciplinary action and possible termination.

SEXUAL AND OTHER UNLAWFUL HARASSMENT

At Anderson, we value and respect each individual employee. Offensive or harassing behavior against any employee due to: race, color, national origin, religion, sex, sexual preference, age, marital status, mental or physical disability, or any characteristic protected by law will not be tolerated.

Harassment includes: annoying or bothering someone in a consistent or repeated way; making repeated attacks against someone; creating an unpleasant or hostile situation by uninvited and unwelcome verbal or physical conduct or harassing communication via text messages or e-mail.

Sexual harassment includes: unwelcome sexual advances, both verbal, physical, or through text messages or e-mail; requests or demands for sexual favors that imply a term or condition of employment; verbal comments, suggestions, or jokes of a sexual nature; and any intimidating actions that interfere with an individual's work and create a hostile, humiliating, or sexually offensive work environment.

Any employee who believes that they have been unlawfully harassed, has witnessed another employee being unlawfully harassed, or has been made aware of an employee being unlawfully harassed, has a responsibility to report this behavior as soon as possible to People Resources and the General Manager. All complaints will be taken seriously. They will be investigated fully, immediately, and confidentially. If it is determined that harassment has occurred, appropriate remedial actions will be taken, including potential disciplinary action against the offending individual, or even their termination from Anderson.

There will be no retaliation for filing or pursuing a harassment claim or for participating in an investigation. To the extent possible, all complaints and related information will remain confidential except to those individuals who need the information to investigate, educate, or take action in response to the complaint.

All employees are expected to cooperate fully with any ongoing investigation regarding a harassment incident. Employees who believe they have been unjustly charged with harassment can defend themselves verbally or in writing at any stage of the investigation.

IMMIGRATION LAW COMPLIANCE

All offers of employment at Anderson are contingent on verification of your right to work in the United States. You must be a citizen of the United States or a non-citizen that is authorized to

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work in the U.S. under the Immigration Reform and Control Act of 1986. All new employees must provide valid proof of work eligibility. They will also be asked to sign a Federal Form I-9, Employment Eligibility Verification Form, as required by federal law. All new employees will be verified thru E-Verify for work eligibility.

CRIMINAL CONVICTIONS

Every candidate for employment at Anderson may be subject to a criminal background check. Conviction of a crime does not automatically preclude employment.

MOTOR VEHICLE RECORD

As a condition of your employment, all employees of Anderson will have their Motor Vehicle Driving Record checked through our insurance carrier. Our insurance carrier will monitor your driver's license throughout the duration of employment with Anderson. In many positions within Anderson a valid driver's license and insurability is a condition of continued employment.

MEDICAL EXAMINATION

Management reserves the right to ask new employees to submit to a basic physical examination, prior to starting work. This exam would be conducted by a physician of our choice and would be used to certify an employee's physical fitness for the responsibilities of the job they wish to fill.

DRUG TESTING

For the safety of all concerned, Anderson maintains a strict policy of —no tolerance of illegal use of drugs. For this reason, you may be asked to submit to a basic drug-screening test, following a conditional offer of employment. In addition, the company may also choose to test current employees at any time at its discretion.

CONFIDENTIALITY OF PERSONNEL RECORDS

Anderson will maintain your employee records in confidence. This includes any information discovered during the application process. You have the right to review your personnel file upon request. But you may not make copies or remove any documents, without a specific written request that has been approved in advance by the General Manager.

We will not provide information regarding your employment with Anderson to any outside person or agency without your permission, except to confirm your employment status and start date. If you wish to have additional information provided, such as confirmation of salary for a loan, you must advise management, in advance in writing.

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Performance and Compensation

Overview

The topics covered in this section of your Employee Handbook are related to your tenure, status, and performance with Anderson, as well as the compensation that you will receive for your service.

STANDARDS OF CONDUCT

In order to keep our business running smoothly, it is essential that all employees of Anderson adhere to certain basic standards of conduct. Almost every one of us comes in contact with customers and potential customers every day. We must maintain high standards of professional ethics and respect the needs and sensitivities of our clients and our co-workers at all times.

Professional Conduct

At Anderson, we work hard and we depend on each other. Each employee is expected to perform his or her work in a respectful, cooperative, and ethical manner at all times. We ask that you be truthful, tactful, and temperate in your interactions with all co-workers and customers. The use of negative, abusive, foul, or offensive language is inappropriate. In addition, any conduct that may be construed to be harassment, of any kind, is prohibited.

All employees who attend, or participate in, an event paid for, or sponsored by, the Anderson Auto Group will follow the same professional conduct guidelines that are expected of them in the workplace.

Customer Relations

A full understanding of the importance of customer relations is essential to your personal success at Anderson. In addition to the quality vehicles we sell, our success is based upon the quality relationships we build with our customers. Regardless of your position, you play an important role in creating those relationships. When you interact with customer and potential customers, you represent our company. The more goodwill you promote, the better impression you make; and that reflects positively upon our company.

Confidentiality of Company Information

As an employee of Anderson, you are obligated to maintain the confidentiality of company information. This obligation continues even after you leave our company. You are not to disclose or use any confidential company information, either during or after your employment with us.

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Additionally, our customers and suppliers entrust the company with important information about their businesses. It is your responsibility to keep this information confidential as well. Whenever you work with confidential records, you must return them immediately to the proper file cabinet, lock that cabinet and lock the office door when you leave.

No one is permitted to remove or make copies of any company records, reports or documents, without prior management approval. The disclosure of any confidential information will lead to termination, as well as possible legal action. If someone outside of the company requests information that you believe to be confidential, you are not required to answer. Instead, we ask that you refer them to your supervisor as politely as possible.

Conflicts of Interest

It is extremely important to avoid any action or activity that might be perceived as a conflict of interest. You must not place yourself in a position where your private interests might have a negative effect on your job. You must also avoid any action that might result in a direct or indirect detriment to our company or our customers.

When a conflict of interest or potential risk is identified due to a company official's relationship with a co-worker, Anderson Auto Group will work with parties involved to consider options for resolving the problem. The initial solution may be to make sure the parties no longer work together on matters where one is able to influence the other or take action for the other. Matters such as hiring, firing, promotions, performance management, compensation decisions and financial transactions are examples of situations that may require reallocation of duties to avoid any actual or perceived reward or disadvantage. In some cases, other measures may be necessary, such as transfer of one or both parties to other positions or departments. If one or both parties refuse to accept a reasonable solution, such refusal will be deemed a voluntary resignation. Failure to cooperate with Anderson Auto Group to resolve a conflict or problem caused by a romantic or sexual relationship between co-workers or among managers, supervisors or others in positions of authority in a mutually agreeable fashion may be deemed insubordination and result in disciplinary action up to and including termination.

Any use of any company funds for improper purposes or dishonest practices is absolutely forbidden. You are required to disqualify yourself from exerting influence in any transaction when your own interests might conflict with those of the company, or where you might gain financial benefit. Small tokens of appreciation valued under \$100 may be accepted, however anything over \$100 in value must be reported to your general manager.

As a condition of employment, you must report any financial interests that you and any member of your family have that might be considered to be conflicting with the Anderson Auto Group business. You must submit this information in writing to the General Manager of the company. If you are unsure about whether or not a particular situation might qualify as such a conflict, you should submit the information to your supervisor in writing, for review and, if

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appropriate, authorization. No employees of Anderson may accept any form of gift or gratuity from any customer, vendor or supplier that might be construed as payment or an obligation to do business with that individual or company.

Outside Employment

Anderson expects you to devote your full attention and energy to your job with our dealership. If you wish to engage in employment outside of our company, it must not conflict or interfere with your job with us in any way. In addition, you must not conduct any outside business during paid working time.

Non-Solicitation

We wish to avoid uncomfortable situations and legal issues. Therefore, we do not allow unauthorized sales people, solicitors, or individuals collecting charitable donations to come onto the premises, unless specifically approved by management, in advance.

Visitors

If you are expecting any visitors, such as friends or family members, you must advise your supervisor; and you should keep those visits to a minimum in length and number. Furthermore, due to insurance regulations, we cannot permit unescorted or unauthorized individuals in the service department and body shop areas.

DATES AND RECORDS

Anniversary Date

The first day that you report to work as an employee will become your Anniversary Date at Anderson.

Orientation

On your first day with Anderson, you will receive an introduction to our company and an orientation to familiarize you with the duties of your job. This will be conducted by one of our People Resource Representatives, your Department Manager, or Supervising Manager.

On or before your first day, you must provide:

- 1 Documentation of your identity
- 2 Documentation of your eligibility to work in the United States
- 3 A completed copy of the I-9 form

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- 4 Tax deduction information, such as number of dependents you declare
- 5 Basic personal information (see Employee Records)
- 6 Completed Drug Screening and Motor Vehicle Driving Record

At the same time, you will receive:

1. This Employee Handbook and time to review its contents
2. A basic orientation tour of this campus
3. A review of your basic job duties
4. An explanation of payroll procedures and paydays at your location
5. A written job description and a written pay plan

Employee Records

All employee records are maintained in confidence. However, it is very important that you keep the following information up-to-date:

1. Legal name
2. Home address
3. Home telephone number
4. Social Security number
5. Exemptions on your W-4 tax form
6. Emergency contact name and telephone number
7. Change beneficiary
8. Driving record or status of driver's license, if applicable to your job
9. Training certificates or licenses

Probationary Period

The first 90 days of your employment are a time of evaluation or probation. Your supervisor will monitor your progress and your compatibility with our company. If your job performance does not meet our company standards, you may be subject to termination. However, upon satisfactory completion of this evaluation period, you will have earned eligibility to many additional benefits. These are outlined in more detailed in the section of the Handbook entitled **Employee Benefits**.

