

Team Ancira Play Book

We are in the Automotive Industry. It's one of the largest, most dynamic industries in the world, supporting hundreds of thousands of jobs in the U.S. alone. Among all auto makes available in the U.S., our group represents over 60% of them (new market) and services virtually all others. Sync, On Star, voice recognition, accident aversion, 'green' and self-parking systems are all examples of how the automotive industry is a formative participant in the technological advancement in our lives. We're "in" to cars. We're "in" to making our customers feel welcome...and we're glad to be a part of it. So, don't just "show up"...GET IN! - *Ernesto Ancira, Jr.*

Most of what you need to know about working well together is covered here. Refer to this book as often as needed to learn standard Policies, Rules, and Information.



Note: You can "view only" or print this book in whole or by page.

Note: The policy manual (handbook) is posted on the web. Ancira associates can print by page or in whole.

EMPLOYEE MANUAL – WEB VERSION Table of Contents

This manual was FINAL REVISED as of Jan 2010, which replaced all prior versions. Last reviewed Jan 2012.

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THIS HANDBOOK WAS LAST MATERIALLY AMENDED/REVISED JANUARY 2010

Ancira Auto Group is only a general term used to indicate any one of the following independent employers: The Ancira-Winton Chevrolet, Inc.; The Ancira-Winton Chevrolet, Inc. dba Ancira Volkswagen; Ancira Kia; Ancira Motor Co. dba Ancira Chrysler Jeep Dodge or Ancira Fiat; Ancira Nissan, Inc.; Eagle Pass Ford Mercury Ltd.; Floresville Ford Mercury, Ltd.; Ancira GMC Trucks & Motorhomes, Inc.; Ancira Travel Villa; OR as may be established under a new FEIN following last handbook revision date.

Your employer is DEFINED by the FEIN Account number under which your wages are reported.

INTRODUCTION

We believe that:

- Trust is the single most important asset within our community and our organization;
- Our people are our most prized competitive advantage;
- Our actions over the years demonstrate the company's earnest desire to be fair;
- Our employees benefit from their alliance with the Ancira organization;
- Our employees share a common mutual interest in the success of the company;
- Our success is best ensured through unified principles and a passion for serving our customers.

Throughout this book you're provided with guidance on employer policies. Knowing and following the policies helps ensure a reliable system of accomplishing our goals. RELIABILITY builds TRUST. TRUSTworthiness – with each other and with our community and customers – is our most essential asset to mutual success. This book does NOT create a contract of employment and is not all-inclusive. It is a limited set of guidelines of some of our most elemental values and expectations. The standards listed here are neither limits of expectations nor limits of what is considered misconduct. Other issues not mentioned in this book may be subject to disciplinary action (including dismissal) based upon the circumstances and the judgment of the employer at the time of the event.

For the benefit of your job stability and value within the organization, please use this book to familiarize yourself with the standards and practices that are expected. If at any time you have questions about the employer's policies, see your supervisor or General Manager. Also, be advised there are specific policies within this book that may be subject to higher authority than your General Manager.

Having this book as a reference is a benefit you're expected to take advantage of to learn and grow more attuned to the needs of the employer and our customers. Be mindful that we have INTERNAL CUSTOMERS (co-workers who rely on you to do your job so they can do theirs) and EXTERNAL CUSTOMERS to care for. Both are equally important.

You're encouraged to seek the advice of your supervisor, manager, general manager or contact your employer's designated HR consultant for any questions regarding this book or the employer's standards.

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When reading this book, bear in mind that disputes over job requirements or performance are few.
This is a “rule” book intended to capture everyone’s attention so we all are informed of expected work standards.

Finding Help:

- Your supervisor is your first “go-to” person for help. You should first direct your question to him/her before looking elsewhere.
- When chain-of-command is in play (such as reporting absence, injury, etc.) contact your MANAGER. (See more info below and *Attendance, page 9*)
- When phoning-in to report absence, etc., call your work number and ask the switchboard operator to direct you to your party. In other words, seek out your manager, don’t just leave a message or send a ‘text’. When calling **FROM** your workplace, you dial “0” for the receptionist.
- For pay-related questions, do not contact the payroll office directly. First, give your supervisor the opportunity to hear your question; s/he may have the answer. If not, your supervisor will call central payroll on your behalf for payroll matters.
- To reach the 401(k) Plan Administrator [Wells Fargo], call 800-258-2715 (Until you change it, your PASSWORD is your SS#; PIN is Date of Birth)
- Benefits questions can likely be answered at the Team Ancira website: www.ancira.org; or call the Team Services office at 558-5005 or 888-876-4344. Your ID card also contains a phone number to the insurance carrier/s for questions about benefits.
- To reach your employer’s designated HR consultant, you may call the Team Services office (in San Antonio area): 558-5005 or (outside San Antonio area): 888-876-4344 and ask for the HR Consultant.

SUCCESSFUL RELATIONSHIPS

A basic principle governing relationships is TRUST. Fairness and respect “throughout the ranks” helps to build trust. Trust is a game-changing performance multiplier. As members of Team Ancira, we’re each expected to actively build trust within our work relationships. RESOLVING issues is a part of building trust and an important aspect of our Team philosophy. “Resolve” may mean no more than finding answers and explaining things clearly; or it may mean correcting faulty policy or providing for a specific need. Whatever the final outcome, part of any resolution will always include TWO-WAY COMMUNICATION to ensure understanding and closure and its success rests in the hands of the designated supervisor/manager. **Throughout this policy manual, when it instructs you to report to/contact a supervisor, know this means to engage the CHAIN OF COMMAND** to ensure successful communication. The chain of command establishes who to contact at each level as needed. Rank is as follows:

- 1st Immediate Supervisor/Team Leader
- if 1st is unavailable or unable to help:
- 2nd Assistant Manager
- if 2nd is unavailable or unable to help:
- 3rd Department Manager (and so on)
- 4th Department Director
- 5th General Manager

The company has an earnest desire to demonstrate fairness and shares a common mutual interest with employees in the success of the business. In matters of employment or business complaints or concerns, it is your duty to seek the advice of management and actively engage the “Chain of Command”. **You’re encouraged to seek information or advice from members of management on any aspect of your relationship with the company or to call attention to any condition that may appear to you to be operating to your disadvantage.** Every supervisor and manager is expected to assume PERSONAL RESPONSIBILITY for implementation, fair enforcement, and knowledgeable leadership with respect to legal obligations, policies, and procedures and should always be ready to talk over and help resolve any concern that’s brought to their attention by an employee.

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Ten Commandments for Keeping Your Job

-Excerpt from the Texas Workforce Commission Guide to Employment-

1. Be on time – whether it's showing up for work, returning from lunch, going to meetings, or turning in assignments.
2. Call in if you know you will be tardy or absent. Most companies treat absences or tardiness without notice much more seriously than simple absence or tardiness.
3. Try your best; always finish an assignment, no matter how much you would rather be doing something else. It is always good to have something to show for the time you have spent.
4. Anticipate problems and needs of management – your bosses will be grateful, even if they do not show it.
5. Show a positive attitude. No one wants to be around someone who is a “downer”.
6. Avoid backstabbing, office gossip, and spreading rumors. Remember what goes around comes around. Joining in on office gossip may seem like the easy thing to do, but almost everyone has much more respect for people who reject getting involved.
7. Follow the rules. The rules are there to give the greatest number of people the best chance of working together and getting the job done.
8. Look for opportunities to serve customers and help coworkers. Those who would be leaders must learn how to serve.
9. Avoid the impulse to criticize your boss or your employer. It's easy to find things wrong with others. It's much harder, but more rewarding, to find constructive ways to deal with problems. Employees who are known for their good attitude and helpful suggestions are the ones most often remembered when opportunities for raises or promotions come.
10. Volunteer for training and new assignments. Take a close look at people in your organization that are “moving up”. Chances are they are the ones who have shown themselves in the past to be willing to do undesirable assignments or take on new duties.

Team Ancira Basics for Customer Care as designed *by* the Team *for* the Team

1. **SMILE.** Smiles are contagious and make everyone, including you, feel good. Use words like “Good morning”, “My pleasure”, and “I'll be happy to”.
2. **ATTITUDE.** Be positive; make others happy to be around you. Open doors, help people to their car and destinations, help them find what they're looking for.
3. **RESPECT/PRIDE.** Demonstrate pride in yourself and our Team. Make your comments constructive, not destructive. Word of mouth is the best form of advertising, so speak with pride when you talk about Ancira. Respect yourself and the dealership. Always try to leave things in better condition than how you found them.
4. **TEAM ANCIRA.** Always promote a team atmosphere. Encourage each other to work together and find opportunities to do so. No one should hesitate to ask for a little help when needed. We can go much further together.
5. **TIME MANAGEMENT.** A customer's time is precious; we should work hard to make the time they spend with Ancira pleasant, and as brief as possible. Customers CHOOSE to spend their time with us, let's not disappoint them.
6. **HIGH STANDARDS.** We pride ourselves in high quality sales, service, parts, make-ready and accounting. Every Ancira Team Member has a duty to maintain that high level of quality at all times. This is critical to customer satisfaction and employee satisfaction.
7. **GROWTH.** Ancira believes in continuing education, training and personal growth and will help Team Members financially in many cases. You're encouraged to enhance your education and talents and grow your career with Ancira.
8. **HERO.** Be a hero! Go the extra mile to provide outstanding service to customers and to each other. Do that special something that makes others say, “Wow!” Deliver a car to the customer's house, or buy a customer some water, or offer your assistance when you see that a co-worker is swamped.
9. **LISTEN.** This is an art that is often overlooked. We may hear, but *listening* is the key. Take time to listen to the other person/s, their needs, wants, limitations...and *don't interrupt*. They will be impressed when you remember what they said.
10. **TRUSTWORTHINESS/INTEGRITY.** Your honesty must reach the customer, the manufacturer, each other, and everyone in between. Once you lose someone's trust, it is very hard to regain. Jeopardizing trust is not an option at Ancira, and honesty is not negotiable. Your integrity is very important to Team Ancira and our future reputation. Be reliable. Follow through. Under promise and OVER deliver. Trust is built through dependability.

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BASIC EXPECTATIONS EXPLAINED

Ultimately, our team standards are intended to promote a healthy, productive work environment and enable us to meet our customers needs more quickly, better, and more cost-effectively than our competitors. We all are expected to conform to the standards of the company to enhance job stability, achieve recognition and to contribute to our market viability. Seek advice from members of management on any aspect of your relationship/job with the company and alert management to any condition that may appear to be operating to your disadvantage.

Fundamental responsibilities of employment include:

1. Take care of the customer. Smile. Use the customer's name. Give them prompt attention. Guard your temper (don't be defensive; be solution-oriented). Show appreciation. If you personally cannot satisfy a customer's request, you are required to involve your manager immediately. You have to WORK to earn – and KEEP – a person's trust. Take the challenge seriously.
2. Handle complaints promptly and with gratitude for the opportunity. Often complaints are a result of miscommunication. Involve your supervisor with any questions or direction you need and assume a positive role within your group (encourage problem-solving and communication).
 - Within our team, open dialog becomes especially critical to ensure we reach resolution when faced with conflict. See pgs. 3 and 15 for more information on problem solving and communication.
 - Advise your manager promptly of any customer (or other) complaint.
 - In matters of employment or business complaints or concerns, you have a duty to actively engage the "Chain of Command". Rank is as follows: (the order to follow)

1 st	Immediate Supervisor/Team Leader
2 nd	Assistant Manager
3 rd	Department Manager
4 th	Department Director
5 th	General Manager
3. Results are both expected and appreciated. Perks, benefits, raises, promotions, transfers, and even 'continued employment' are not a RIGHT. You are expected to produce quality results in the position your assigned and to do so diligently, wholeheartedly, respectful of management, and with a high quality of workmanship. Doing so is not a guarantee of continued employment; it is an expectation of your employer. Failing to do so diminishes your value to the Team and may lead to dismissal from employment. Learn and follow what's explained in the handbook.
4. It is our duty to achieve the reasonable goals assigned with regard to our work performance, work quality, attendance, behavior, safety, and production to ensure equitable standards are applied and maintained within our workplace. Seek the advice of management regarding any practice you feel is operating to your disadvantage. If you are ever asked to participate in illegal or unethical practices, or become aware of such activity, report it to Human Resources, your General Manager, or to the Third Party Reporting line: 800-232-5602 (the Third Party Reporting number provides an option for "anonymous" reporting of serious concerns).
5. Work harmoniously with your peers setting any personal bias, prejudice, and selfishness aside. We each are expected to work cooperatively with one another to serve our customers. Be positive with your teammates. Do the work you're assigned. Ask questions when you don't understand. Volunteer to help others when your work is done. Encourage those around you and avoid distracting others from their work. Avoid sharing petty criticism. Seek your manager's advice for improvement.
6. Promote your employer and the employer's concern for (1) the employee and (2) our customers. This is a people business and the public forms an opinion of our group based on your words and actions. Exercise your manners and courtesy in front of our customers and with each other and demonstrate professionalism in the workplace.
7. Managers are responsible to the employer and to your peers to ensure performance standards are enforced fairly within the department. Each supervisor is expected and entrusted to practice positive employee relations. As a policy, your employer typically doesn't perform scheduled or formal performance appraisals but will evaluate your performance continually and provide constructive guidance when needed. Feedback, whether formal or informal/individual or collective, is subject to the manager's discretion and, if offered, should be accepted constructively. Your manager is expected to make time to help you with questions or concerns. You are expected to comply with manager directives the first time.

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● **IMPRESSING OUR CUSTOMERS**

Modeling Professionalism

Your job includes giving a welcoming, personable presentation to customers. As a condition of employment, we're each accountable to make considerate choices, respect the modesty of others, and **model ourselves to be recognized professionals within the automotive industry**. Failure to do so causes distractions in the workplace AND devalues our professional image with our manufacturers, lenders, vendors, and customers. Personal hygiene, clothing, hairstyles, jewelry/piercings, must not detract from the professional image we want to convey. Although compliance with this expectation is for the most part left to the judgment of department managers, human resources may intervene in circumstances where the manager or employee fails to exercise good judgment with dress code and complaints arise. Frequent mistakes with regard to your clothing and general hygiene choices are an invitation for employment action and may also lead to mandatory uniform assignment.

For safety reasons, some positions have restrictions against length of hair, jewelry, piercing, facial hair, contact lenses, and similar. See also *Safety & Security*.

In order to maintain a consistent, professional image as "Team Ancira", do not wear anything with your uniform that's not designated by the company as part of your uniform. If you wear a cap or personalized "logo" items in the workplace, only TEAM ANCIRA logos are allowed. If you're furnished a nametag or similar "company pin", you must wear it during work.

Typically, Sales Department dress codes will be dictated by management on a seasonal basis.

Supervisors/Managers are entrusted to enforce all policies of the company, including the promotion of the professional image we want to convey within the workplace. Strapless tops, faded/wrinkled pants, tank tops, halters, belly-bearing clothing, flip-flops, leggings, "loungewear", shorts (except as allowed in some make ready/service departments in Summer), screen-print T's, etc. are **not** appropriate in the workplace (even if you're given "casual" days).

Customers Welcome! Phone and Interpersonal Skills

When answering calls, name yourself to the caller. This introduction establishes your personal commitment to assist them. If you personally cannot assist the caller, redirect the call courteously and considerate of the caller's time. If you've received the call in error, resist the urge to blame someone for the error and simply, considerately, explain to the caller you will be accountable for getting them to "the right place". Stay on the line until you've personally ensured the caller has reached the right help. This kind of service delivered consistently and with personal care, encourages customers and other outside callers to rely on us when they come into the market for vehicle sales or service. Failing to do so damages the caller's opinion of us and is a detriment to our future viability.

You are expected to always use the CORE STANDARDS for Person-to-Person care. These were designed by a team of our own employees and managers with personal knowledge of the demands we all face. Use this "best practice" throughout the organization. **See last page of this manual; tear-out for easy reference near your phone.** See also page 14, *Phone Use*.

General Courtesy

- Don't smoke in the close presence of customers – even if they are smokers. It's unprofessional and discourteous.
- Don't eat in front of the customer. If a customer approaches you while you're having lunch at your desk, STOP EATING and address the customer respectfully.
- This is YOUR WORKPLACE. Pick up after yourself. Do your part to keep things presentable and neat.
- If you're having a bad day, keep it to yourself. We don't babble to customers about our work or personal issues.

● **LEARN THE ROPES**

To function as a TEAM, we all need to know the rules, procedures, and corporate values that govern our daily business and interactions with one another, our vendors, manufacturers, lenders, and customers. The easiest, most thorough, fastest way to become familiar with these is to READ THIS HANDBOOK. Your manager/supervisor can help you develop a more complete understanding of what it means to be a part of our PROFESSIONAL AUTO-RV DEALER TEAM over time. Learning these basics initially – and when changes occur – will help you conform and effectively demonstrate the qualities expected within our group.

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MISCONDUCT

The following rules have been adopted to ensure a cooperative work environment and a viable employment future for each of us. Whether intentional or accidental, neglecting our work standards invites disciplinary action as outlined in the Introduction to this book. Please read carefully to ensure your thorough understanding and compliance:

1. Neglecting your duties, “stealing time” or otherwise loitering, long-punching, distracting or interfering with others, sleeping in the workplace, and/or similar performance/productivity failures. Also see *Ten Commandments for Keeping Your Job*, p. 4
2. Inaccurate reporting of time, work, sales, service, or production for a customer, coworker or yourself and/or failure to accurately document/report time; working while clocked out (whether with or without manager’s knowledge, See FLSA p. 21).
3. Failing to accurately produce and verify any records maintained within the course and scope of business and employment including, but not limited to: acknowledge with your signature any written notice issued by the employer; provide verification of absence; open Repair Order for an in-service unit; properly document service, labor or parts; sign time sheet; comply with required time-clock procedures; and all other documentation as may be required under customary practice within the store/department.
4. Falsifying company records or information or committing fraudulent words or deeds (for example: obtaining or making a false signature; lying to or omitting relevant facts from a manager or customer; or giving a false report of information such as with a Workers Compensation claim, investigation, leave request, or similar).
5. Violation of employer attendance policy (pg. 9), leaving workplace without approval from manager, absence without authorization and failing to return following excused time away.
6. Posting, altering, distributing, or removing an official posting without authorization of management (leave what’s been officially posted and don’t distribute or post anything not authorized by your general manager).
7. Soliciting of any kind without written authorization of the department manager or higher authority OR allowing/participating in solicitation within your workplace (whether fruit sales, shoe shine, cookies, or otherwise). Also see *Safety & Security*, p. 8, *Item 8 and p. 13*
8. Assuming supervisory authority not delegated to you by a qualified party.
9. Violating safety policy/procedures or endangering or threatening the safety of yourself or others either by act or inaction.
10. Failure or refusal to accept and perform in a professional manner the work assigned to you (including acceptance of disciplinary instruction unless the orders are clearly unethical and/or illegal); and/or failure to inform your manager of resources or help needed in order to meet job standards, company policy, or similar requirements.
11. Provoking and/or engaging in a verbal or physical altercation, threats, intimidation, harassment, coercion, or interference on company property or in relation to your employment.
12. Theft, Theft of Services, Misuse, Destruction, Misappropriation, Removal, Use and/or Abuse of any of the employer’s property or resources, your position/job, or of any property entrusted to the care, possession, and/or custody of the employer without written authorization from the department manager or higher authority. [Example 1: Using your position to gain or give free or discounted items for self/family. Example 2: Taking salvage or used parts or tires from a dumpster/salvage vehicle without having an invoice. These are examples (not limitations) under this policy.]
13. Retaliatory action in response/related to an individual’s legally protected rights or status.
14. Unauthorized release, misuse, use, transfer, removal, or sharing of confidential or proprietary information, including customer or employee data or otherwise failing to comply with data protection & security standards.
15. Failure to attend mandatory training, meeting, or work schedule. (“Mandatory” means it is a condition of employment!)
16. Engaging in conduct that undermines customer or employee confidence.
17. Failure to engage management with personal or customer complaints.
18. Engaging in conduct or conversation within the scope of employment which undermines or contradicts loyalty to the employer or substantially disrupts the balance of the employer-employee relationship, including insubordinate behavior.
19. Failure to have open a Repair Order for any vehicle entering the repair or make ready shop or removing a vehicle or similar property without proper service and accounting procedures being used. Also see *Safety & Security*, p. 9
20. Failure to report an accident, injury, potential theft, theft activity, vandalism, criminal intent, or destruction of property to management or engaging in similar activity. Also see *Safety & Security*, p. 9
21. Neglect or malfeasance by act or inaction of your job duties, poor workmanship or failure to comply with a ‘reasonably known’ employer practice, expectation, or policy, including duties established as a customary practice, or within the job description, or due to your area of specialization. (Examples include, but are not limited to: a manager who fails to attend to an employee safety risk, a mechanic who fails to save warranty parts for return, or sales person who ‘skates’ a customer, an office manager who mis-posts accounting entries, or finance consultant who fails to verify identity of signers.)

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SAFETY & SECURITY Rules

As explained in the Introduction of this book, dismissal may occur on a first offense without additional prior warning.

Pay careful attention to these policies to save yourself from a possible injury or accident:

1. **Use the safety equipment** (PPE) provided to you for your job as required. The employer intends to promote safety over and above your personal preferences or comfort. Your recognition of this fact makes meeting safety requirements much easier and enjoyable for us all and is greatly appreciated.
2. If you are ever put in the victim's position and asked to surrender money or property – DO IT! The employer authorizes you to avoid confrontation. If you are criminally threatened – leave everything and run for safety.
3. **Report all accidents, injuries, and/or property losses, no matter how slight, to a supervisor immediately and no later than the end of your shift.** Follow the chain of command if your supervisor is unavailable.
4. **Follow the Job Safety Orientation procedures** provided to you.
5. **Report any unsafe conditions** immediately to your supervisor, department manager, or general manager or call the Risk Manager directly. If you report any unsafe conditions to your supervisor, department manager, or higher authority and they do not resolve the situation promptly, it is your duty to **continue to pursue remedy throughout the chain-of-command.**
6. You must let your supervisor know of any **medication you are taking** that may impair your judgment or ability to safely perform your job – driving, working in the shop, cutting open boxes, etc. – prior to engaging in your duties.
7. **Smoking** in front of customers, in shop and warehouse areas, in our buildings, or while fueling is **prohibited**. Verify butts are thoroughly extinguished before transferring them to waste receptacles. Fires literally have come from ashes.
8. Report any strangers and unauthorized persons in restricted areas to your supervisor for immediate action. If you are a supervisor, it is your duty to take immediate corrective action and accept responsibility for your department's/employee's security. **All associates must be alert to strangers and help keep property protected. Visitors must check in with your department manager and wait for you at the department office. They are not allowed to go into the work area or to be roaming the facility unescorted.**
9. **Personal belongings** such as tools, clothing, electronics, autos, etc. are **not covered** by your employer's insurance. Protection of such belongings from loss or damage is your personal responsibility.
10. **Lot speed** is restricted to a slow pace (**idle**) of 5 mph.
11. **Guard/Protect keys** being mindful of key control procedures. If your position grants you access to the Key Trak or similar key terminals, you are prohibited from sharing your PIN or password. You may not pass off any set of keys to another party once you've checked the keys out of the key terminal and keys must be promptly returned to the secure storage. **You must reload the keys into the key terminal personally** to assure security is maintained.
12. To reduce your risk of accidents, park only in designated areas and **don't park larger vehicles on the end of display lines** (this obstructs views and may cause accidents). **Honk your horn** rounding blind corners or behind stall areas.
13. **Use a spotter** (another employee) to help guide you when driving in and out of tight areas, backing large units from stalls or past blind spots, or when relocating units from vehicle display ramps (**ramp access** is restricted to **trained employees only!**).
14. **Engines** must be **OFF** when fueling. **Cell phones** must be **OFF**. **NO SMOKING**. For everyone's safety, follow federal safety guidelines for safe fueling. Vapors are easily ignitable (combustible).
15. We have designed security measures to ensure your safety during demonstration or test-drives. Follow all of these rules and **use ONLY designated routes**. Making your own route may endanger both your safety and your job.
16. All 'driving' employees must promptly **report to their manager any changes to their drivers license**, including any moving violations, accidents, suspension/revoke, etc. – **received both at work or off duty** due to the nature of our business and obligation to our insurance carrier. The manager must then advise the Risk Manager for evaluation.
17. Report any damage you notice on a vehicle to your supervisor or the department manager.
18. Unauthorized use or removal of owned vehicles, property or any vehicle/property entrusted to our care and custody or within the scope of your employment is prohibited. **Don't take a vehicle or any property – even from a dumpster! – without WRITTEN AUTHORIZATION from department manager or General Manager.** **Report any transfer, removal, or misuse of property** (including "scrap") **or vehicles** to the department manager, Risk Manager, **or** General Manager. Proper accounting procedure must be followed!
19. Ancira companies have a policy to prosecute **theft and criminal activity**. Report suspect activity to the General Manager or call direct to the Risk Manager (210-558-5005). You may also **report concerns directly** to the Vice-President of Operations, Joey Blackmon at 210-231-4208. A **reward** of up to **\$500** is established to help discourage criminal acts and **ENCOURAGE REPORTING OF SUSPECTED VIOLATIONS.**