JOB CLASSIFICATIONS

All employees are categorized in three (3) different ways. They are Full-time, Part-time, or Temporary. In addition, they are also classified as either Exempt or Non-exempt. These are explained as follows:

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Full-Time Employee

Any employee who has successfully completed the Evaluation Period, and is regularly working 30 hours or more a week is considered to be a full-time employee. They are eligible to receive the company's standard benefits package. A 90-day average of hours worked will be determined after each quarter to determine if an employee's status needs to be changed.

Part-Time Employee

Any employee who is working less than 30 hours per week is classified as part-time and not eligible for standard company benefits.

Temporary Employee

Any employee hired for temporary work, with a predetermined start and end date, is considered a temporary employee, and is ineligible for company benefits.

Exempt or Non-Exempt

These classifications are necessary because, by law, certain types of workers are entitled to receive overtime compensation for hours worked in excess of 40 hours per week.

Exempt Employees

Generally, exempt employees are executive, professional, administrative, or sales workers. Their duties and responsibilities make them —exempt from overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA) and similar state laws. For insurance purposes a proper log of days worked must be kept, they are required to clock in and out for every shift.

Non-Exempt Employees

Non-exempt employees are eligible to receive overtime pay for hours worked in excess of 40 hours per week, not including Paid Time Off (PTO) or holiday hours. In order to calculate proper compensation and for insurance requirements, employees must clock in and out every shift.

WORK SCHEDULE

In order to serve the needs of our customer, our dealerships are open six (6) days a week (Finishing Touch is open seven (7) days a week). Individual working hours will vary depending on your job classification, your job responsibilities, and the location where you work. Generally

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speaking, most employees will be expected to work within the scheduled hours at their location with occasional exceptions due to peak periods.

Specific working hours may vary from week to week and will be determined by your supervisor. Most employees will work in basic eight (8) to ten (10) hour shifts. If your shift is eight or more continuous hours, you will be provided with a lunch break.

A supervisor must approve any variation to assigned hours in advance. If it is necessary for you to leave work for a personal emergency, you must notify your supervisor before leaving.

Occasionally, exempt employees may have reason to work additional hours to meet certain deadlines. In addition, from time to time, operational demands may require adjustments in scheduled hours. Employees will be advised of any changes in advance.

Time Keeping

All employees must record the hours they work, electronically, by clocking in and out of the DMS system. This must be done at the start and end of each day worked, at the beginning and end of each meal break, and at any other time that you leave work. Corrections must be communicated promptly to your supervisor who will then request that an adjustment is made by an authorized person in the store. Time sheets need to be reviewed and signed by both the employee and his/her supervisor following the close of each pay period.

In addition to tracking hours worked, this system adds to our security by identifying all employees on the premises. It is strictly forbidden for any employee to tamper with the timekeeping of another employee. Altering electronic time card record keeping, falsely, could be grounds for termination.

Attendance and Absenteeism

All employees are expected to arrive at work on time and to give a full day's work. When an employee is absent, arrives late or leaves early, this puts an unfair burden on others and impacts the smooth running of our operation.

If you are going to be absent or late, you must call your supervisor as soon as possible. Unless you are physically unable, you may not have someone else call in for you. In addition, if you need to leave work at any time during work hours, you must also inform your supervisor. If you are absent due to illness for several days, you must call your supervisor every day.

The dealership reserves the right to require documentation of the reason for any absence. Any employee who is repeatedly late or absent, or who fails to provide appropriate notice to a

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supervisor, will be subject to disciplinary action, including possible termination.

Staff Meetings

All employees are expected to attend staff and departmental meetings, scheduled by Department Managers or the General Manager. The purpose of these meetings is to permit staff members to recommend improvements, discuss problems and report briefly on current projects. Employees will receive advance notice of these meetings.

SALARIES, WAGES, AND COMMISSIONS

Anderson makes every effort to offer pay that is competitive within our industry, appropriate to your position, your personal skill level and your level of personal productivity.

Salary Increases

Your eligibility for an increase in salary is based upon your attendance, timeliness of job completions, as well as recommendation from your supervisor. No salary increases are automatic or guaranteed.

Bonus Structure

Anderson may provide bonuses to employees from time to time. Bonuses are not guaranteed. They will not become a part of the regular pay structure, unless the General Manager or Owner make specific written changes to your pay plan.

Overtime Pay

Non-exempt employees will be paid time and one-half (1.5) for work time that exceeds 40 hours worked during a scheduled workweek. If you are asked to work overtime, you are expected to be as cooperative as possible. Your supervisor in writing must approve all overtime. In addition, all overtime must be verified by the electronic timecard; and time will be deducted for lunchtime if the employee fails to enter the lunchtime taken.

Pay Period

Currently, pay periods may vary from state to state. They may be weekly, bi-weekly, semi-monthly or monthly. Each employee should refer to the posted pay periods at his or her dealership for exact time and date of pay at that location. These are posted on AAG Connect. For additional details, employees may see the People Resource Department of their dealership.

Payroll Processing

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All employees, both exempt and non-exempt, will have Federal Taxes, State Taxes, and Social Security withheld from their wages. Your paycheck stubs will reflect these deductions, in addition to the hours you have worked, wages you have earned and your year-to-date earnings.

Anderson processes all paychecks with direct deposit into a personal bank account or a bank money card whenever possible. In the event that a paper check is issued, no one besides you may receive your paycheck, without prior written permission from you. When you leave the company, any unreturned company equipment and supplies or outstanding balances due will be debited from your final paycheck.

If your paycheck is lost or stolen, you must report it to your supervisor as soon as possible. You will be asked to sign a statement reporting the lost paycheck before a replacement can be issued.

Garnishment of Wages

Anderson will comply with court-ordered wage garnishments. However, no deductions from your pay will be made without your prior knowledge.

Employee Benefits

Overview

Anderson makes every effort to provide our employees with a benefits program that is as fair and comprehensive as possible. As a fulltime employee with a completion of two full calendar months, you become eligible to participate in a wide range of employee benefits. These benefits are summarized in this Employee Handbook. You may receive additional booklets, explaining some of these benefits in greater detail.

These programs and policies are reviewed periodically and may be subject to change at the discretion of the company. All employees will be informed of any changes, in advance, as soon as possible.

HOLIDAYS AND VACATION

Each employee is entitled to a specified number of paid days off for holidays and PTO. These are an important part of the benefits provided by Anderson and are covered more fully under the section of this Handbook, entitled **Leave and Time Off**.

RETIREMENT SAVINGS PLAN-401 (k)

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Employees of Anderson are offered the opportunity to participate in a tax-deferred retirement savings plan 401 (k.) This plan allows eligible employees to contribute a portion of each year's pre-tax salary to a Traditional 401 (k) savings account. These pre-tax contributions will be subject to federal and state deductions for FICA and Medicare. However, neither the savings nor the earnings are subject to federal or state income taxation until they are withdrawn from the plan.

Another option is to have your 401(k) deductions made after tax (Roth). Then your savings or earnings will not be subject to future taxation. Employees have the option to split 401 (k) deductions between pre and post-tax. Employees may begin contributing to 401 (k) after two full calendar months of full-time employment.

After an employee's first full year of service to our company, Anderson has chosen to match the 401 (k) contributions of our employees up to 3% of employee gross wages each pay period. An employee may begin receiving the match after one full year of service and it will begin that following January 1 or July 1. 401 (k) accounts are fully vested after 6 years of employment at Anderson.

EMPLOYEE DISCOUNTS

Purchase of Vehicles

Anderson encourages employees to purchase both new and used vehicles at reduced rates from one of the Anderson stores. Employees may purchase new vehicles at a reduced rate through the Employee Factory Purchase Program. Some models may not apply if factory production is limited. Used vehicles can be purchased at \$1,000 over cost on the price sheet for units that are 0-30 days in stock, 31-60 days in stock are \$500 over price sheet cost, and vehicles over 61 days are the cost on price sheet. If the vehicle is currently listed at the best price for the consumer, employee will be able to purchase the vehicle at best price less \$250. Employee will pay \$250 over cost on any auction units. Used vehicle purchase provisions allow for a maximum of two vehicle purchases per year per employee. Any employee caught buying a car and turning around to sell the vehicle for profit within 90 days of purchase date will be terminated. All Finance and Insurance products sold at dealer cost.

Parts and Service Repairs

Employees may pay for parts, service labor, and body shop labor according to the following schedule on personal vehicles:

Parts	Dealer cost plus 10 percent*
Service Labor	\$50 per hour*
Body Shop Labor	\$5 off normal labor rate posted*

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*Employee pricing for Parts, Service, and Body Shop products and services do not apply to vehicles involved in an accident covered (and paid for) by insurance.

TOOL REPLACEMENT COVERAGE

As a part of their jobs, Technicians are expected to provide their own tools. In the event of external risks of direct physical loss unless the loss is limited or caused by a peril that is excluded. The following perils are excluded: Civil Authority, Nuclear Hazard, War, Criminal, Fraudulent or Dishonest Acts, Loss of Use, Missing Property (with no physical evidence to show what happened to the covered property), Pollutants, Voluntary Parting, Contamination or Deterioration, Mechanical Breakdown, Temperature/Humidity or Wear and Tear to the company, the replacement of these tools is covered by an insurance tool coverage policy paid by the dealership with a limit for small tools owned by AAG employees of \$100,000. This policy has a \$500 small tools deductible.