General Employment Policies

ATTENDANCE

λ **ABSENCE/LATE ARRIVAL NOTICE**

For each day of absence, it is your duty to call in. You may **not** have another party call on your behalf except in **extreme** circumstances such as emergency hospitalization (see *Leave*). Messages left with operators, receptionists, voicemail, coworkers or by email/text are considered misconduct and an invitation for employment action. CALL IN! All employees, including managers, must personally provide notice to their immediate supervisor prior to being absent or tardy or within 30 minutes (before or after) of scheduled work time **and include:**

1. Cause of absence/tardiness (illness, family crisis, etc.)
2. Expected return to work time and date

- If your supervisor is not available, follow the chain of command up to and including contacting your General Manager or designated HR consultant to protect the integrity of your absence.
- Planned absences should be cleared with your manager well in advance, preferably with at least 72 hours notice so schedules can be adjusted accordingly. In the event of absence due to serious illness or doctor appointments, you may be required to provide more advance notice and a fitness for duty and/or absence certificate upon your return to work (See also FMLA).
- Two consecutive days without a personal call-in will be considered Job Abandonment. Also, failure to return following an approved absence will be considered Job Abandonment when no sufficient cause or when no contact is provided to the employer prior to the required return date in accordance with the call-in policy.
- Failure to conform to this policy, habitual absenteeism, leaving workplace without authorization, failing to return following authorized absence, or frequent tardiness are considered MISCONDUCT and invite serious employment action.

SUPERVISOR ALERT: For absence that is 3 or more days, call or email HR: teamservices@ancira.com. **All absences** – whether the absence is due to vacation, illness, golf, or personal reasons; whether it's a manager or an hourly employee; whether they use time clock or not – must be reported via the ancirainternal.com website "Absence Reporting" feature (this is a legal employment record and you do it for each day the person is out or can report longer periods if you know how long the person will actually be absent). As you will see when you are selecting the REASON FOR ABSENCE, when the absence is due to a possible FMLA issue, the Absence Reporter is set up to automatically email HR. Other causes only notify payroll and your GM. Using this feature is intended to simplify and save paper. As always, please call the Team Services Office/HR Consultant if you have specific questions.

● **LEAVE OF ABSENCE**

All leave requests must be submitted for review through the employer's designated HR consultant and should always be requested at least 30 days in advance (unless the urgency of the situation prevents it). Leave is subject to various limitations. Your full cooperation in assessing a leave situation is both expected and appreciated and you have a duty to contact HR when such an absence is needed.

Leave of absence is covered in detail in the "Legal Compliance" section of this manual. For a description of leave requirements, see pages 28-29.

Vacation/Paid Time Off – See p. 17-18

SUPERVISOR ALERT: Supervisors/Managers are responsible for KNOWING and enforcing company policy fairly & consistently and **modeling behavior** that's consistent with our policies.

Note: The policy manual is posted on the web. Ancira associates can print by page or in whole.

λ **FULL TIME, REGULAR DUTY**

Working 40 hours per week or more typically qualifies you for employer benefits*, whether exempt or non-exempt. However, you must be officially designated in payroll as an eligible (i.e. Full Duty) employee. If you are technically scheduled to work 40 hours but habitually fall below this in your attendance, your benefits may be cancelled due to our policy requirements with the carrier and you may be reclassified as a Part Time employee. *Most Part-Timers are eligible for 401(k).

λ **PART TIME, SEASONAL, AND TEMPORARY DUTY**

When you're employed at less than 40 hours per week as a regular schedule, you are considered to be a Part Timer. Occasionally Seasonal and Temporary employment may be utilized. Under these employment schedules, vacation, benefits, holiday pay, etc. are not available*. However, if you and your manager eventually convert your schedule to 40 hours or more Regular Duty employment, please ask the employer's designated Human Resources consultant to inform you of benefits you may be eligible for. The day you are officially designated as full time would be considered day one of any required waiting period for benefits. *Part-Time employees age 21+ employed 6 months+ are eligible to contribute/participate in the 401(k).

λ **TIME CLOCK USE**

Unless you have a management title, your position likely requires time clock use. It's to your benefit – for many reasons – to use it conscientiously. If you are set up to use time clock, it is your duty to clock in and out accurately and you are subject to discipline or termination if you fail to do so. You're prohibited from performing work off the clock. In other words, if you are required to use time clock, you don't work unless you are clocked in and you don't report to your work station unless ready to clock in and work. You don't leave your work station without clocking out (other than for minimal absence such as using toilet or getting water). You don't take care of personal business or social activities while on the clock. And you don't "ride the clock" when you're out of work to do. If you run out of work, tell your manager. When you clock out, leave. Reporting your time accurately is a BIG DEAL, but it would be a shame to lose someone over it. The company must enforce this rule and your failure to comply, or repeated 'forgetfulness' using time clock, invites dismissal from employment.

Social wandering is a distraction to your peers and if you're clocked in while you're doing it, it's "stealing time".

Also see *Misconduct*, p. 7, # 1-4 and *FLSA*, p. 21.

λ **PROMOTION AND TRANSFER**

Your employer hopes to see you grow in your current job and **fully develop your knowledge and value** there. By applying your effort and focusing on doing your tasks correctly, completely – and **consistently** – you build your manager's confidence in your ability to do other things. Although no guarantees are made in regard to advancement, we want to help you reach your goals.

Occasionally, transfers are requested either for advancement or convenience or otherwise. Admittedly, someone may not fit in one department but will fit well in another. Transfers may be approved or denied on a discretionary basis and are conditioned upon many factors including but not limited to: your flexibility, area of expertise, relationships within the workplace, merit/commendation, past work performance, availability, pay requirements, comparative availability, benefit to the employer, and similar. Talk to your manager or General Manager FIRST if you're interested in a promotion or transfer.

λ **DURATION OF EMPLOYMENT**

All employees are subject to conditional employment under the state's At-Will Employment Doctrine. We aggressively strive to control turnover and provide commensurate value to the employees. However, employment is not guaranteed. Employment may be terminated either by you or by the employer at any time, for any cause or no cause, with or without prior notice. The employer is not obligated to provide a cause any more than the employee is required to provide a reason for leaving. It is part of your continual job responsibility to strive to meet your manager's expectations and seek to attune yourself to the needs and profitability of the group you are a part of. Your employer strives to provide a vital environment you can look forward to being a part of with opportunity for individual career growth and opportunity. Even with the best of intentions, no guarantees exist.

λ **ADMINISTRATIVE TERMINATION (INVOLUNTARY RESIGNATION)**

Inability or failure to return from approved leave and/or to perform the essential functions of a position with or without reasonable accommodation which extends beyond 90 days will necessitate an "Administrative Termination", except as otherwise dictated by law. Absences during a rolling 12 month period are limited to 180 days MAX.

The Administrative Termination policy will not apply to individuals on Military leave as such leave shall be in accordance with applicable law. Also see *Leave*, p. 28-29.

Note: The policy manual is posted on the web. Ancira associates can print by page or in whole.

- **TEMPORARY LIMITED DUTY (AKA “LIGHT DUTY”)**

For your safety and that of your peers, if you've been absent due to a personal, temporary disability or illness, you must present a Full Duty Release in order to be at work. In extremely rare cases and only by the judgment of the employer in coordination with approval from your medical provider, exception may be allowed. This would require the review of Human Resources. Don't take it personally if an exception isn't allowed. Your safety/health and that of your peers will be our first concern in evaluating such options.

If you have had an injury on your personal time and/or are prescribed medication that temporarily prevents you from being able to safely do your job, speak with your supervisor and provide him/her with your doctor's specific work restrictions and time for recovery.

ALERT TO SUPERVISORS: If you are a supervisor and are approached with a “Light Duty” or similar situation, you are required to involve the employer's designated HR consultant to ensure policy continuity and compliance.

- **PAY, PAY SCHEDULES/FINAL PAY/DEBT RECOVERY**

- It is the goal of the company to pay employees fairly, in accordance with the law. Grievances/concerns over pay should immediately be reported to your manager or, if not satisfied, to the General Manager or Human Resources Consultant.
- Direct Deposit is a condition of employment. If you are unable to obtain a bank account or lose privileges of a bank account due to financial or tax reasons (or similar), contact your employer's designated HR consultant. Special account programs have been prearranged for such cases.
- Regardless of your job title or “exempt” status, **if you are set up to report your time via the company's time keeping system, you are required to do so.** As designated by the employer, employees are required to report all hours worked in a given week using the employer's established protocol (such as clock-in/out). Also see *Time Clock Use, page 10 and FLSA, page 21.*
- Commission Automotive Sales Persons are paid minimum wage in the event sales commissions do not cover minimum wage for hours worked. However, in accordance with the law, minimum wages paid will be recovered by the employer when commissions allow for it.
- Pay Schedules are as follows:

Pay Category	Pay Period/Cutoff	Pay Date
Sales	1-15 th and 16 thru EOM	22 nd and 7 th
Hourly/Weekly	Sunday through Saturday	Following Friday
Salary/Departmental Commission	1-15 th and 16 thru EOM	15 th and EOM

FINAL PAY is subject to any outstanding payroll deduction authorizations, garnishments, insurance premiums due, Federal Income tax and FICA withholding, debts owed to the company, and prompt return of all keys and company property. In the event your employment ends:

- It's your duty to responsibly return any property of the employer (including uniforms, keys, fuel cards, etc.) promptly. “Responsibly” means into the hands of a manager, general manager, or HR (not left in a desk or with a co-worker).
- You're paid for all work and hours completed as of your termination. Incomplete jobs/sales/transactions will not be paid.
- You're **not** eligible to make claims for unused vacation/pto or unpaid employer bonuses.

DEBT RECOVERY

This is formal notice of the employer's reservation of rights to recoup losses occurring from the following:

- a. Service repairs and Parts purchases outstanding;
- b. Uniforms unreturned or damaged;
- c. Property theft/unreturned employer/customer property;
- d. Theft or Destruction of property (including any money or similar valuables or repairs required due to damage you've caused or property you misplace/remove and fail to return);
- e. Payroll deduction authorization amounts outstanding
- f. Unpaid insurance premiums outstanding
- g. Debt to dealership outstanding

If you leave the company with debts owed, failure to repay these debts promptly and in good faith may result in action against you, including civil, criminal, or credit reporting proceedings. In most cases, the employer will prefer leniency/simple repayment arrangements with you. Methods utilized depend on the degree of your cooperation and the reliability the employer places on your promise.

Note: The policy manual is posted on the web. Ancira associates can print by page or in whole.

λ **REHIRE**

To discourage turnover and the “greener pastures” risk, the company subscribes to a standard, no fault, “No-Rehire” policy. In rare circumstances, economic and employment factors may leave room for special consideration and the employer may elect to do so on a discretionary basis. Your reasons for leaving, along with the way you treated your employer, manager, and co-workers while you were here (and when you left) will play a definitive role in the decision process. All rehires are dependent upon final endorsement by the Owner.

Regardless of the reason for you leaving employment, we are not able to guarantee a position will be available at any future date. If employment ends, you should consider your work separation permanent.

λ **HOLIDAYS**

For the retail industry, holidays are traditionally a great business opportunity. Both Sales and Service facilities typically will see an up-tick in business because that’s when customers have time to shop or leave their vehicle for service. So ultimately, our customers are given priority when it comes to our schedules. Taking this into consideration, we still try to observe the following holidays:

- New Year’s Eve - Close at 6 p.m.
- New Year’s Day - Closed
- Independence Day - Closed
(Sales and Accounting may open)
- Labor Day - Closed
(Sales and Accounting may open)
- Thanksgiving Day - Closed
- Christmas Eve - Closed ½ day
- Christmas Day - Closed

For departments that open during the employer’s “observed holiday”, employees who work may be given an alternate time off to compensate.

HOLIDAY PAY:

Hourly paid, non-commission employees: To receive holiday pay (1 day = 8 hours @ regular hourly rate) when taking the “observed holiday” off, you must work* the day before and the day after an “observed holiday” and be officially classified as Full Time for the preceding 6-month period to be eligible.

*Absence due to pre-approved vacation/pto is treated as though you’re “at work” and won’t affect holiday pay.

All other positions: Holidays do not receive separate compensation.

See also *Full Time* on page 10, *Birthday Pay* on page 15, and *Vacation Pay* on page 17-18.

λ **NEPOTISM & CONFLICT OF INTEREST**

Employment of Relatives

Your employer encourages hiring relatives and friends, but avoids hiring relatives or close friends into positions that can cause conflict of interest, invite theft, or cause morale issues to arise. This can easily occur depending on specific circumstances. For this reason, you have an ethical duty to inform the employer of such a relationship. The employer reserves the right to determine when job placement for a relative or close friend will or will not be appropriate, but we encourage you to be open to the idea of inviting friends and family to apply. We are an equal opportunity employer.

Employee Dating & Marriage

The employer typically avoids joint employment of partners to avoid conflict of interest, nepotism, or similar concerns that may result in such circumstances. Although not always necessary, the employer reserves the right to determine its best interests in cases involving dating, marriage, or other relationships between employees, including selective transfer, denial of promotion or transfer, or dismissal of one or both employees.

NOTE: As an employee, it is your duty to inform your employer of any situations of this nature.

MANAGERS: see also, *Ethics & Decision Making, p. 14.*

λ **NO SMOKING**

Our facilities are smoke-free. Your employer has no obligation to provide smoking facilities, but elected to designate specific smoking areas away from customers, flammables, and fueling stations. Use only designated areas and receptacles when smoking. No butts or matches should be thrown on the ground – even if it’s out completely, it’s littering our premises.

Our facilities use propane, gasoline, and other flammables so there’s **NO ROOM** FOR CARELESSNESS when it comes to smoking.

Don’t smoke in the presence of customers – even if they are smokers. It’s unprofessional and discourteous.

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● **SOLICITING AND/OR DISTRIBUTING EMPLOYEES**

The company's success is dependent on our ability to meet our customers' needs and expectations. **We must be able to do so more quickly, better and more cost-effectively than our competitors in order to stay in business.** Any alternative interests – whether selling your child's cookies; your side business in knives, candles, or cosmetics; soliciting members for a volleyball team, or otherwise – conflict with our primary reason for being here and therefore must be handled on the employee's personal time (collect and deliver orders at a home party or nearby restaurant after work hours, for example, not during work). This policy is not intended to deny you the right of associating and being friendly, but is to prevent distractions from our main reason for being here and also for safety & security reasons. Many employees resent the imposition of such activities, but are too kind to say it. And if it is allowed for one, it would only be fair to allow for all. This policy prevents the nuisance and distraction that soliciting/distributing can cause. Ultimately, **as members of Team Ancira, our reason for being here is to provide quality attention and service to our customers.**

NON-EMPLOYEES

We are entrusted with customer valuables left in their vehicles, financial and bank account information, and in the case of RVs – literally with someone's home! We cannot afford to compromise this trust or take it lightly. **In ALL CASES, non-employees are restricted to only common customer areas and are not allowed in ANY employee or work areas for safety and security reasons. They must first check in with the department manager or GM and obtain authorization to be on premise.** If they are engaged in distribution of goods such as tools or food, they **must be registered** on the APPROVED VENDOR LIST and **must observe access restrictions.** No exceptions.

Note that your friends and family must also observe these restrictions. Your personal guest/s cannot enter the shop area to deliver your lunch, for example. This is not to prevent you receiving guests; it is to protect your guests from risk of injury. Have your guest call you to meet them in an approved, common customer area – not walk into the shop OR walk behind the stalls to find you. Or, if you're going to be eating in the employee lunch room, just get your manager's approval first.

See also Safety & Security, Pg. 9, #8 and Moonlighting/Business Conflict (below)

λ **MOONLIGHTING/BUSINESS CONFLICT**

Because of the potential conflict, moonlighting both during active employment AND during any leave is prohibited, including outside self-employment and/or business interests and solicitation and/or sale of goods or services for profit on company property or during company time. Pursuant to this policy, no employee shall have any relationships or engage in activities which might conflict or give the appearance of conflicting with the trustworthy performance of your job duties and responsibilities or which might affect your independence or judgment with respect to transactions made on behalf of the employer or cause annoyance or intimidation within your employment relationships.

The employer reserves the right to conclude whether or not secondary employment/income activities are contrary to this policy and may terminate employment at its option without additional notice.

Military service is of course excluded from this policy.

λ **THREATS, DISRUPTION, OR CONFLICT**

- Relationships outside of employment that cause disruption or conflict (or threat of conflict) in the workplace either by personal calls, visitation, or otherwise to the employees or the employer invite employment action (including dismissal) and involvement of appropriate authorities.
- Relationships within the workplace that cause disruption to work, are considered a risk, or become a source of conflict within the group may likewise invite employment action including dismissal at the employer's discretion.
- Inform your manager of any legal protective orders that relate to you and the potential threat so preventive measures can be taken when/where practical.
- Inform your manager, general manager, or HR of any disruptions, conflicts, or threats you become concerned with.
- The employer reserves the right to determine what constitutes reason for action and what action, if any, will be taken.

λ **SEARCH/MONITOR**

Entering the workplace establishes your consent to search or inspection of both your person and your belongings. This is **FORMAL NOTICE** of the employer's intent to monitor (electronically or otherwise), search, or invite professional or legal authorities to monitor and/or search the premises, belongings, lockers, purses, or persons, including privately owned vehicles on company premises if the employer sustains an economic loss that substantially implicates the reasonability of searching your belongings or vehicle, or there's a reasonable cause to believe you are in violation of company policy or engaged in illegal activity. This policy is intended to discourage illegal activity and ultimately protect you, our customers, and the company from loss or harm.

Note: The policy manual is posted on the web. Ancira associates can print by page or in whole.

λ PHONE USE

We strive to keep our culture friendly. Consistent with this, it's understood personal calls during your work time occasionally may be needed. Whether using a personal cell phone or the employer's phone, this is a privilege that will be lost if your employer thinks it's being abused or if it interferes with your attentiveness to the customer. There's typically no shortage of work to be done and a few minutes here or there throughout your day or week add up to be a detriment to your department and co-workers. Phone privileges may be revoked on either an individual or group basis and your manager has been given full authority to manage the productivity of his/her department and apply restrictions to personal phone use (translation: if you're taking or making too many personal calls at work, your co-workers may lose their phone privileges like you do and cell phones can be banned at work).

Our toll-free numbers cost us and are for the exclusive use of our customers. Unless your family members or friends are in the process of buying a vehicle from us, they shouldn't be using our toll-free numbers. In today's age of cell phones with free long distance, there's no excuse for you to allow abuse or theft of the toll-free numbers. As an employee, you're held accountable for your incoming calls and what number your family and friends use to call you.

Employees with long distance codes are required to reimburse the employer for personal long distance calls on a monthly basis.

Misuse or abuse of phone privileges may cause dismissal, depending on the severity. Please do your part to protect this privilege.

● CELL PHONE USE / RESTRICTION

The employer discourages use of cell phones while driving under any circumstances. Employees are responsible for ensuring safe cell phone use consistent with current laws. Note that even if you're using hands-free equipment, you must end the call if you're in heavy traffic, hazardous conditions, school zones, or the call involves emotionally charged or high-concentration issues. If you're driving but do not have hands-free phone features, you are required to pull to a safe location and PARK your vehicle prior to taking a call, making a call, or taking notes. Don't allow cell calls to interrupt your care of the customer or take precedent over the customer. (See also p.6-7)

As a benefit to employees who have been assigned cell phones, if you're cell phone is provided by the employer and you do not have your own hands-free equipment, your employer will provide it to you upon your request. Employees who are not assigned a cell phone as a requirement of the position are not eligible.

● ETHICS IN RELATIONSHIPS & DECISION MAKING

Team Ancira has been built on a foundation of integrity and fair business dealing. We don't lie to our customers, our lenders, manufacturers, vendors, or to each other and we actively pursue self-respect and honorable business dealings. When you are going about your day doing your work, it should help you to fulfill the expectations of your employer knowing that integrity and fair dealing are fundamental beliefs that guide our decisions/actions with one another. Make decisions that take your future and that of the company into account.

How will your action or inaction today affect:

- + what people think of our group/you in the future;
- + how would ERNESTO ANCIRA, JR. respond knowing of the decision/action;
- + how co-workers are treated or thought of – and how they think of YOU;
- + our guiding principle: TRUST;
- + the organization as a whole/including our other dealerships and departments;
- + how your mom, spouse, or child would feel knowing your action;
- + what a JURY would decide if given your story;
- + your credibility overall.

Note: The policy manual is posted on the web. Ancira associates can print by page or in whole.

Benefits

This summary is provided simply as a reference tool to you. Because each employer has the ability to structure many of its own policies and programs, some benefits unique to your employer may not be listed in this book. Also, just because this book doesn't specify a policy doesn't mean a policy doesn't exist. Any benefit/s may be amended or discontinued at any time with or without prior notice, although providing notice is a courtesy we hope to always afford. The applicable Plan Documents are the authority governing how benefits are administered. Part-Time employees are only eligible for ODP, Employee Purchase, and 401(k). "Part-Time" is determined by what is officially documented in Payroll/HR.

λ **OPEN DIALOG POLICY (ODP)**

Intended as a "one-stop-fix-all" opportunity to prevent workplace miscommunication and foster a spirit of unity among our employees and management, ODP encourages open communication and problem solving throughout the organization. It is our hope that our ODP is so successful, you will never have to seek problem resolution from an outside source. When activating ODP, it can be as simple as following the Chain-of-Command starting with your supervisor.

Rank is as follows:

1 st	Immediate Supervisor/Team Leader
2 nd	Assistant Manager
3 rd	Department Manager
4 th	Department Director
5 th	General Manager

Every supervisor and manager is expected to assume PERSONAL RESPONSIBILITY for modeling, implementation, fair enforcement, and knowledgeable leadership with respect to legal obligations, policies, and procedures and should always be ready to talk over and help resolve any concern that's brought to their attention by an employee. For serious disputes, such as those involving a legally protected right, you may contact your employer's designated HR consultant directly who will act as liaison to help you reach an agreeable outcome.

Your employer spends considerable effort and resources to ensure legal compliance, consistency of policy application, and ethical business practices and is confident that at the close of any dispute resolution, any final management decision made will be on the right side of both the law and ethics standards. This being said, be advised that in an employment dispute regarding legally protected rights, the **Exchange Program** is our alternative to litigation, at far more affordable rates (sometimes free) than the legal system. It is a condition of employment and applies to all employees. Mediation or arbitration offers faster resolution of your claim (6 months average) and may even be eligible for some employer subsidy, depending on the specific circumstances. For more details, refer directly to your EXCHANGE manual (posted at www.ancira.org) or contact your employer's designated HR consultant.

Also see www.ancira.org > Forms / Reference > Exchange Employee Dispute Resolution book

● **BIRTHDAY BONUS**

- If you're employed 90+ days prior to your birthday and "Full Time", you may be eligible for the Birthday Bonus.
- When eligible, you do ***NOT*** have to take your birthday off to receive the \$25.
- You must request ***prior approval*** of your manager for taking your birthday off.
- Your manager may substitute another day, if needed.
- You are responsible for informing your manager in advance of your birthday for the bonus and/or day off.

If you are Full Time/Active Duty and paid:

- ***Hourly Pay/Individual Commission***
(accounting, sales, techs, etc.)
Employee will be paid \$25 for that day.
- ***Salary or Department Commission***
Normal Pay, No Bonus
If you take your day off, normal pay continues.

Also:

- If your birthday falls on a day we'll be closed anyway, you can request a different day in lieu of your actual birthday, but you need to take it within a couple of weeks of the actual "birthday" date (not squirrel it away for later).
- If it falls on the observed holiday, you can claim the day before or after the holiday as your birthday day.
- Approval is at the manager's discretion and depends upon other schedule priorities/conflicts at the time.
- One birthday per year per customer.☺
- Birthday bonus is void in event of employment termination.
- If you oppose celebrating or having your birthday recognized, as with some religions, please let your manager know ahead of time so we can honor your wishes.

Note: The policy manual is posted on the web. Ancira associates can print by page or in whole.