EMPLOYEE ASSISTANCE PROGRAM

We have instituted an Employee Assistance Program (EAP) to provide support and assistance for employees in need, at no cost to them. Employees may receive details of this program from Payroll Administration/People Resource Manager. All inquiries and conversations related to our EAP will be kept confidential.

Through Anderson's EAP, employees may receive legal assistance, counseling, substance abuse support and other benefits for themselves and for their family members. We have invested a significant amount of money in this program because we genuinely care about the welfare and peace of mind of all our employees.

MEDICAL INSURANCE

Anderson realizes the critical importance of healthcare coverage and we make every effort to offer medical insurance coverage that is as comprehensive and affordable as possible.

All full-time employees who regularly work 30 hours a week and have successfully completed their Probationary Period, are eligible to participate in our Medical Insurance Program, on behalf of themselves and chosen, eligible dependents.

Anderson will pay 50 percent of an employee's total monthly premium. This includes medical insurance coverage for both the employee and his or her chosen, eligible dependents.

All participating employees will be issued insurance cards for themselves and family

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members. These cards must be presented at all physician and hospital visits. They contain information about your coverage, required co-pay and the billing address of our insurance carrier.

Should you elect this medical insurance coverage, you will be provided with a booklet from our health insurance company, covering all details and options of the programs. We encourage you to become familiar with such details as: eligibility, coverage, waiting periods, referrals, and cost.

DISABILITY INSURANCE

Full-time employees may elect to participate in a Disability Insurance program. They have the option to choose from some supplementary disability insurances that may be funded through payroll deduction. Employees are responsible for 100 percent of disability premiums. Employees wishing to apply for disability leave must submit a doctor's statement, this must be completed on the Employee Request for Federal Medical Leave of

Absence (FMLA) form that can be picked up from Payroll Administrator/People Resource. This completed form will demonstrate your inability to work and the anticipated length of disability.

Anderson requires a Return to Work and full duty release from treating physician prior to returning to work.

GOVERNMENT-MANDATED INSURANCE

Anderson meets-and-exceeds all of the insurance requirements currently mandated by federal and state law.

Workers Compensation Insurance

This important coverage protects you from the costs involved in a job-related injury. This coverage is automatic and involves no cost on your part. Through this program, you are covered for insurance expenses incurred because of an accident on the job.

It is essential that all employees report job-related accidents or injuries immediately to management and the People Resource department. The employee must file a written report called 'First Notice of Injury Form'. All reports must be filed with People Resource within the first 24 hours.

The injured employee is expected to return to work, as soon as they are released from the care of their physician. Anderson has a return to work program in place and alternative work will be found for an injured employee dependent on what the physician releases

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him or her to handle physically and the duration.

As part of Anderson's return to work program the injured employee will be required to complete a return to work physical capacity screening. Once we have received clearance from the employees treating physician this test will be performed on all returning Technicians, Detail, and Parts employees by our Physical Capacity Screening Company. Anderson would never want to put an employee in harm's way if there is a portion of a job he or she can no longer fulfill post injury. Safety is the job of all employees. Please follow all safety rules.

Social Security and Medicare Contributions

Mandated by the Federal government, Social Security and Medicare programs are supported by contributions from all wage earners and employers. By law, Anderson is required to deduct a specified amount from each paycheck you receive, and forward that amount to the Social Security Administration. In addition, as you employer, our company also pays a matching Social Security contribution of 7.65 percent of each employee's salary into the fund, up to the maximum allowed by law. (This rate is subject to change, from time to time, as dictated by federal law.)

COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides employees and their qualified dependents the opportunity to maintain medical insurance coverage, if they lose eligibility due to a separation of employment. Through this process the employee can continue his/her current coverage at the same level without interruption. Under COBRA, the employee takes over full payment for medical insurance, but maintains the company's group rate. They will also be responsible for a monthly administrative fee.

Should this need arise; employees will be provided additional, detailed information of COBRA coverage, eligibility and the application process, by our Payroll/Benefits Director at their specific location.

Leave and Time Off

Overview

Anderson recognizes that some time away from work is essential to the well-being of its employees. We have developed leave policies to cover medical and personal situations, including: time off for bereavement, jury duty, and participation in military duty. We have also established a policy for PTO and set aside certain companywide holidays.

Any additional requests for time off will be considered on an individual basis and must be discussed with management.

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HOLIDAYS

Anderson provides paid Holidays to all full-time employees, who have satisfactorily completed the —90 day probationary period. New employees who are still within their —90 day probationary period will be paid \$50 a day of Holiday Pay, if any.

Anderson's designated holidays are :

New Years Day
4th of July

Memorial Day
Thanksgiving

Labor Day
Christmas

If a Holiday falls on a Saturday or Sunday, employees will not receive Holiday pay for that day.

At the discretion of management, we may close our offices early on the day before certain Holidays. Any such closings will be announced in advance.

Personal Time Off (PTO):

All full-time employees are eligible for PTO with Anderson on their date of hire.

* Start of employment the employee will begin to accrue 3.34 hours on the last day of the calendar month. Not to exceed 40 hours (5 days) for the year.

* On the anniversary of the employees second year of employment, the employee will begin to accrue 6.67 hours at the end of every month. Not to exceed 80 hours (10 days) for the year.

* On the anniversary of the employees sixth year of employment, the employee will begin to accrue 7.33 hours on the last day of the calendar month. Not to exceed 88 hours (11 days) for the year.

* On the anniversary of the employees seventh year of employment, the employee will begin to accrue 8 hours on the last day of the calendar month. Not to exceed 96 hours (12 days) for the year.

* On the anniversary of the employees eighth year of employment, the employee will begin to accrue 8.67 hours on the last day of the calendar month. Not to exceed 104 hours (13 days) for the year.

* On the anniversary of the employees ninth year of employment, the employee will begin to accrue 9.33 hours on the last day of the calendar month. Not to exceed 112 hours (14 days) for the year.

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* On the anniversary of the employees tenth year of employment, the employee will begin to accrue 10 hours on the last day of the calendar month. Not to exceed 120 hours (15 days) for the year.

* On the anniversary of the employees twenty year of employment, the employee will begin to accrue 13.33 hours on the last day of the calendar month. Not to exceed 160 hours (20 days) for the year.

An employee's accumulated PTO in excess of (3) days that has not been used by the start of the employee's next anniversary date, will be forfeited. Up to (3) days may be carried over past an employee's anniversary date. Each anniversary date is when PTO is renewed. If an employee separates from employment prior to the end of any calendar month, PTO will be prorated accordingly for that particular month. PTO up to (3) days carried over past the employee's anniversary date will count as accrued PTO in the event of separation.

Hourly Employees will get paid the same hourly rate for Holiday, Vacation, and Training hours.

Salary Employees will not get additional pay on top of their salary for Holiday and Vacation hours.

Part-Time Employees are not eligible for Vacation or Holiday pay.

Salary & Commissioned Employees will not get paid for Vacation or Holidays.

Draw & Commissioned Employees will get paid for Vacation & Holidays. Pay rate/hour will be determined on previous year gross (as seen below in tech example).

Example of how HOLIDAY & VACATION rates are figured:

Flag Rate Technician - Flag rate = \$23.00
2014 YTD gross wages = \$35000
2080 hours in a year

$\$37000 \text{ divided by } 2080 \text{ hours} = \$16.83 / \text{Holiday, Vacation, Training hour for 2015}$

Flag Rate Technician - Flag rate = \$23.00
2014 YTD gross wages = \$60000
2080 hours in a year

$\$60000 \text{ divided by } 2080 \text{ hours} = \$28.85 / \text{Holiday, Vacation, Training hour for 2015}$

Birthday Pass

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Full-time employees who have passed their probationary period (90 days) and who are not in a supervisory role (supervisory role is defined by employees who supervise other employees) will receive a Birthday Pass during the month of their birthday. The Birthday Pass is good for a half-day (4 hours) of vacation time. In order to redeem a Birthday Pass, an employee must fill out a time off request form, attach the birthday pass, and turn in the form to the People Resource Department with the proper signatures approving the time off.

Scheduling PTO

PTO should be requested far enough in advance to the employee's supervisor for approval. PTO must be used in 1/2 day (4 hours) or full day (8 hour) increments. Employees will only be able to use the vacation time that they have accrued.

Advancement of PTO

At the discretion of management, employees will be allowed to use an advance of their PTO not yet earned. If employees request to use an advance on PTO, the PTO will be deducted from future accrual of PTO. If there is not sufficient accrual of PTO to cover the leave, the amount of advanced PTO will be deducted from the employee's paycheck. All advancement of PTO must be repaid within the employee's current anniversary year of the advance. Upon separation from Anderson Ford, any advanced PTO may be deducted from the employee's final paycheck.

UNPAID DAYS OFF

If you must be absent from work for reasons of illness or personal need, you must call your supervisor as soon as possible, so that work schedules may be adjusted accordingly. If you must leave work unexpectedly, you must also inform your supervisor. If you must be out of work for an extended period, you should check the requirements for Disability Leave, covered in this Handbook under **Employee Benefits**. Anderson reserves the right, **according to the law**, to prorate salaried compensation for absences that exceed the number of vacation days in any one calendar year (January-December.)

Crisis Pool Vacation Time (CPVT) Guidelines

CPVT transfers require the approval of the General Manager, your immediate supervisor, and Human Resources. Donations to the pool will be accounted for on the basis of the dollar value donated.