● ANNIVERSARY BONUS

The length of full-time service you devote to your job means a lot to you and to your employer. The following anniversaries are recognized:

Year 5:	\$50
Year 10:	\$250
Year 15:	\$500
Year 20:	\$1,000
Year 25 and each subsequent 10-year mark:	\$2,500

If you leave the company for any amount of time without an otherwise qualified leave of absence*, your latest entrance date will be used to calculate your anniversary date. *For example, Military Leave is considered "inclusive" of service dates.

λ CHRISTMAS BONUS PLAN

As business permits, annual allowance is typically provided for Christmas bonuses to non-sales employees. The bonus period begins December 1st and ends the following November 30th. Non-sales employees who are hired during the year, have been actively employed for a minimum of 30 days (November 1 or prior), and are actively employed on December 1st when the bonus is figured, will receive a prorated amount based on their actual service time. Any person who is not actively employed on or at the time the bonus is issued will not be eligible for a Christmas Bonus.

Note: Christmas Bonus should not be confused with the Tech Bonus Program or the Employee Christmas Savings Plan. Both of these are "voluntary" and in order to be included, the employee would need to ELECT to participate [in writing]. Election forms are available online at www.ancira.org > Forms/Reference.

The employee may request a maximum of 2 withdrawals in a given year from his/her Christmas Savings plan. After the 2nd withdrawal, you won't be allowed to participate for the remainder of the year but can re-elect the following year.

● EMPLOYEE PURCHASE

Parts and Service:

You and your immediate family can purchase Parts and Service from any of the dealers within Ancira Auto Group at discount pricing. Service work will be performed at the current employee internal labor rate. Parts are figured at cost-plus-10%.

Vehicles:

You're also able to purchase vehicles for yourself or a family member from any of the dealers within Ancira Auto Group at favorable pricing.

1. **To begin your car shopping, you must first go through the dealer's general manager or general sales manager to arrange initial contacts.**
2. Due to market demand, some new models may be restricted from the employee incentive purchase at the General Manager's discretion.
3. New motor home and trailer purchases are invoice plus pack and make-ready/PDI.
4. Used motor home and trailer purchases must be addressed with the dealer's General Manager.
5. Used cars on the lot less than 45 days will be available at \$500 over net cost. Those on the lot more than 45 days will be available at \$300 over net cost (OR the lower advertised price, if applicable).
6. Wholesale units are determined at the sole discretion of the Used Vehicle Sales Manager and these are available at \$100 over net cost (OR advertised price, if that is lower).
7. The General Manager will resolve any disputes arising over the purchase of used vehicles.
8. You are limited to 2 used vehicle purchases within a rolling 12-month period (includes transfers & trades).
9. The employee purchase benefit is intended to allow you to purchase a vehicle at fair pricing for your personal use or that of your family, but NOT FOR YOU TO PROFIT FROM. "Curbing"; or buying from Ancira for the purpose of selling for profit is CONTRARY TO THE INTENT OF THIS POLICY.
10. If you make use of this great benefit, ***STOP AT 2 and don't try to manipulate the system!*** Abuses may be addressed on an individual or dealer-wide basis and may include dismissal. See also *Moonlighting/Business Conflict*, p. 13.

ETHICS NOTE:

If you are in management or in the sales/finance area and you personally have a vehicle to sell or trade, our policy is that you INVOLVE A HIGHER AUTHORITY in the transaction and that you EXCLUDE YOURSELF FROM THE ACTUAL "DEAL" PROCESS, including trade/market value and payoff.

Note: The policy manual is posted on the web. Ancira associates can print by page or in whole.

• VACATION / PAID TIME OFF

When requesting PAID TIME OFF, you are EXPECTED to be gone; to ENJOY yourself. Time away from work is a recognized value to your productivity and creativity. Paid Time Off (PTO) allowance is not classified as compensation or wages. It is not an accrued benefit. It is simply an excused period of absence during which time normal pay is not interrupted. The company can apply or deny available PTO to any absence. Pay Advances and similar use of Paid Time Off is DISCOURAGED.

Question 1: When is Paid Time Off available?

Answer: After 12 months active, full-time employment, you become eligible for 5 days PAID TIME OFF. Ernesto Ancira, the owner, encourages you to take the 5 days off to recharge your batteries and enjoy yourself. After the next January following your 12-month anniversary date (full-time/active), you are eligible for 10 days PAID TIME OFF. Then, after your 10-year anniversary date (full-time/active), you are eligible for 15 days PAID TIME OFF.

Question 2: How do I use Paid Time Off?

A: All Cash-Handling, Supervisory, and Management Positions are required to take 5-days consecutive OFF. This could be a Wed, Thu, Fri, Sat (normal non-working day), and Sun (normal non-working day) or literally 5-days PAID TIME OFF (Mon-Fri, for example). During the time away, coordinate with another employee/manager who can be designated to fill your role.

Non cash-handling positions (for example, Sales Person, Painter, or Mechanic) may take their PAID TIME OFF intermittently, but still remember, you are encouraged to take a good length of time OFF and AWAY FROM THE DEALERSHIP to recharge your batteries. Use the time you have to spend with your family and friends and forget about work for a while! Management may require an employee to take 5-days-consecutive for any position as s/he deems appropriate.

PAID TIME OFF is intended to be used for any absence needs other than personal illness and *should be* used for any absence when PTO is available (unpaid absence is an option, but manager approval is required and may also be subject to HR approval). If you have a personal illness that extends longer than 5 days and you have unused PAID TIME OFF available, your absence may be administered retroactively as PAID TIME OFF in accordance with the Leave policy.

Taking more than 5 days PAID TIME OFF at once is discouraged and should only be done under exceptional circumstances with the approval of the Store's General Manager AND a Corporate Officer. Note that in dealerships where Sales/Management are provided a "scheduled day off" within the week, the "scheduled day off" is waived during weeks in which PTO are taken (you don't receive a scheduled day off in addition to PTO time taken).

To request PAID TIME OFF, use the Form provided at www.ancira.org > Forms & Reference > Vacation/Paid Time Off or request the form from your manager. "Vacation" and "Paid Time Off" are terms used interchangeably; not 2 different things.

Question 3: How do I apply the "5-Day-Straight" rule in my job?

A: The 5-Day-Consecutive/5-Day-Straight rule resulted from recommendations made by our auditors. If you are in a cash-handling, supervisory, or management position, one of your PTO periods must be for 5 days straight. If you neglect to schedule your PAID TIME OFF in accordance with this policy, you will still have to comply – **even if it means taking some time unpaid.**

Question 4: How does PAID TIME OFF accrue?

A: PAID TIME OFF is NOT an "accrued" benefit. It is simply an allowance of EXCUSED TIME AWAY FROM WORK IN WHICH NORMAL PAY CONTINUES while you are employed. As such, you're not due payment if you quit or are dismissed. The allowance for Paid Time Off is as follows: 5 days after year 1 anniversary date; 10 days starting January of year 2 and annually thru year 9; and total of 15 days upon your 10 year anniversary date and each year after. Absence of more than 5 days for vacation or similar "PTO" at one time is heartily discouraged because of the burden it causes to the department.

Question 5: When can I take PAID TIME OFF?

A: When you meet the eligibility points outlined above and obtain the signed approval of your manager. When possible, your timing should be considerate of your peers and business demands (often times, holidays are our most busy – **remember our FIRST PRIORITY is to MEET OUR CUSTOMERS NEEDS!**). "Scheduled" days off (such as with sales) should NOT be used as an extension of your PAID TIME OFF absence unless pre-approved by your general manager (SEE FIRST PRIORITY).

SPECIAL POINTS

- PAID TIME OFF allowance can't be carried over from one year to the next –SO PLAN AHEAD☺
- Holidays in which your department is closed will not be counted against your PTO allowance. Birthday Bonus is separate from the PTO program. See "*Holiday Pay*" on page 12 and "*Birthday Bonus*" on page 15.
- **Due to business demands, NO time-off is allowed for ANY Departments during the last week of the year unless approved by Ancira Enterprises, Inc. (corporate officer). Plan accordingly.**
- Seek manager's approval with 30 days notice when foreseen. The department manager has complete discretion in approving or denying time off – whether it's "paid" or "unpaid". Restrictions can be due to specific times during the year, specific job titles, a marketing campaign, or otherwise.
- **10-Yr Plus, NON-MANAGEMENT Employees** may elect to have up to 5 days of PTO as an extra paycheck rather than an actual work absence at any point during the year. If you would like to take this option, please see your supervisor. The request is subject to final approval by the general manager and other management and is dependent on a variety of factors (Department Commission-paid employees are not eligible as their pay plan is unaffected by absence).

How Vacation/PTO pay is calculated:

- × Commission (Technician, Sales Person): These typically utilize prior year's earnings, but pay plans are structured by individual employer, job title, etc. and are subject to many variables. See your supervisor if you have questions about how your Vacation/PTO is calculated/compensated.
- × Hourly, Full Time, Regular Duty: based upon your regular hourly rate x normal scheduled work hours.
- × Salary & Departmental Commission-Paid: Pay based on normal salary or pay plan.
- × Consultants, Part Time, Seasonal, Contract, and Temporary workers: ineligible

λ **INCENTIVE TRIPS**

Incentive trips (reserved for specific positions) you may be given during the year will only count ½ time against your available vacation. In other words, a 4-day absence taken for an incentive trip will only count as 2 days of your vacation. However, regardless of the number of days taken for an incentive trip, the employee will retain 5 days vacation for personal use.

The employer also may offer a "company trip" as an award to an employee during the year. In this case, the trip will not count against ANY of the recipient's vacation time.

● **JURY DUTY**

Serving on a jury is a privilege and responsibility we want you to willingly accept. If you're called to jury service, take your orders to your supervisor as soon as you get them. We need time to make any schedule changes to accommodate your absence.

To be eligible to receive jury duty subsidy, you must provide verifiable evidence of your jury duty service to your manager and payroll. If approved, Salaried and Hourly employees are paid the difference between their normal pay and what the court pays. Commission employees are paid the difference between the court's pay and an average of their daily earnings for the period of time they serve, to a maximum of three weeks.

When you respond to a jury summons, you are expected to work as much of your regular schedule as permitted by the day's selection and service schedule and required to return to work daily, immediately following service.

● **PAYROLL DEDUCTION**

To assist employees with unplanned auto repair costs and similar, the employer has designed a payroll deduction plan that enables you to promise to pay in increments of the total bill for a specified period of time. **Amounts under \$100 will not be allowed simply due to the administrative burden these allowances cause to accounting and payroll departments.** Deductions will be divided in a way that is commensurate with an employee's income. Payroll Deduction should always be ARRANGED IN ADVANCE and authorizations are always subject to final approval by both your manager and the general manager. This privilege may be revoked or denied on an individual or group basis at the discretion of management. **PAYROLL DEDUCTIONS CANNOT BE MADE for VEHICLE PURCHASE or DOWN PAYMENTS applied to financing.**

● **TRAINING**

Depending on your job, there is a variety of training that may be offered to you. Paid Training depends on the type of training offered, your position, and other factors. Your supervisor is the best source for this information. When training is provided by the employer, it is mandatory. Failure to attend as scheduled may result in dismissal. When you're informed of mandatory training, you must attend (regardless of the method; whether online or out of state, attendance is a requirement of the job).

Also available is our extensive video and book library with training in basic management skills, coping with your boss, advancing your career, earning recognition, and building your team. Please call the employer's designated HR consultant if you want to see the Titles offered.

● **ADVANCEMENT**

See also, *Establishing your value on the Team*, page 5-6

Accountability is the first stepping stone to "Advancement". Do the work that is entrusted to you and do it well. When you consistently excel at your responsibilities, help others to excel at theirs.

Secondly, demonstrate a willingness to put the needs of the company ahead of yourself. Be cooperative and solution-oriented when facing challenges. This will set you apart as a unique contributor to the organization.

The company aims to only empower as leaders those who will dutifully and thoughtfully administer the themes and policies communicated in this handbook. Familiarize yourself with not only "the rules", but with our company's "Team" culture, priorities, and methods of doing business, as well.

In the event of advancement consideration, many factors will come into play, including, but not necessarily limited to the impact and overall "fit" of such a change, your prior work history, leadership qualities, and whether you have demonstrated the ability to meet corporate targets WITHIN the constructs of our Team's policies & relative to the company's "Team" philosophy.

Note: The policy manual is posted on the web. Ancira associates can print by page or in whole.

- **MEDICAL AND SUPPLEMENTAL INSURANCE COVERAGE**

Health-related benefits are reserved for full time, regular duty employees (as officially designated in payroll/HR).