Receiving Crisis Pool Vacation Time

- The employee who is receiving CPVT must have at least one year of service with Anderson Auto Group, and must have used all of his/her vacation before being eligible.

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- The employee who is receiving CPVT may receive a maximum of 20 days per calendar year from the crisis pool.
- In the event that the employee receiving CPVT receives additional vacation time due to his/her anniversary date occurring, that vacation must be exhausted before being able to use the remainder of the CPVT.

An employee can receive CPVT for the following reasons:

- The serious illness of the employee or the employee's spouse
- The serious illness of the employee's child, stepchild, parent, or spouse
- An extraordinary circumstance involving a personal crisis that is not health-related

A serious illness (as listed above) is defined as one of the following:

- An illness that requires at least one overnight stay in a hospital, hospice, or other residential healthcare facility under the treatment or supervision of a physician or other licensed health care provider
- An illness that requires an absence from work for more than three days as recommended by a physician or other licensed healthcare provider
- A chronic or long-term illness that is incurable or so serious that if untreated would probably lead to incapacity for more than three days, and requires continuing medical treatment or supervision
- Normal pregnancy and childbirth does not qualify for crisis leave

Requests for CPVT will be evaluated on the following criteria:

- Whether or not the reason for the leave is appropriate under the policy
- The availability of leave within the limits stated above
- The employee's previous record of leave use

Donating Crisis Pool Vacation Time:

- An employee may donate up to three days of his/her available vacation time (per calendar year) to the eligible receiving employee.
- The employee who is donating vacation time must keep a balance of two vacation days (after donation) for himself/herself. (i.e.: If an employee only has three vacation days, only one of those days would be approved for transferring to the crisis pool).
- CPVT donations must be submitted using the same procedure as a time-off request. A time-off request form must be filled out indicating the number of days to be donated

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- and the name of the employee being donated to. The form must be signed by the employee's immediate supervisor and submitted to Human Resources.
- The employee who is donating vacation time must be employed at the time of donation, meaning unused time cannot be transferred upon separation from the company.

BPM Impact Trip

Anderson employees who wish to volunteer for a pre-approved Because People Matter (BPM) regional program can take up to 5 paid days off per 12-month period for that purpose. The intent of this leave is for national or international trips requiring overnight stay and does not impact your vacation time. To submit a request, the individual will need to fill out a Time-Off Request Form marking "other" and noting "BPM Impact Trip." Requests must be approved and signed by the employee's Department Manager and/or the General Manager, then turned in to the People Resource Representative or Payroll and Benefits Manager for the respective market.

FAMILY AND MEDICAL LEAVE OF ABSENCE (FMLA)

The Federal Family Medical Leave Act (FMLA) of 1993 was created to protect employees from unjust dismissal due to significant family and medical reasons.

Anderson complies fully with all provisions of this act, as follows:

Eligibility

All employees who have been actively employed at Anderson for 12 continuous months, and who have worked at least 1250 hours during the 12 months immediately preceding commencement of the leave is considered eligible. This leave is specifically provided due to The birth of a son or daughter or placement of a son or daughter with the employee for adoption or foster care; To care for a spouse, son, daughter, or parent who has a serious health condition; For a serious health condition that makes the employee unable to perform the essential functions of his or her job; or For any qualifying exigency arising out of the fact that a spouse, son, daughter, or parent is a military member on covered active duty or call to covered active duty status.

Duration and Notice

This leave should not exceed 12 work weeks in any 12-month period. At least 30 days notice should be given if at all possible. If the need is unforeseeable, the employee must provide appropriate documentation as soon as possible, please submit the Employee Request for Leave form and the Physicians Statement from your dealership's Payroll Administrator/People Resource Department. In the case of employee illness, the company may require periodic

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progress reports or examinations and must receive a fitness for duty report upon the employee's return.

Benefits

Employees may continue to receive their regular health benefits during this leave. Anderson will continue to pay 50% of Health coverage as required by law. However, arrangements should be made for payment of any other elected coverage's funded through payroll. In the event that the employee does not return to work at the end of leave, the premiums Anderson paid while off work will be due in full.

Conditions

If the leave is due to illness, the employee may use all eligible PTO, at the start of the leave.

Reinstatement

Anderson makes every effort to reinstate employees to positions they left, if at all possible. If a specific position is no longer available, the returning employee may be placed in a similar position for which he or she is qualified. An employee who develops a physical condition requiring treatment or special precautions must submit a physician's statement, attesting to their ability to perform their work without jeopardy to themselves or others.

Any employee who must remain away from work for longer than twelve (12) weeks will be considered terminated. If they wish to return to work, they are welcome to re-apply, subject to our usual hiring policies.

SPECIAL ABSENCES

Anderson recognizes that certain, specific occasions and reasons for employee absence do not fall under medical, disability or PTO categories. We will grant days off to full-time employees as specified below.

Bereavement

We fully understand the difficulty of a time of bereavement and will make every effort to accommodate the needs of bereaved family members. For members of the immediate family (spouse, child, brother, sister, parent), employees may take paid time off, during the time frame starting from day of death to any services not to exceed more than three (3) days. Employees may elect to be paid for remaining time with eligible PTO.

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Jury Duty

Anderson strongly supports your participation in this important civic duty. Anderson will compensate from the court system, this compensation will be given to Anderson Auto Group; and in return, Anderson will pay normal compensation for time served on jury duty. An average workday excludes overtime, holiday and vacation payments.

Employees are expected to do whatever they can to make sure that this absence does not jeopardize our company's business. If you are called to jury duty, you must inform your supervisor within 48 hours of receiving the jury summons. You must present a copy of any summons or subpoena to the People Resource Department. When you are not needed in court, you will be expected to report to work.

Military Leave

Anderson proudly supports our employees who serve in a National Guard or Reserve Unit. These employees are allowed to take up to two weeks of unpaid leave to attend annual training encampments. If you prefer, you may choose to use your PTO for this purpose.

If you are called to active duty, you will be reinstated upon your release from duty, in accordance with the requirements of State and Federal law. Anderson will make every effort to reinstate you in the same job or at the same level. If no such position is available within your department, you may be reassigned to a similar job elsewhere within the company. Employees who require time off for military leave, or who are called to active duty, must inform management as far in advance as possible. Returning employees may be asked to update their medical records.

The employee must give written timely notice of their need to perform military service except as required by military necessity or unless impossible or unreasonable. The People Resource/Payroll & Benefits Department will request a copy of the Active Military member's orders.

Family Military Leave Act

The military family leave provisions of the Family and Medical Leave Act (FMLA) entitle eligible employees of covered employers to take FMLA leave for any "qualifying exigency" arising from the foreign deployment of the employee's spouse, son, daughter, or parent with the Armed Forces, or to care for a service member with a serious injury or illness if the employee is the service member's spouse, son, daughter, parent or next of kin.

The request for leave must be submitted to management as far in advance as possible. The People Resource/Payroll & Benefits Department will request a copy of the Active Military member's deployment records.

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Weather-Related Closings

In the event of severe weather, employees are expected to notify management of any anticipated delay in getting to work. Designated personnel, including sales people, are expected to help the dealership open for business by assisting with the removal of snow from our vehicles, sidewalks, and lots. Employees are expected to wear rubber-soled shoes when snow, packed snow, or ice is present on the lot.

Policies and Procedures

PERSONAL LEAVE OF ABSENCE

Under some extraordinary circumstances, an employee may request a personal leave of absence of up to two (2) months within a calendar year. Each request will be considered on an individual basis, considering factors such as an employee's work record, length of service and demands of their job. This leave is considered only if the employee's situation cannot be covered under any other type of leave.

Overview

Anderson makes every effort to provide its employees with a pleasant and safe working environment. The policies and procedures in this section were established to help maintain that good environment. It is up to everyone in the company to do their part. From time to time these policies may be reviewed and altered as circumstances dictate.

WORKING ATTIRE

Anderson maintains a business casual dress policy for most employees. However, employees are encouraged to exercise good judgment and common sense in their attire. If your work puts you in frequent contact with the public, you are expected to dress appropriately. Your appearance and personal grooming should always be clean, neat and professional.

Members of the customer facing staff (Sales, Receptionists, Service Advisors, Parts Counter, Body Shop Office Staff, Cashier, etc.) are required to wear a polo, button-up, or blouse bearing the company logo, franchise logo, or with Anderson nametag. These shirts are expected to be worn in conjunction with casual dress slacks, trousers, or skirts. Length appropriate dresses are permitted; leggings are only allowed under a dress, or long top. Pants and shorts for all customer facing roles are to be solid in color (i.e. no cargo or plaid).

Dress casual shorts (khaki, golf shorts) are permitted for customer facing staff between Memorial Day and Labor Day, when weather.com forecasts the temperature to be 80 degrees or above for the zip code of the store location.

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Service Advisors and Service drive personnel are required to color coordinate shirts each day. The department leader will advise staff of rotation. No open toed shoes are permitted.

Basic guidelines for appropriate workplace dress do not include plunging necklines, hoodies, tight or short clothing, holey pants, tank tops, flip flops, or any extreme style or fashion in dress, footwear, accessories, fragrances or hair.

Discreet facial jewelry is permitted. Body tattoos are acceptable as long as they are not vulgar or offensive, at the General Manager and/or Directional Team discretion.

Service/Body Shop personnel will wear uniforms for their safety and convenience. These uniforms must be worn in all designated areas. You should also wear appropriate safety gear at all times. Technicians specifically must wear safety protection shoes, gloves where appropriate, goggles, hearing protection, and welding masks, when needed.

Although it is impossible and undesirable to establish an absolute dress and appearance code, Anderson Auto Group will apply a reasonable and professional workplace standard to individuals on a case-by-case basis. Management may make exceptions for special occasions or in the case of inclement weather, at which time employees will be notified in advance. An employee unsure of what is appropriate should check with their manager or supervisor.

If an employee's dress or appearance is not appropriate as outlined in this policy, a supervisor will take corrective action and require the employee to leave the work area and make the necessary changes to comply with the policy.

Company Equipment and Property

All company equipment and property have been purchased or constructed for company use. We ask your help in maintaining these valuable resources by using them carefully and properly according to directions and by OSHA standards where applicable. If you have questions about using any company equipment, you must ask for assistance. Any damage, deterioration or need for repair should be reported immediately to your supervisor.

Showroom Area

Due to the nature of our business, it is imperative that we maintain an attractive, comfortable and safe environment for our customers. The showroom and all adjacent sales areas must be kept clean and free from any unnecessary clutter at all times.

Parking Lot

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As an auto dealership, we share our parking lots with many vehicles throughout each workday. It is essential to the safety of these vehicles and their occupants that we all maintain extra caution. We ask you to exercise courtesy and common sense in driving and parking in our lots.

We ask that you not exceed a maximum speed of five (5) miles per hour while driving on our property.

Parking for employees has been set-aside in specifically designated areas at each dealership. You will be advised of these areas during your orientation. The parking spaces in front of the building are reserved for customers and visitors only. Employees are not permitted to use these spaces.

You are encouraged to park within the designated area and lock your car every day. The company is not responsible for any loss, theft or damage to your vehicle and its contents, including any personal property.

Demonstrator and Company Vehicles

The company may, at its discretion, provide you with the use of a demonstration or — company vehicle. If so, you will be asked to read and sign an appropriate agreement that reflects your understanding of the terms and conditions under which you may use this company vehicle.

If your job duties include the driving of any vehicle or truck, company or customer-owned, it is essential that your motor vehicle license records are accurate and current. You must inform Anderson of any tickets or traffic citations that you receive, at any time, either on or off company property.

Falsification of license records or failure to provide notification of traffic violations will result in disciplinary action, including possible dismissal. Any employee who drives a company vehicle while under the influence of drugs or alcohol will be subject to immediate termination. Any employee who is involved in an auto accident, in which it is determined that they were at fault, will be responsible to pay for all incurred deductibles. Employees who drive demonstration vehicles will be expected to return those vehicles to the dealership during vacation, unless they have received written authorization in advance from the General Manager.

Whenever you drive a company-owned vehicle, you will be expected to exercise care and responsibility. This includes conduct both on and off company property. You must obey traffic signals and laws at all times. You must take every precaution to protect the vehicle and its contents. Turn off and lock the vehicle when unattended and turn off all electrical devices such as lights. When you leave the vehicle, always take the keys with you. You must have approval from the General Manager to drive a company owned vehicle out of state or to use it for

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towing purposes.

No employee should drive a company vehicle without the permission and knowledge of a supervisor. If you leave company property, you must inform the supervisor of your destination, your purpose and your expected time of return. When you get back, you must park the vehicle in its designated area, return the keys and advise your supervisor of your return.

Tools and Machinery

Whether your job requires you to use a computer, a snowplow, or a wrench, Anderson expects you to treat all company equipment with care and respect. It is your responsibility to understand the proper use of any company machine or tool that is required for your work. If you have any questions about proper equipment use, you must ask a supervisor.

It is critical to our business that every machine and tool is maintained in good working order. If you find that a machine is not working properly, or appears unsafe in any way, you must report the situation to a supervisor immediately. Do not try to fix the machine yourself; and never adjust the safeguards on that machine. The faulty use of an unsafe machine could cause serious damage to the machine or serious injury to a person.

Technicians will be expected to provide their own tools and to maintain them in proper working order at all times. For example, Hoses and Extension cords are not in proper working order if clamped or showing wear. The dealership does provide a Tool Replacement Policy in the event of a catastrophic event.

Telephone Use

Company telephones are provided to enable you to perform your work and represent our company. They are not intended for personal calls, whether local or long distance. If you must make a long distance call that is not business-related, you will be expected to reimburse the company for the cost of that call.

If you answer the telephone, you are expected to be courteous and business-like. Make sure to identify yourself and your department. If the call is not for you, please transfer the caller to the appropriate person in a timely and courteous manner.

Employees must comply with the Do Not Call Registry Provision. They must check the appropriate website, before calling any inactive customer.

Cell Phone Use

Cell phone use is not permitted when driving a company-owned vehicle. You must safely pull out of traffic to make or accept a cell phone call.

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If Anderson provides you with a company cell phone, that phone is not to be used for personal calls or personal business. Cell phones must remain on vibrate during working hours.

All employees who drive a company vehicle will be prohibited from talking or texting while they are driving the vehicle unless the phone is paired with a Factory Installed voice command system such as Ford Sync which provides a hands-free voice activated system for talking, voice to text is not allowed.

Computers, E-mail & Internet Use

For Anderson to continue making Network and Internet access available, employees must use both applications appropriately and lawfully. Upon acceptance of your logon and password, you are agreeing to follow this Policy; you will be granted Network and Internet access in your office. If you have any questions about the provisions of this Policy, you should contact the IT Manager.

If you or anyone you allow to access your account (itself a violation of this Policy) violates this Policy, your access will be denied or withdrawn. In addition, you may be subject to disciplinary action, up to and including termination. The following is our computer code of conduct:

1. Personal Responsibility

By accepting your account password and related information, and accessing the Anderson Auto Group's Network or Internet system (in any location), you agree to adhere to this Policy. You also agree to report any Network or Internet misuse to the IT Manager. Misuse includes Policy violations that harm another person or another individual's property.

2. Term of Permitted Use

Network and Internet access extends throughout the term of your employment provided you do not violate Anderson's Computer Network and Internet Acceptable Usage Policy.

Note: Anderson Auto Group reserves the right to suspend access at any time for technical reasons, Policy violations, or other concerns.

3. Purposes and Use

The Anderson Auto Group offers access to its Network and Internet system for business purposes only. If you are unsure whether an activity constitutes appropriate business use, consult the IT Manager.

4. Netiquette Rules

Employees must adhere to the rules of Network etiquette, or Netiquette. In other words, you must be polite, comply with Anderson Auto Group's ethics policy and code of conduct, adhere to the Anderson's electronic writing and content guidelines, and use the Network and Internet

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appropriately and legally. Anderson will determine what materials, files, information, software, communications, and other content and activity are permitted or prohibited, as outlined below.

5. Banned Activity

The following activities violate the Anderson Auto Group's Computer Network and Internet Acceptable Usage Policy:

- (A) Using, transmitting, receiving, posting, or seeking inappropriate, offensive, vulgar, suggestive, obscene, abusive, harassing, belligerent, threatening, defamatory (harming another person's reputation by lies), misleading language or materials.
- (B) Revealing personal information, such as the home address, telephone number, or financial data of another person or yourself.
- (C) Making ethnic, sexual-preference, gender-related, any inappropriate slurs or jokes.
- (D) Engaging in illegal activities, violating the Employee Handbook, or encouraging others to do so. The items below also coincide with the Anderson Auto Group Policy on Safeguarding.

Examples:

- (E) Selling or providing substances prohibited by the Anderson Auto Group's Substance Abuse Policy or the Employee Handbook.
- (F) Accessing, transmitting, receiving, or seeking unauthorized, confidential information about clients or colleagues.
- (G) Conducting unauthorized business.
- (H) Viewing, transmitting, downloading, posting, or searching for obscene, pornographic, or illegal materials (this includes company websites and social media sites).
- (I) Accessing others folders, files, work, networks, or computers. Intercepting communications intended for others.
- (J) Downloading or transmitting the organization's confidential information or trade secrets.
- (K) Causing harm or damaging others property. Examples:
- (L) Downloading or transmitting copyrighted materials without permission from the copyright holder. Even when materials on the Network or the Internet are not marked with the copyright symbol, ©, employees should assume all materials are protected under copyright law unless explicit permission to use the materials is granted.
- (M) Using another employee's password to trick recipients into believing someone other than you is communicating or accessing the Network or Internet.
- (N) Uploading a virus, harmful component, or corrupted data. Vandalizing the Anderson's computer network.
- (O) Using software that is not licensed or approved by Anderson Auto Group.
- (P) Jeopardizing the security of access, the Network, or other Internet Networks by disclosing or sharing passwords and/or impersonating others.

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(Q) Accessing or attempting to access controversial or offensive materials. Network and Internet access may expose employees to illegal, defamatory, inaccurate, or offensive materials. Employees must avoid these sites. If you know of employees who are visiting offensive or harmful sites, report that use to the Corporate Resource Officer.

(R) Engaging in commercial activity. Employees may not sell or buy anything over the Internet. Employees may not solicit or advertise the sale of any goods or services. Employees may not divulge private information including credit card numbers and Social Security numbers—about themselves or others. These sites include: EBay, Craig's List, and Amazon to name a few.

(S) Wasting the Company's computer resources. Specifically, do not waste printer toner or paper. Move your computer printing options to —Fast Print under preferences. Do not send electronic chain letters. Do not send email copies to nonessential readers. Do not send email to group lists unless it is appropriate for everyone on a list to receive the email, ensure the list is private. Do not send organization-wide emails without your supervisor's permission. Add a signature to your outgoing emails that includes your name, title, work location, address, and phone number. The following statement should appear after your signature:

"This message (including attachments) may contain information that is privileged, confidential or protected from disclosure. If you are not the intended recipient, you are hereby notified that dissemination, disclosure, copying, distribution or use of this message or any information contained in it is strictly prohibited. If you have received this message in error, please immediately notify the sender by reply e-mail and delete this message from your computer."