Annual renewal meetings are held to allow you the opportunity to enroll or change your medical or dental elections, which are only offered under the group's Section 125 (Cafeteria) plan. The **Section 125** plan offers you favorable tax savings, but limits your opportunities to make changes to "qualified events" such as divorce, no-fault loss of coverage, marriage, birth, adoption, custody changes, and similar. If you experience such a change or "qualified event" IT IS YOUR DUTY to call your employer's designated HR consultant within 30 days to request the required forms for changes to be made. If you miss this deadline, you'll have to wait for open enrollment and the employer legally has no room to make exceptions for your oversight. Failure to inform insurance within 30 days of a DEPENDENT STATUS CHANGE (such as divorce) is fraud and may cause both employment action and denial of claims by the carrier!

A Certificate of Creditable Coverage establishes your ability to obtain health coverage when changing carriers/employers. As a matter of policy, a certificate of coverage is provided by the carrier to covered employees (who are with our group's medical plan) upon notice of separation of employment. You are entitled to a certificate that will show evidence of your prior coverage. If you buy health insurance other than through your employer group health plan, you must seek a certificate of prior coverage from that carrier.

Your employer's health plan renews annually on June 1, as does virtually all other benefits. Open enrollment is held each April. It is only during Open Enrollment that changes can typically be made without a Qualifying Event. For details, see www.ancira.org > My Benefits (policy manuals) or call the Team Services office (558-5005 / 888-876-4344).

Any private health or personal information collected in the course of applying for health insurance is protected under HIPAA. Your employer collects and uses this information strictly within the limits set forth by HIPAA and other privacy laws, as amended. If you have questions, or need to report mishandling of Private Health Information (PHI), direct your concern to your employer's designated HR consultant or the Texas Department of Insurance.

- **GROUP LIFE INSURANCE**

Although subject to change, your employer seeks to offer life insurance with carriers who have a convertibility option in their policies that will allow you to convert your policy to individual pay in the event you leave employment. However, a variety of circumstances may prevent conversion and the life insurance carrier reserves the right to enforce their policy limitations and exclusions. For instance, if you're unable to work due to a terminal illness, it is unlikely you would be able to obtain an individual life insurance policy. You're encouraged to seek an INDIVIDUAL policy for yourself while healthy.

Other than proper accounting of your enrollment in payroll or to the carrier, the employee is 100% responsible for his/her group life insurance policy and Ancira assumes no liability with regard to your election/decline of the policy, beneficiary designation, failure to designate beneficiary or update beneficiary due to life changes, or otherwise. If you elect life insurance through your employer's plan and later leave employment ***BUT WANT TO CONTINUE YOUR EXISTING LIFE INSURANCE POLICY***, it is **YOUR RESPONSIBILITY** to contact the employer's benefits administrator or the **CARRIER** to request conversion of your policy. The employer assumes no liability and makes no guarantees for your policy portability or conversion rights. Availability, approval, or denial is at the discretion of the life insurance provider.

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λ 401(k) RETIREMENT SAVINGS PLAN

Your employer participates in a group retirement plan called a 401(k) that's designed to allow you to put away dollars tax-free until you retire. The plan may also include discretionary contributions by the employer as the economic climate allows. **Full and Part-time** employees aged 21 or over who are employed at least 6 months are automatically enrolled at a preset deferral rate with an option to withdraw upon enrollment – or – to reduce the deferral rate to as low as 0% at any time. Upon initial employment, you may contact Wells Fargo if you participated in a former employer's qualified plan and wish to arrange a rollover.

Transactions and investments are managed by Wells Fargo and governed by the Plan Document. Customer Service hours are 7 a.m. -9 p.m. at 800-258-2715 if you ever need more information or you can go online to <http://retirementplan.wellsfargo.com> for answers to the most common questions.

At any time, questions about your benefits can be directed to the record keeper (Wells Fargo) or you may refer to the Team Ancira website: www.ancira.org; "My Benefits" for a link to their benefits website.

Depending on the value of your retirement savings, your options following employment separation vary. You may have an automatic disbursement by the trustee; arrange transfer of your funds to a qualified recipient plan; or leave your balance as is to continue as an investment vehicle with the Ancira Enterprises, Inc. Employee Savings Plan. You should contact Wells Fargo for full details of available options or review the plan document at the Wells Fargo website. If investment deductions have been made but not yet deposited based upon the cycle of the Payroll's 401(k) Plan Accounting and your departure date, please **understand that we must properly account for your funds and deposit them to the retirement plan in accordance with the regular accounting cycle.** This may delay your ability to take your funds, but it is done to ensure proper accounting and record-keeping of your income and your account. Typically the accounting cycle will never delay a disbursement beyond 30 days. You're invited to call the Team Services office if you have questions.

**WARNING: If you are in the 401(k) plan and are in the process of divorce,
you have a duty to call Wells Fargo to advise them of this event.
800-S-A-V-E-1-2-3**

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LEGAL COMPLIANCE

- Equal Employment Opportunity
- Fair Labor Standards Act (FLSA)
- Fair Credit Reporting Act
- Activated and Reserve Military Service
- Discrimination & Harassment Prevention
- Privacy Protection
- Security of Electronic Data
- Pay Garnishments, Court Orders, & Wage Assignments
- Workers Compensation
- FTC/FCC No Call Provisions
- Taxes
- Benefits Continuation (COBRA)
- Americans with Disabilities Act (ADA)
- Retaliation Protection
- Leave of Absence (FMLA, Military, and Internal)

ETHICS NOTE: It is the employer's desire to meet and comply with all laws relating to employment practices and business activities. **Any employee, manager or supervisor who becomes aware of conduct inconsistent with the employer's legal compliance objectives or who receives a report of conduct inconsistent with the policies is required to report their findings immediately to the employer's Privacy Officer/General Manager, designated HR consultant, or Owner. Failure to do so invites severe employment action AND hinders our ability to address the conduct.**

● **EQUAL EMPLOYMENT OPPORTUNITY**

Persons are given equal opportunity for hire, placement, promotion, demotion, transfer, recruiting, advertising/business solicitation, employer sponsored benefits, compensation, employer sponsored training/ education, apprenticeship, layoff, termination, social and recreational function access, and use of employee facilities without regard to any defined "protected" legal status.

● **FAIR LABOR STANDARDS ACT (FLSA)**

The FLSA, as amended, establishes provisions for minimum wage and overtime. Depending on your job responsibilities and other factors, you may or may not be eligible for overtime and/or subject to minimum wage laws. Your employer has designated your status to be in compliance with the law. For purposes of the law and for simple business record-keeping practice, some positions are required to utilize time clock regardless of exemption status or minimum wage eligibility. If you are directed to use time clock, it is mandatory that you make your time-clock entries for all work-in/-out including CLOCK IN, LUNCH, CLOCK OUT, etc. or any breaks you are taking. You are prohibited from performing work outside of your scheduled and documented work hours. Reporting your time accurately is a BIG DEAL, but it would be a shame to lose someone over it. The company must enforce this rule and your failure to comply, or repeated "forgetfulness" using time clock, invites dismissal from employment.

Any questions regarding your FLSA status may be directed to your General Manager or directly to your employer's designated HR consultant. See also *Misconduct*, p.7 and *Time clock Use*, p. 10

It is the goal of the company to pay employees fairly, in accordance with the law. Grievances/concerns over pay should immediately be reported to your manager or, if not satisfied, to the General Manager or Human Resources Consultant.

SUPERVISOR ALERT: Managers are required to obtain prior review from the HR consultant before changing exempt/non-exempt status of an employee (this includes a transfer from a position that's salaried to one that's commission, hourly to salaried and vice-versa, etc.).

● **FAIR CREDIT REPORTING ACT and**

NOTICE OF INTENT TO OBTAIN MOTOR VEHICLE RECORD, CRIMINAL RECORD, AND/OR CREDIT HISTORY

Your employer may examine your Motor Vehicle Record, Criminal Record, and/or Credit History on a regular basis in connection with your employment. Due to the nature of our business, employer access to your MVR, Criminal History, and Credit Report is a condition of employment. Whether due to insurance company or legal requirements or the employer's concern to protect its own interest and/or that of its customers, your Motor Vehicle Record, Criminal, and Credit history may be examined at any time, with or without additional notice or separate consent.

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- **ACTIVE AND RESERVE MILITARY**

Your employer highly respects your service to our country and in accordance with existing laws has established procedures to ensure your rights (and peace of mind) are protected during military training or service. There are time limits for benefits and returns to work that vary according to your circumstances. If you are a reservist or are called to active duty, call the Team Services Office (210.558.5005 or 888.876.4344) or your base ombudsman for information about the protections afforded you during your service and any applicable limitations for accommodating your absence. See also *Leave, pg.28-29*

- **DISCRIMINATION & HARASSMENT PREVENTION**

Employees are protected from discrimination and harassment in accordance with Title VII of the 1964 Civil Rights Act. Our policy prohibits conduct within the workplace that is contrary to the law. Title VII, as amended, prohibits conduct that intentionally serves to “create a hostile or threatening work environment and is of such an offensive, repeated, severe, malicious, or pervasive nature that it unreasonably interferes with an individual’s work performance or creates an intimidating, hostile, or offensive working environment” against a protected class: race, color, religion, gender, age, disability, pregnancy, genetic status or national origin. If you make a decision, deny a privilege or benefit, or cause a negative impact to a person due in part to any of these “protected categories”, it is unlawful.

Harassment

Sexual Harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal, physical or visual conduct based on sex constitutes unlawful sexual harassment when (1) submission to such conduct becomes an implicit or explicit term or condition of employment, (2) submission to or rejection of the conduct is used as the basis for any employment decision, or (3) the conduct has the purpose of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment.

Examples of gender-based harassment forbidden by this policy include offensive sex-oriented verbal kidding and jokes, teasing; repeated unwanted sexual flirtations, advances or propositions; continued or repeated verbal abuse of a sexual nature; graphic or degrading comments about an individual’s sexual activity; display of offensive sexually suggestive objects or pictures, cartoons; unwelcome questions of sexual preferences and activity; offensively suggestive or obscene notes, invitations or unwelcome, sexual-oriented physical contact.

Other forms of unlawful harassment are equally discouraged and may invite disciplinary action, as well.

Your Responsibilities:

Preventing Discrimination & Harassment

Each of us has a personal responsibility to protect our work environment from unwelcome conduct. If a co-worker, supervisor, vendor, or customer offends you – whether verbal, physical, or visual – inform that person of the offense. Our internal code phrase to stop offensive conduct is: ***THAT’S OVER THE LINE***. Using this as our standardized warning protects individual rights of both parties and serves as adequate warning to the offender that their conduct must immediately and permanently be corrected. If this phrase does not elicit the required corrective action and the behavior continues, it is your duty to contact your employer’s designated HR consultant immediately at 888-876-4344. Even when the conduct is not sufficiently severe or pervasive to constitute actionable harassment, the employer still discourages such conduct.

When reporting violations, your confidentiality will be protected to the extent possible, but anonymity cannot be guaranteed. The employer forbids retaliation against anyone for legitimately making complaints of discrimination or harassment, cooperating in a discrimination or harassment investigation, or filing an EEOC claim. If you feel you’ve been retaliated against, it is your duty to notify upper management or contact your employer’s designated HR consultant immediately.

ETHICS NOTE: Each employee at every level – whether an operator, sales person, porter, manager, accounting clerk, or VP has a personal duty to prevent harassment and discrimination! Know, enforce, and follow the rules!

Our policy is to investigate thoroughly all complaints that by definition involve discrimination or harassment. Interim measures may be put in place such as leaves or transfers during the investigation process. The investigation may result in any one of the following findings: (1) inconclusive; (2) violation confirmed; (3) no violation confirmed. The employer may discipline an employee for any inappropriate conduct discovered in investigating reports made under this policy, regardless of whether the conduct amounts to a violation of law or even a violation of this policy, as it is written. If the investigation reveals a violation of this policy or other inappropriate conduct has occurred then corrective action, including discipline up to and including dismissal (as appropriate under the circumstances), will result. If the employer does not employ the person who engaged in harassment, then the employer will take whatever corrective action is feasible under the circumstances.

Note: The policy manual is posted on the web. Ancira associates can print by page or in whole.

● **PRIVACY PROTECTION**

This is a summary of the essential elements of the Privacy policy. The employer's complete Privacy policy is a separate document and is regularly revised to be current with business practices and legal requirements.