Encouraging associates to view, download, or search for materials, files, information, software, or other offensive, defamatory, misleading, infringing, or illegal content.

6. Confidential Information

Employees may have access to confidential information about Anderson Auto Group, our employees, and customers. With the approval of management, employees may use email to communicate confidential information internally to those with a need to know. Such email must be marked —Confidential." When in doubt, does not use email to communicate confidential

material. Remember, when sending emails it is a business document. When a matter is personal, it may be more appropriate to send a hard copy, place a phone call, or meet in person.

7. Privacy

Network and Internet access is provided as a tool for Anderson Auto Group business. The computer system is the property of Anderson and affiliated businesses. Anderson has the legal right to monitor usage of the Network and the Internet. Employees have no reasonable expectation of privacy when using Anderson Auto Groups computer system, Network, or Internet.

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8. Noncompliance

Your use of the Network and the Internet is a privilege, not a right. Violate this policy and, at minimum, your access to the Network and the Internet will be terminated, perhaps for the duration of your tenure with Anderson Auto Group. Policy breaches include violating the above provisions, and failing to report violations by other users. Permitting another person to use your account or password to access the Network or the Internet including but not limited to someone whose access has been denied or terminated—is a violation of Policy. Should another user violate this Policy while using your account, you will be held responsible, and both of you will be subject to disciplinary action. Remember, your passwords belong to you, and if you feel there has been a breach you should contact the Network Administrator to change your password if you are unable to best protect Anderson.

9. Personal Computers

This Policy covers Anderson Auto Group's hardware that is on premises and the software that the Network Administrator has loaded. In order to best protect our business, employees, and customers; personal computers are not permitted on the property, unless, written consent is received from the IT Manager.

Office Supplies

All company office supplies have been purchased for company business use. They are not to be used, borrowed or taken for personal use.

Mail and Postage

Anderson opens all mail that comes to the dealership. Please have mail that is personal in nature delivered to your home.

Personal use of employer paid postage is prohibited. You may, however, add your personal, stamped letters to the outgoing post in the mailroom.

Reimbursement of Expenses

Occasionally, certain employees may be reimbursed for the purchase of supplies for the dealership. No such purchases should be made without prior management approval. Requests for reimbursement must be made immediately following any purchase and valid receipts must be presented.

EQUAL CREDIT OPPORTUNITY ACT (ECOA)

Anderson complies fully with all provisions of this act, as follows:

The statute provides that its purpose is to require financial institutions and other firms engaged

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in the extension of credit to “make credit equally available to all creditworthy customers without regard to sex or marital status.” Moreover, the statute makes it unlawful for “any creditor to discriminate against any applicant with respect to any aspect of a credit transaction (1) on the basis of race, color, religion, national origin, sex or marital status, or age (provided the applicant has the capacity to contract); (2) because all or part of the applicant’s income derives from any public assistance program; or (3) because the applicant has in good faith exercised any right under the Consumer Protection Act.” The ECOA has two principal theories of liability: disparate treatment and disparate impact. Disparate treatment occurs when a creditor treats an applicant differently based on a prohibited basis such as race or national origin. Disparate impact occurs when a creditor employs facially neutral policies or practices that have an adverse effect or impact on a member of a protected class unless it meets a legitimate business need that cannot reasonably be achieved by means that are less disparate in their impact. In keeping with the broad reach of the statute’s prohibition, the regulation covers creditor activities before, during, and after the extension of credit.

Failure to comply with the guidelines of the Equal Credit Opportunity Act (ECOA) will result in disciplinary action, up to and including termination.

General Housekeeping

Anderson wishes to provide employees with a safe and attractive working environment. We ask that you do your part to maintain that environment by keeping your own workspace in a clean and orderly condition.

Personal Items

You may display personal items in your work area. However, we ask you to use common sense, good taste and respect for your co-workers. Also, for your own security, we urge you to keep any valuables or money out of sight, in a secure, hidden place. Personal property, such as jewelry or important papers, should be kept to a minimum and labeled to indicate ownership.

The dealership is not responsible for loss or damage of personal items.

Food and Beverages

We have set aside employee break rooms and encourage you to take meal or snack breaks in that area. However, with so many people sharing them, we do ask everyone to help maintain the appearance and hygiene of these areas. If you must eat or drink at your desk, we ask that you exercise caution around company equipment. In addition, we ask that you keep your work area clean and presentable at all times. This also applies to any other company areas that may be used for eating or drinking.

Recycling and Conservation

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Anderson uses shredders to recycle paper products and to protect the security of company information. In addition, we ask that all machinery, computers, printers and lights be turned off when not in use.

SMOKING

Anderson maintains a strict —No Smoking Policy for employees inside any Anderson building. This includes any use of tobacco, e-cigarettes, smokeless (chewing tobacco/snuff) or otherwise. The use of tobacco including chewing tobacco and e-cigarettes, is only permitted in the designated area(s) on each of our campuses. Chewing tobacco is only permitted in the designated area on each of our campuses for customer-facing employees. Employees are absolutely prohibited from smoking in any company-owned or customer-owned vehicle.

DRUGS AND ALCOHOL

The Anderson Auto Group is committed to providing an employment environment that is safe, drug-free and alcohol free. The use or possession of alcohol or any illegal drugs is strictly forbidden on company property. We have developed a comprehensive Drug Free Workplace Policy regarding this important issue that you will be asked to read and sign.

The company reserves the right to conduct periodic random drug testing of employees, at the employer's expense. As an employee, you agree to submit to a drug test if you are involved in an accident. All employees can be required to take a drug test when reasonable cause exists that the employee is impaired due to drug or alcohol use. Employees who disregard this policy, break it rules, or report to work under the influence of alcohol or drugs, will be subject to disciplinary action. This could include suspension or termination.

In the event that we would have a positive result come back, here is the protocol that will take place.

1. Sit down meeting with the employee to discuss results and options. (GM, Department Leader and People Resource)
 - a. If the employee desires help to break this addiction we will resource them and get them the help they need. The employee will be put on an unpaid leave and asked to contact our EAP for evaluation.
 - b. If the employee does not want help to break this addiction they will in turn be resigning from AAG. A termination sheet will be filled due to positive drug testing result.
2. The employee will be connected with EAP to start the process for the evaluation and treatment. Our EAP will give AAG the return to work release.
3. The employee will be retested during the process with the EAP and MUST test negative to return to work (clean result).
 - a. If the test comes back positive the employee will be terminated. A termination sheet will be completed.

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- b. If the test comes back negative AAG will continue with periodic testing over the upcoming year to ensure the employee is staying on track. The periodic testing schedule will be set by the EAP and sent to the People Resource Department to execute.
4. EAP will continue to meet with the employee and will give AAG updates and any progress made. After the evaluation with the EAP, they may recommend that the employee be allowed back to work along with continuing treatment or the employee will continue leave of absence during treatment.

In the event that an employee comes to AAG with admission of substance abuse, here is the protocol that will take place.

1. Employee may be asked to complete a drug screen as a base line to start the counseling process with the EAP.
2. The employee will be connected with EAP to start the process for treatment.
 - a. If the employee desires help to break this addiction we will resource them and get them the help they need. The employee will be put on an unpaid leave and asked to contact our EAP for evaluation. Our EAP will give AAG the return to work release.
 - b. If the employee does not want help to break this addiction they will in turn be resigning from AAG. A termination sheet will be filled due to positive drug testing result.
3. The employee will be connected with EAP to start the process for the evaluation and treatment. Our EAP will give AAG the return to work release.
4. The employee will be retested during the process with the EAP and MUST test negative to return to work (clean result).
 - a. If the test comes back positive the employee will be terminated. A termination sheet will be completed.
 - b. If the test comes back negative AAG will continue with periodic testing over the upcoming year to ensure the employee is staying on track. The periodic testing schedule will be set by the EAP and sent to the People Resource Department to execute.
5. EAP will continue to meet with the employee and will give AAG updates and any progress made. After the evaluation with the EAP, they may recommend that the employee be allowed back to work along with continuing treatment or the employee will continue leave of absence during treatment.

Several positions at Anderson Auto Group require operating heavy equipment or motor vehicles. To ensure the safety of all concerned, Anderson requires that employees who must use a prescription drug that causes an adverse side effect (i.e. drowsiness or impaired reflexes or reaction time) should inform their supervisor and/or People Resource that they are taking such medication as a prescription from a licensed physician. Employees are responsible for informing their supervisor and/or People Resource of the drugs' possible side effects on performance and the expected duration of use.

If it is determined through a pre-employment drug screen, random drug screen, or by voluntary notification that an employee is using a prescription drug that presents a safety risk,

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that employee will not be allowed to operate heavy equipment or motor vehicles while they are using that prescription.

VIOLENCE AND WEAPONS

Possession, use, or sale of weapons, firearms or explosives on AAG premises, while engaged in company business or while operating machinery, equipment or vehicles for work-related purposes is forbidden, except where expressly authorized by the Owner of the company, and permitted by state and local laws. This policy applies to all employees, including but not limited to, those who have a valid Nebraska CCW permit or any other valid permits.

“Open Carry” will not be allowed under any circumstances inside, outside, or on any AAG company property.

Employees who are aware of violations or threats of violations of this policy are required to report such violations or threats of violations to the GM, Department Manager and/or People Resource department immediately.

Employees holding a valid CCW permit may be authorized by the Owner on a case by case basis for the consideration of exercising these privileges inside AAG building. Individuals pursuing this privilege will go through an application and approval process by the Owner. This privilege can be revoked at any time, for any reason, at the sole discretion of the Owner.

Violation of this policy will result in disciplinary action, up to and including discharge.

General Safety Issues

Personal Safety

Anderson is very concerned about the safety of all employees at all times. We comply fully with all applicable OSHA/Industry regulations and expect all of our employees to do the same.

We do our best to provide an environment that is free of the risk of accident or harm. However, we cannot be everywhere at all times, if you see anything that might lead to potential danger to yourself or fellow employees, you must report that condition to management as soon as possible.

If you work with tools and heavy machinery, you must wear appropriate Personal Protective Equipment (PPE.) You must also be aware that your work environment contains many potential hazards. These can include: moving vehicles, falling objects, open pits, electrical, chemical and fire hazards. You must do your part to prevent any possible accidents.

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Always make sure to:

1. Watch your step.
2. Walk. Don't run.
3. Use proper procedures and wear lifting belts, when lifting heavy objects.
4. Don't throw anything.
5. Clean up all spills.
6. Keep all passageways clear.
7. Store all objects securely.
8. Keep all chemicals or flammable liquids properly.
9. Dispose of all trash appropriately.
10. Keep machine guards in place.
11. Never use broken, defective or greasy tools.
12. Turn off and unplug equipment before cleaning.
13. Stay alert at all times.

Anderson Shop Rules gives a specific list of what is expected as an employee. It is to be signed and remain in your Employee File.

Accident Reporting

If you experience an injury on the job, no matter how small, you must report it to your immediate direct supervisor. If the supervisor is not available, the accident must be reported to People Resource or the General Manager. This report must be made, even in cases requiring no medical attention. It may be necessary for you to fill out a basic form and Accident Investigation. The Employee's Claim for Workers' Compensation Benefits Form must be completed for any accident resulting in a need for medical care. Supervising Managers should see that the accident or injury is recorded in the OSHA log.

In the event an employee is hospitalized or death occurs, for any reason, while he or she is on duty, OSHA must be notified immediately by the General Manager by calling 1-800-321-OSHA.

Likewise, if you ever witness an accident or injury, it is your responsibility to report the incident to management, as soon as possible and as fully as possible. Reporting an injury or accident will never have a negative impact on your performance review. Your observations could lead to improved conditions and might prevent another accident or injury in the future.

First Aid

For your convenience and safety, we have provided basic company first aid kits, located in multiple areas at each dealership. See your manager for specific locations in your work area. Since these kits may be used by many people, you should inform management when any of

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these supplies run low.

EMERGENCY PROCEDURES

The following is a list of procedures for many emergencies Anderson dealerships may face. This is the outline of the Emergency Procedures and one specific to your dealership can be found in your immediate supervisors office and will be distributed yearly to employees for familiarity. It is your responsibility to know what to do in an emergency.

Since major disasters can be anticipated, procedures must be developed and mastered if the well-being of our personnel is to be protected and if we are ready to serve our community. The emergency action plan serves as our vehicle to accomplish it.

The following pages detail the organizational structure of our plan, and outline the appropriate actions to be taken in the event of an emergency. Procedures follow each anticipated emergency type.

Remember, your conduct and actions during the first few minutes of any emergency may not only save your life, but the lives of your fellow workers and other members of the community as well.

MEDICAL EMERGENCIES

There are many types of medical emergencies that may occur to fellow employees and customers. Quick, efficient response on your part can make a difference in the outcome. It is important to ascertain the situation as quickly as possible so responding emergency personnel will have valuable information for appropriate action when they arrive.

The following procedure has been developed for handling medical emergencies:

1) FIND OUT THE NATURE OF THE EMERGENCY;

- is the person choking or not breathing?
- is the person cut , bleeding?
- is the person unconscious, faint?
- has the person fractured anything?
- did the person complain of any symptoms prior to the emergency (pain, dizziness, etc)?
- is the person female/male, approximate age?

2) CALL 911;

- tell the emergency operator the nature of the emergency.

3) CALL A FIRST-AID/CPR QUALIFIED INDIVIDUAL;

- the following is a list of qualified people and their locations with their extension.

*Note: Notify at ext. of all injuries

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4) NOTIFY _____ OF THE EMERGENCY;

- tell them
- nature and location of the emergency,
- that 911 has been contacted,
- who is responding.
- * will direct arriving emergency personnel to the scene

5) REMAIN AT THE SCENE;

- provide comfort and calm,
- direct foot traffic away from the area,
- provide valuable information to emergency personnel.

6) ONCE THE EMERGENCY HAS PASSED, FILL OUT THE "MEDICAL EMERGENCY REPORT".

- give the completed Medical Emergency Report to People Resource Department.

FIRE

Fire instills panic like no other emergency. Keep calm, report all fires and smoke. Many people are seriously injured in a fire for two reasons; 1) they attempt to extinguish a fire without having been trained on how to do so, and 2) they run back into a burning building in an attempt to rescue someone believed to be still inside, or to retrieve a "valuable" item left behind during the evacuation. Anderson Auto Group also feels strongly about personnel being heroes and re-entering a burning building. **DO NOT REENTER A BURNING BUILDING.** Follow the instructions in the Evacuation section regarding building re-entry.

We have multiple use fire extinguishers in our facility. Fire extinguishers are rated as follows; A = paper/wood, B = liquid, C = electrical. Halon fire extinguishers are specifically for computer equipment fires.

1) SOUND THE FIRE ALARM;

- this is done by overhead announcement stating, —all employees and customers must evacuate the building.
- an air horn will be sounded for a secondary device if power is down or in service where the PA system does not reach.
- evacuation personnel (see Evacuation section) will handle the orderly egress of employees, visitors, and customers.

2) CALL 911;

- tell the emergency operator the nature of the emergency.
- provide the following information:

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COMPANY NAME

COMPANY ADDRESS

WHAT IS BURNING? (machine, paper, etc.)

WHERE (1st floor, 2nd floor, etc.)

TYPE OF FIRE (liquid, electrical, etc.)

- 3) NOTIFY the Head Firefighter AT the scene OF THE FIRE;
 - be ready to report the following information:
 - What is burning? (machines, paper, etc.),
 - Where? (1st floor, 2nd floor, Sales Department, etc.),
 - Type of fire? (liquid, electrical, etc.).
- 4) IF YOU HAVE BEEN TRAINED, ATTEMPT TO EXTINGUISH the fire;
 - use the appropriate fire extinguisher. To ensure employee safety, attempting to extinguish a fire should only be done during the early stages.
- 5) SAFELY EXIT THE BUILDING;
 - once out, report to your team leader to give them a verbal report.
- 6) ONCE THE EMERGENCY HAS PASSED, FILL OUT THE FIRE REPORT.

NOTE: If the evacuation leader is not on site, follow the Evacuation section procedures to ensure the safe egress of employees, customers and visitors.

BOMB THREAT

Bomb threats are a rare occurrence but can happen. The only reasonable explanations for a call reporting a bomb threat are;

1. The caller has definite knowledge or believes that an explosive or incendiary device has been or will be placed, and may want to minimize personal injury or property damage.
2. The caller wants to create an atmosphere of anxiety and panic which will, in turn, possibly result in a disruption of the normal activities at the facility where the device is purportedly located. In the event of a bomb threat or suspected presence of a bomb:

- 1) CONTACT IMMEDIATELY;
 - Report on the situation,
 - _____ will contact authorities,
 - DO NOT use the radio or beeper as the electrical impulse may cause detonation.
- 2) IF THE THREAT IS MADE BY PHONE;
 - have another person monitor the call if possible,

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- keep the caller on the line as long as possible.

ASK:

- when will the bomb explode?
- where is the bomb located?
- what kind of bomb is it?
- what does the bomb look like?
- what will set it off?
- why did you place it?
- what is your name and address?

3) FILL OUT A BOMB THREAT CHECKLIST as soon as possible.

- give it to _____.

4) DO NOT DISCUSS THE CALL WITH OTHER EMPLOYEES:

- this will only create panic and inadvertently set off the device and/or result in injury from the ensuing rush to get out.

* _____ will organize a search team after notifying authorities.

The search team must be told "DO NOT TO TOUCH, HANDLE, OR MOVE ANY SUSPICIOUS ITEMS."

IF THE SITUATION DICTATES, an evacuation will be ordered and will occur only through areas previously searched. DO NOT USE THE FIRE ALARM AS NOTIFICATION!

THE SEARCH TEAM should notify people as they clear areas, and direct their egress through the cleared areas.

ONCE THE OBJECT IS FOUND, the area should be evacuated. Authorities will be directed to the area for action.

* DO NOT DISCUSS THIS CALL WITH OTHER EMPLOYEES *

HOSTILE PERSON

In today's society, incidents of hostile people entering the workplace are increasing. Hostile people include threatening customers, disgruntled employees, angry spouses, and violent strangers. Whatever the situation, these individuals should be treated with caution.

If you are ever faced with a hostile person (one who is threatening your safety and the safety of others, or property damage):

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1) CONTACT at Ext. .

- use the code name "ROCKS" .
- act as if you are calling a person with higher authority to resolve the "dispute".