The Privacy Officer for your facility is your General Manager.

In accordance with current privacy laws regarding employee and customer information, the employer has designed a written policy to address care and handling of private information to include daily operations, need-to-know, security, mitigation, review and modification, record-keeping, and disclosure which is summarized here.

This is a summary of information that is considered to be the express property of the employer and consequently cannot be disclosed except on a need-to-know basis within the confines of our business operation. The privacy protection policy applies to information collected during the course of and for the purpose of conducting business, whether consumer or employment related, including but not necessarily limited to:

- financial statements and forecasts, financial or sales projections, and similar projections
- personal/employee or department/dealer income
- sales figures (counts, gross, net, etc. are considered proprietary data and must not be shared)
- training/notes and materials
- personnel data / employment records
- background, credit history/rating and credit application data, or data otherwise protected under FCRA
- private personal identification data not otherwise readily accessible
- health and individual health claims data, and similar related information

Transfer/Sharing/Disclosure of this type of information must conform to current privacy laws to include, as required, Privacy Agreements, hold harmless agreements, or similar contracts to ensure proper management and use of the information by outside parties/service providers. **The custodian of records for personnel data is your employer's Business/Accounting Manager.** Questions regarding employee documents must be directed in writing to the Business/Accounting Manager. As a result of this policy, members of Ancira Auto Group do not utilize any business or service relationship that might compromise the use of private or protected data.

● **Disposing of "Non-Public" Data**

Documents and materials, including electronic media containing personal identification, health, or likewise non-readily-accessible personal information must be disposed of in a secure manner consistent with the employer's current disposal procedures. This may include shredding or similar destruction commensurate with the data in question.

● **Transfer / Disclosure of Information Restriction**

As part of this policy, understand that 'outside' or 'unauthorized' parties come in many forms. **It's your duty to seek prior written approval from designated authority** before disclosing or USING any information to/from any party or transmitting/using/removing information from company premises – including all forms of media, passwords, electronic usernames, and/or what may be stored in a computer hard drive, facsimile, tape, or database. This warning extends to sharing information within the organization. **Depending on the specifics, this may mean involving a privacy officer, business manager, supervisor, human resources, or similar authority figure.**

● **Privacy Breach and Duty to Mitigate**

Immediately report any breach or knowledge of a breach of protected information to the Privacy Officer (General Manager). Failure to do so may result not only in dismissal but may constitute a criminal offense.

If a privacy breach is discovered, each employee has a non-delegable duty to mitigate – that is, to reduce or prevent further – loss of protected information by all reasonable means possible. This includes reporting the breach to your employer's Privacy Officer.

● **Classified Access Determination**

Jointly, the Privacy Officer (General Manager) and Systems Administrator (IT Manager) will determine the need-to-know categories of access and assign passwords accordingly, both for employee and customer data. Password access may be modified or withheld on an individual or group basis with or without cause.

ETHICS NOTE: Each of us has a personal duty to protect information from falling into the wrong hands or being stored or disposed of frivolously. Treat all credit information, social security numbers, payroll/income, account numbers and similar data with ABSOLUTE CONFIDENTIALITY. Store securely. Honor the privacy of designated "security" areas such as accounting and finance. Dispose of such material using shredders. When needed, deliver such information SECURELY/CONFIDENTIALLY.

Note: The policy manual is posted on the web. Ancira associates can print by page or in whole.

- **INFORMATION & DATA SYSTEMS SECURITY**

Note: If systems “go down” do NOT phone I-T (Information Technology Dept.!) Check with your manager instead. The I-T Department is automatically alerted of system failures and a bazillion calls going to I-T isn’t helpful.

- “IT” identifies our Internet Technology department. The Systems Administrator/IT Manager runs the department. This department oversees all aspects of our internal e-communication, operating system, web, ancira.com, and similar.
- “Help Desk” is an online tool available from any manager’s desktop computer that enables you to file a ticket for assistance. If you don’t know how to use “Help Desk”, ask for instructions from IT by phone.
- The IT department can be reached by calling 681-4900 (San Antonio) or 800-299-5286.

Our systems security is critical. One error in judgment can corrupt and take down the entire system and do additional damage through loss of data and loss of confidence from our customers or employees. Exercise due care. Abuse or ignorance of the employer’s policies invites serious employment action.

- **Sharing of passwords and access codes is FORBIDDEN!** Only IT has authority to approve a password share. So, there is no circumstance in which you should share it yourself. If you’re asked to share your password, call IT.
- Internet and email service is provided for business and work-related use. Abuse of the internet and email interferes with our main responsibility: our customers. Each manager (and IT) is given discretion to deem what constitutes abusive or disruptive use. Managers should work through IT with any such issues.
- Downloading software is prohibited unless you receive signed authorization from the Systems (IT) Administrator.
- Unlawful/harassing/disruptive/offensive/non-work-related activity invites serious employment action.
- Electronic transfer AND database/information-base creation using or containing business, customer, and/or employee-related data is prohibited without prior written, joint authorization of both the IT Administrator and the General Manager (Privacy Officer). This includes saving and transferring data by disk.
- Sharing URLs or access codes to employer websites is prohibited.
- All internet and email transmissions within the employer’s sponsored platforms are subject to regular interception and monitoring without any additional notice. Internet/email privileges may be revoked on a case-by-case basis at any time, with or without notice or cause and abuse may result in serious action, including dismissal for misconduct.
- You’re responsible for security of both your personal information and the employer’s. Your employer is not responsible for personal consequences or harm resulting from your use of the internet and email.
- Use the company’s internal “Help Desk” to request IT help, authorizations, etc. Ask your manager if you don’t know how.
- Use of electronic monitoring, including all forms of video, audio, photographic, communication, and recording devices is strictly prohibited unless established by the employer or authorized in writing by the General Manager.
- Use of electronic monitoring devices on employer premises or during the course of speaking with employer representatives and/or employees with regard to employer issues constitutes your personal release and surrendered ownership of any and all recorded material to the authority and ownership of the employer.
- Due to the possibility of someone (customer, employee, vendor) bringing in unsuitable, objectionable, or unlawful material: playing video and/or audio material on employer premises or at employer functions without authorization of the department manager or higher management is prohibited.

ALERT: Passwords link you to all activity that occurs once the password is used: KeyTrak, Databases, Consumer Credit reports pulled, Account Numbers taken from employees or customers, etc. If a vehicle is stolen, a customer’s credit is compromised, or an identity theft occurs, PASSWORDS WILL BE TRACED AND YOU MAY BE HELD ACCOUNTABLE and CRIMINALLY LIABLE! Your password is your security clearance and often the best tool to prevent thefts or abuse. Protect it!

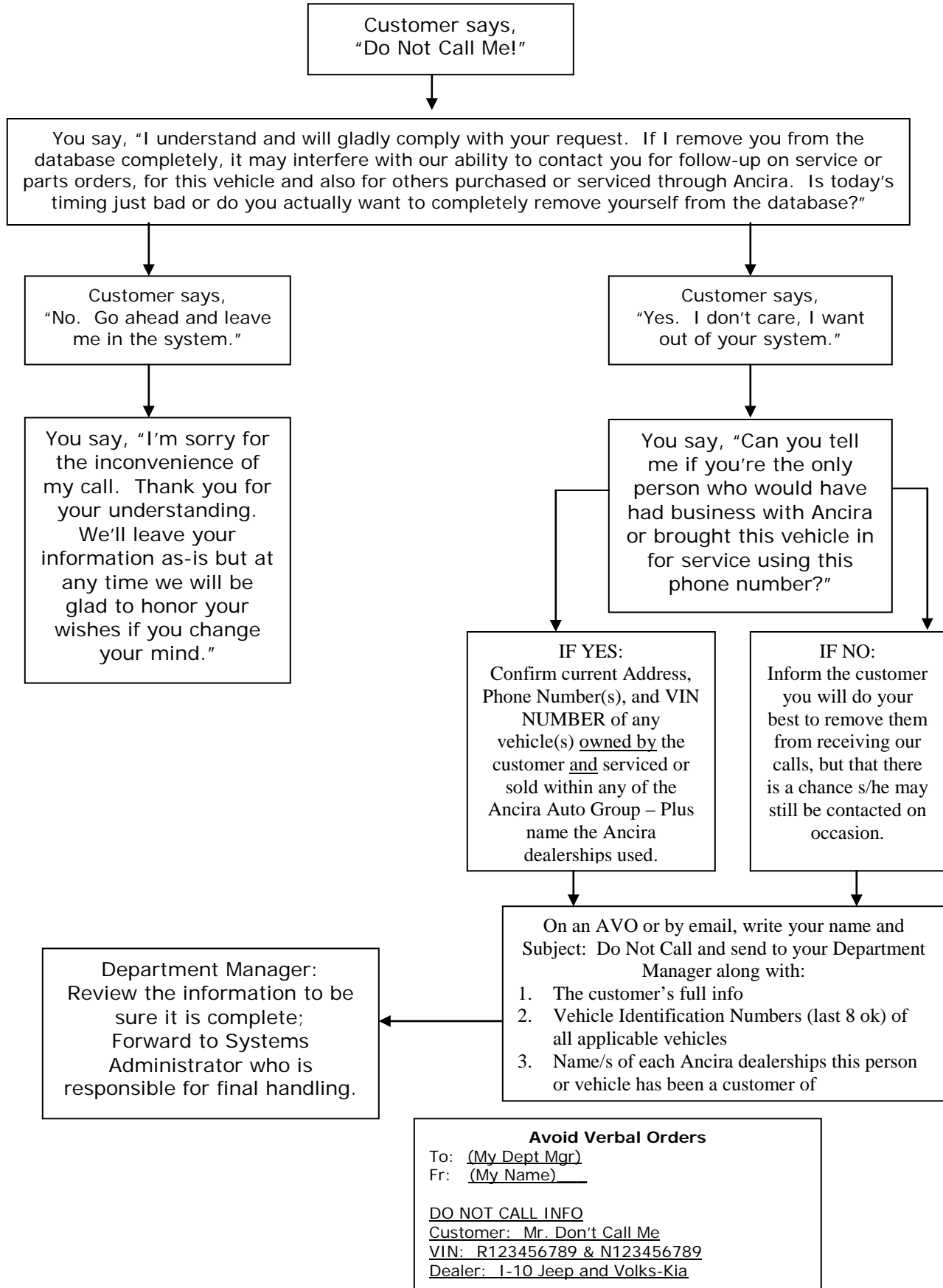
- **“DO NOT CALL” Issues - FTC/FCC No Call Provisions / Essential Elements**

You’re prohibited from contacting anyone on the state or federally-sanctioned “No Call” lists who does not have an existing relationship with your employer. If you don’t understand what this means, please see your supervisor.

Although regular contact with our customers is important, as a matter of service to our customers, we want to honor their wishes when it comes to our contact with them. If your customer asks to be placed on a do not call list:

- 1. Inform the customer** this may interfere with our ability to contact them for follow-up on service or parts order calls, but we are happy to comply with their wishes. If they still want to pursue Do Not Call, promptly handle the request.
- 2. To give us the best chance of eliminating all unwanted communication, we need the customer to share the following:** Customer’s Full Name, Address, Phone Number(s), and VIN NUMBER of any vehicle(s) owned by the customer and serviced or sold within any of the Ancira Auto Group – Plus name the Ancira dealerships used.
- 3.** Print your Name and Phone where you can be reached if we have questions. Write a brief note concerning the customer’s request so we are sure to be complying with the specific ISSUE.
- 4.** Promptly turn this in to the DEPARTMENT MANAGER. Department manager, deliver the request to Systems Administrator. Systems Administrator is accountable for removing the customer contact from the call database.

Protocol for "Do Not Call" Requests



Note: The policy manual is posted on the web. Ancira associates can print by page or in whole.

- **PAY GARNISHMENTS, COURT ORDERS, & WAGE ASSIGNMENTS**

Your employer is legally obligated to promptly respond to pay garnishments, court orders, child support, and wage assignments, including court orders directing medical and dental coverage. The employer has no option in the matter. If you dispute any such deductions or coverage issues, it is your responsibility to address it with the appropriate state or federal authority. The employer is required to only make changes upon receipt of an official, written change notice from the appropriate state or federal authority. By law, we are not allowed to “take your word for it”.

Supervisors must ensure all bonuses, spiffs, advances, or similar payments are reported through payroll IMMEDIATELY (in advance of the activity is actually preferred). Failure to do so invites formal action against you personally. **DO NOT CIRCUMVENT PAYROLL PROCEDURE!** You can easily email your notice to centralpayroll@ancira.com or call 210-231-4417.