* _____ NOTE: will ask 3 or 4 yes/no only questions; (Individual Who Responds to Code Name)

a) is the person violent?

b) is the person brandishing a weapon?

(if Yes, ask;

- is it a knife?
- is it a gun?
- is it a blunt object?)

c) can you leave safely?

If possible, give a brief description of the hostile person.

_____ will then notify authorities and report the above information.

_____ will assess the situation, and evacuate the area if necessary.

2) ALWAYS DO AS THE PERSON DEMANDS, nothing more and nothing less.

- if and when it is safely possible to exit the area, do so and secure the area behind you.
- if it is not possible to safely exit the area;

a) try to minimize your exposure by barricading yourself in a protective area, or

b) lend an empathetic ear and do as the person demands.

* At all times, DO NOT provoke a hostile individual by panic, laughter, or anger.

EVACUATION

In the event an evacuation is necessary, the following procedures have been developed to ensure safe egress of personnel (a map is posted at exit doors and receptionist area, and attached):

1) THE EMERGENCY SITUATION COORDINATOR IS This person is responsible for ordering an evacuation, coordinating information regarding the emergency, collecting the head count, and reporting to arriving emergency personnel. The Situation Coordinator will also meet with the initial emergency reporting person to fill out the appropriate paperwork.

2) EXITS: (see maps) Body Shop employees area will exit via exit. Service Shop employee's area will exit via exit. Office Personnel area will exit via exit. Sales Staff area will exit via exit. Parts Staff area will exit via exit.

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3) MEETING PLACE:

All Personnel will meet _____.

No one should leave the meeting place. If you must go, notify your team leader.

4) EVACUATION TEAM:

The evacuation team is responsible for ensuring the safe evacuation of all personnel. This includes clearing the aisles, hallways, and other areas of personnel, customers, and visitors.

The team leader is also responsible for closing all doors and windows.

Each team leader is responsible for a head count and safe evacuation of their respective areas listed below:

_____	is responsible for Service Shop employees.
_____	is responsible for Office/Receptionists.
_____	is responsible for Sales/F&I.
_____	is responsible for Parts personnel .

Once at the meeting site, each team leader will verify the head count and report it to _____ the Emergency Situation Coordinator. Any missing individual will be identified, and their last known location. **NO ONE IS ALLOWED BACK INTO THE BUILDING*.**

Possible Evacuation Emergencies: (dependent on circumstances mentioned in program)

Fire After an Earthquake Bomb Threat Hostile Person Work Place Violence Hazardous Material
Spill in the dealership or Highway

5) BRINGING THE BUSINESS BACK UP:

If the emergency has disrupted normal business operations, the following people will be responsible for working as a team in returning to normal operations:

IT will be responsible for computer operations,

Accounting will be responsible for purchasing,

CFO will be responsible for finances & accounting.

Controller will be responsible for office administration,

Variable & Fixed Managers will be responsible for sales/customer contact,

Variable & Fixed Managers will be responsible for customer order delivery,

Variable & Fixed Managers will be responsible for warehousing & stock. Following each emergency, the evacuation team will meet to review the execution of the emergency procedures. Their findings will be shared with the management, along with

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recommendations for improvement

Re-entry onto the property will not be permitted until it is declared safe to do so by someone with Executive authority or by the local fire/law enforcement officials.

TORNADO

In the event Tornado Sirens are sounded, the following procedures have been developed to ensure safe egress of personnel to marked storm shelters (a map is posted at exit doors and receptionist area, and attached):

The Situation Coordinator will make an announcement once the sirens are sounded over the paging system. In addition, management will be notified via Nextel to have employees and customers go to Emergency Shelters.

1) THE EMERGENCY SITUATION COORDINATOR IS This person is responsible for ordering an evacuation, coordinating information regarding the emergency, collecting the head count, and reporting to arriving emergency personnel.

2) SHELTERS: (see maps) Body Shop employees will go to _____. Service Shop employees will go to _____. Office Personnel will go to _____. Sales Staff will go to _____. Parts Staff will go to _____.

3) CUSTOMERS

All customers on Anderson property must be led to the closest shelter as soon as sirens are sounded. No one should leave the storm shelter.

4) EVACUATION TEAM:

The evacuation team is responsible for ensuring the safe evacuation of all personnel. This includes clearing the aisles, hallways, and other areas of personnel, customers, and visitors. The team leader is also responsible for closing all doors and windows. Each team leader is responsible for a head count and safe evacuation of their respective areas listed below:

_____ is responsible for Body Shop employees.
_____ is responsible for Service employees.
_____ is responsible for Office/Receptionist employees.
_____ is responsible for Sales/F&I employees.
_____ is responsible for Parts employees.

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Once at the meeting site, each team leader will verify the head count and report it to _____ the Emergency Situation Coordinator. Any missing individuals will be identified, and their last known location.

NO ONE IS ALLOWED TO LEAVE UNTIL THE ALL CLEAR IS GIVEN.

5) EMPLOYEES OFF PREMISES

A. If you are in the open:

Move at right angles to the tornado.

Attempt to reach shelter, such as a building with a basement.

If there is no time to escape or find shelter, lie flat in a ditch or depression, avoiding areas subject to rapid water accumulation or flooding in heavy rains.

B. Trouble areas/places to avoid:

All outside walls, elevators and windows of buildings.

Any low-lying area that could flood.

Vehicles---do not use for shelter.

Building areas with a large roof span.

6) BRINGING THE BUSINESS BACK UP:

If the storm has disrupted normal business operations, the following people will be responsible for working as a team in returning to normal operations:

IT	will be responsible for computer operations,
Accounting	will be responsible for purchasing,
CFO	will be responsible for finances & accounting.
Controller	will be responsible for office administration,
Variable & Fixed Managers	will be responsible for sales/customer contact,
Variable & Fixed Managers	will be responsible for customer order delivery,
Variable & Fixed Managers	will be responsible for warehousing & stock.

Following each emergency, the evacuation team will meet to review the execution of the emergency

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IMPORTANT PHONE NUMBERS

Fire Department: 911
Police Department: 911
Emergency Medical:
Address:
Physician:
Address:
Gas Co.:
Electric Co.:
Water Co.:
Emergency Situation Coordinator:
First Aider(s):

Reunion Location(s) In The Event Of Evacuation:

GENERAL SECURITY ISSUES

Building Security

As a preventative measure, the company reserves the right to inspect all packages or parcels that are brought onto our premises.

Night Security

Anderson uses a variety of security measures that include cameras and police patrols. From time to time, we may also contact private security forces to monitor property security.

Employees who must be on company property during non-working hours, for any reason, should have approval from their manager. If the employee was given permission to stay after hours, it is their responsibility to ensure that all doors are locked and alarm is set (if applicable).

Discipline and Separation

Overview

Anderson expects every employee and every supervisor to adhere to all work rules and company policies. However, we do recognize that occasional disputes and difficulties will arise. We have established specific procedures to assure that every individual will be treated fairly and equally.

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Discipline and Separation

PROBLEM RESOLUTION

In the event of a dispute that cannot be resolved between two employees, management is available to assist in finding a solution. It may be necessary for management to intervene, in order to prevent relatively small disputes from becoming significant and damaging situations. If a dispute arises between two employees outside of the conduct of the workplace, it is not the responsibility of Anderson to resolve that non-work related dispute.

In addition, any employee who believes they have been unfairly disciplined is encouraged to speak to management and/or People Resource Department. All grievances will be respected, investigated and kept as confidential as possible. If they are proven correct, remedial action will be taken.

DISCIPLINARY OR CORRECTIVE ACTION

Any employee who breaks or disregards a company policy or guideline will be subject to disciplinary action. The degree of discipline will depend on the severity of the infraction, as well as the employee's previous record with our company. Generally speaking, the levels of discipline will include: a verbal warning, a written warning, suspension without pay for up to five (5) days, or termination of employment.

DISMISSAL FOR CAUSE

Depending upon the severity of the offense, any employee may be dismissed from Anderson at any time. The decision to dismiss an employee will be made by his or her supervisor and may be reached through consultation with management.

Some infractions are serious enough to result in immediate dismissal, include, but are not limited to:

1. Falsifying an employment application
2. Being absent without proper notice
3. Stealing or embezzling from the company
4. Sabotage or damage to company property
5. Threatening or causing physical injury to anyone on company premises/time
6. Possession or use of weapons on company property/time
7. Possession or use of alcohol or drugs on company property/time
8. Sexual harassment or immoral conduct on company property/time
9. Use of offensive and/or abusive language
10. Falsifying information on behalf of the dealership
11. Dissemination of confidential company information to any third party, without consent of management or owners of the company.

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No employee who is dismissed for cause will receive any severance pay. The terminated employee will be allowed to collect personal belongings and asked to return or account for all company property, after which they will be escorted from the building.

RESIGNATION

When an employee chooses to leave the company voluntarily, they are asked to provide at least two (2) weeks' notice to their supervisor. This enables the company to hire and train a replacement and to make the transition as smooth as possible for all concerned. Anderson reserves the right not to fulfill the full two weeks' notice.

EXIT INTERVIEW

Anderson is interested in your thoughts and opinions on your tenure with Anderson Auto Group. Therefore, we may ask departing employees to participate in a voluntary, confidential exit interview with a member from the People Resource Department. Arrangements will be made for the return of company property, including cell phones, vehicles, keys, and uniforms. In addition, details pertaining to continuation of benefits will be covered and the receipt of final paychecks will be arranged during this meeting.

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NUMBERS TO KNOW

EMPLOYEE ASSISTANCE PROGRAM

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eespecialist@4continuum.com