- **WORK INJURY AND REHABILITATION**

Your employer subscribes to Texas Workers Compensation insurance to provide for your care if you're hurt or get sick as a result of performing your job. Injuries require prompt care to protect your health and ensure the best recovery conditions. For this reason your employer requires you to **immediately report injuries to your supervisor or next level of management**. There is no acceptable excuse for withholding a report of injury. **Failing to report your injury by the end of the day's shift may cause termination and, worse, may tragically compromise your health.**

The Team Ancira Works program is designed to address all phases of the injury and recovery process and participation in the program is a condition of employment. Your employer may choose to offer “temporary transitional duty” while you're healing from work-related injury. The Works program can be especially valuable to technicians and similarly compensated employees to offset the workers comp lost-time pay maximums (historically Work Comp pays significantly less than is typically earned by a commission employee).

The company's leave policy, including FMLA when applicable, will be applied to lost-time absences.
See also *Administrative Termination, p. 10* and *Leave, p. 28-29*

- **TAXES**

Your employer complies with state and federal law regarding withholding. A substantial portion of taxes is paid on your behalf directly **by the employer**, including Unemployment Insurance Tax (employees pay NO portion of Unemployment Insurance). Your Federal Income Tax withholding is based upon your reported deductions as shown on your W-4. You are allowed to change this form periodically by contacting the Accounting Manager and requesting a new W-4 for you to complete. If you are exempt from federal income tax, you must submit an exemption certificate to the employer annually for each year you are exempt. All changes/elections are subject to IRS regulations.

Your employer's name appears on your annual W-2 that you receive each year's end to use in filing your tax statements and is defined as the company under whose TAX ID number your income is reported. The difference in taxable income relates to any amount of annual premiums you've paid toward benefits offered under the Section 125 and any pre-tax contributions you've made to the 401(k) Retirement Savings Plan.

- **CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT (COBRA)**

Upon hire, all employees are provided detailed notice of COBRA rights and sign acknowledgement of (1) receipt and (2) of the legal obligation for any qualified dependents to also be informed of any applicable COBRA benefits continuation.

IT IS YOUR DUTY TO REPORT QUALIFYING EVENTS SUCH AS DIVORCE OR CUSTODY CHANGES TO the Ancira Team Services Office WITHIN 30 DAYS OF OCCURRENCE. Ineligible dependents who continue to receive benefits through coverage under our plan constitutes fraud and action against you personally may be pursued legally.

The COBRA law allows individuals with a qualifying event (such as divorce, dependent eligibility changes, and termination of employment) to elect to continue benefits. Upon election of COBRA and premium payment receipt by the COBRA administrator, your eligible benefits would be reinstated with no lapse. COBRA rates are determined based upon the prior year's claims liability, current administration expense set by the carrier and other expense relevant to the support of the Plan. Your rate will be established for the 12-month rolling period beginning the day employment ends. The rates are subject to increase at the end of this time or subsequently as the law allows.

In the event your employment is terminated due to gross misconduct, your rights to COBRA are forfeited. As relating to COBRA, “gross misconduct” is defined as: theft; violation of the Alcohol, Drug, and Weapons Policy; violation of the Random Drug and Alcohol Policy; or physical injury by assault to another person during the course of employment.

Note: The policy manual is posted on the web. Ancira associates can print by page or in whole.

- **AMERICANS WITH DISABILITIES ACT**

In summary, the ADA protects from discrimination an employee or applicant with a qualified mental or physical disability who is able to meet the essential functions of the job with or without reasonable accommodation. Generally ADA defines disability as an “impairment” which substantially limits one or more major life activities (and may extend certain rights as defined by the law or as amended). When allowable and necessary for the purpose of evaluating a need/accommodation or determining eligibility or existence of a disability under ADA, the employer will request medical records and similar documentation and may require assessment by its designated healthcare provider.

Know that it is our goal to comply with the law and if you need special consideration, you need to make a call to HR to discuss your needs specifically. The employee should inform the employer as soon as accommodation for a qualified disability becomes an issue and is encouraged to engage in cooperative dialog if and when reasonable accommodation becomes an issue. **All issues relating to accommodation of a disability must be immediately directed to the employer’s designated HR consultant.** Your manager/supervisor is not equipped to be able to address such concerns. Employees are invited to call directly to HR if needed: 210-558-5005 / 888-876-4344.

- **RETALIATION PROTECTION**

If you reasonably and in good faith oppose practices you believe are discriminatory or participate in proceedings brought pursuant to such laws, whether through our internal resolution process or via state or federal agencies, you are legally protected from retaliation. In accordance with the law, the employer will protect the welfare of its members – regardless of any such claim or complaint that may be made – from retaliation. Be advised also that retaliation of an employee against the employer in opposing matters of general management practice is likewise prohibited by this policy and that the existence of a claim does not prevent or modify normal work performance requirements or in any way suspend employment decisions or actions which would occur in the absence of any such claim or complaint.

ALERT: Withholding knowledge of a retaliatory act until a later date may result in both loss of effectiveness of an investigation and loss of validity of any claim. All managers and employees are advised to strictly enforce/comply with the anti-retaliation policy.

- **EXCHANGE PROGRAM**

The Exchange Program is designed to encourage trust and healthy working relationships, to avoid protracted legal debates, and to assure prompt attention to dispute resolution.

As a condition of employment, all legal disputes are subject to the Exchange Program. Meaning that accepting employment with the company and/or continuing employment with the company constitute your acceptance and binding agreement to learn and be subject to the Exchange Program.

The Exchange program is detailed for you in a separate book available to you 24-7 at www.ancira.org > Forms / Reference > Exchange dispute resolution book. You can print a copy for yourself or simply access it online as needed. If you don’t have internet access, your supervisor or the Team Services office is happy to print one for you.

Note: The policy manual is posted on the web. Ancira associates can print by page or in whole.

● LEAVE

A leave of absence is defined as an unpaid, approved absence from work for a specified period of time (typically 3 days or more and for medical, parental, or personal reasons) and may include any available vacation.

↳ **Supervisor Alert:** You are required to report the following to HR...

- any absences of more than two days
- knowledge of a planned absence due to medical, birth/adoption/foster, or military cause*
- any absence that is reportedly due to medical, birth/adoption/foster, or military cause*
- absence from work due to Workers Comp injury
- RETURN TO DUTY DATE for any such absences

To make your report, CALL THE HR consultant @ 210-558-5005 or email teamservices@ancira.com.

*Military Cause may for example be a cashier who works for you whose husband is coming home from active duty or will be leaving for active duty, a parent who works for you whose child was injured in war and needs care, or a 20-something who works for you whose brother is called to active duty. For these and all similar issues, you must involve HR to be sure we remain compliant with current law.

Any requested time away requires reasonable prior notice when the cause is foreseeable and/or planned. Unforeseeable/emergency absences – even FMLA qualified – require notice be given as soon as practicable, typically within one or two business days of when the leave becomes known. Failure to provide this notice substantially interferes with the employer's ability to promptly handle leave requests and creates hardship to coworkers. For this reason, failure to comply with notice requirements may result in denial or postponement of leave authorization, or dismissal due to unauthorized absence.

You are not "automatically entitled" to take absence from work and ignore simple channels. **It is your duty to involve your immediate supervisor AND to directly contact your employer's designated Human Resources consultant when you become aware of the need for such time off.** Communication is critical to ensure a smooth transition and the best outcome.

Also, be advised that if you have elected/are covered by "disability" income insurance through the company, this is ENTIRELY SEPARATE from "FMLA"! Submitting a disability claim is completely different from applying for "leave". The disability claim form is posted at www.ancira.com > Forms / Reference for your convenience. Print and follow the instructions on page 1 of the claim form. It does NOT automatically activate "approved leave".

See the following leave categories for a more complete description of each type of leave of absence and to determine which, if any, may be applicable to your situation.

FAMILY & MEDICAL LEAVE ACT (FMLA)

You're encouraged to advise your supervisor or to call your employer's designated HR consultant directly if your absence may be qualified under FMLA. In summary, under FMLA an eligible employee has a right to twelve weeks of unpaid time off in a twelve-month rolling period if: (1) s/he has a serious health condition that makes the employee unable to perform the essential functions of the job; (2) the employee is caring for a spouse, child, or parent with a serious health condition; (3) for various causes associated with Military Active Duty, Training, Injury, or similar; (4) to care for a child after birth or placement for adoption or foster care and meets the other requirements under FMLA; or (5) due to necessary absence/preparations/care related to Military service.

There are specific criteria established within the law to determine when an employee is or is not eligible for FMLA and what employers are subject to FMLA. Your employer may not be subject to FMLA and/or you may not be eligible for FMLA, depending on your specific circumstances. As applicable, your employer complies with the FMLA in allowing for excused, unpaid time away from work during a qualifying event to care for/attend to yourself, a qualified family member, or due to birth, adoption, or foster care placement, and as otherwise may be required under the law.

Simply due to the complexity of current laws, for the employer to evaluate and properly document a leave request, you may be required to furnish medical substantiation even if your leave issue doesn't qualify for FMLA and medical recertification will likely be required every 30 days. Failure to provide the required documentation in a reasonable time may result in dismissal for non-compliance with employer policy.

The employer subscribes to a rolling 12-month time period and will apply all time away from active duty, (excluding Military Leave) toward any future FMLA absence eligibility within that time allowance. You may also be required to substitute and exhaust any available alternatives (including vacation) prior to being approved under FMLA.

For FMLA issues, to request leave, or for answers to related questions, IT IS YOUR DUTY to contact your employer's designated HR consultant.

Note: The policy manual is posted on the web. Ancira associates can print by page or in whole.

MILITARY LEAVE

We are proud to have reservists and military 'heroes' to work with and have a tremendous respect for the service and security you provide. Military active-duty or reservists and recalled service personnel are guaranteed job protection in accordance with current laws. When time permits, you must provide a copy of your orders to your supervisor as received. In the case of an emergency assignment, your orders may be provided by a family member or your commander. Your time away will be protected as set forth in the Uniformed Services Employment & Reemployment Rights Act (USERRA) of 1994, as amended, FMLA, and/or similar regulations. You are required to return to employment upon completion of your active service in accordance with specific timelines, depending upon your specific service situation.

If you are a family member who will be affected by a military leave, active duty assignment, training, or similar – OR – if you are yourself a member of the military who has received orders or otherwise has questions concerning your rights, please contact your employer's designated HR consultant for details regarding military leave and return to work or seek advice from your base ombudsman. (See also page 22: *Active and Reserve Military*)

EMPLOYEE INTERNAL LEAVE

In some cases, you may be eligible for Internal Leave. Such leaves are allowed on a limited, discretionary basis under the following criteria:

1. Cause/necessity/urgency
 2. Length of employment
 3. Work performance and attendance record
 4. Prior requests (both from you or another employee with similar circumstances)
 5. Impact to employer and department
- and similar (but without regard to any legally protected status).

To obtain further details, contact your General Manager or your employer's designated HR consultant directly. Remember that ALL LEAVE OF ABSENCE must include the prior review of the HR consultant. Phone numbers listed on Page 3 of this book.

SPECIAL "SUPERVISOR ALERT" SECTION

(a quick summary of some of this book's critical policies specifically for all management/supervisory level employees)

PERSONAL ACCOUNTABILITY

- As a supervisor, you are legally obligated to be familiar with the legal obligations of the employer and its policies protecting legal rights of employees, including all policies and legal items cited in this handbook. It is your duty to know, fairly enforce, and personally comply with the company's policies, standards, and legal obligations. This summary does not alter that.
- You are expected and should always be ready to talk over and help resolve any concern an employee shares with you.
- Any manager or supervisor who becomes aware of conduct inconsistent with the employer's legal compliance objectives/obligations or who receives a report of conduct inconsistent with the policies MUST report it immediately to the employer's Privacy Officer/General Manager, designated HR consultant, or Owner. Failure to do so invites severe employment action, undermines the trust of our employees, AND hinders our ability to address the conduct. Further, it may lead to your personal legal liability for punitive or other damages.
- For serious disputes, such as those involving a legally protected right, employees have a legal right to contact HR directly. Interfering with this right may invite serious action against you and/or legal liability as a manager/employer representative.

ETHICS & DECISION MAKING

- Team Ancira has been built on a foundation of integrity and fair business dealing. We don't lie to our customers, our lenders, manufacturers, vendors, or to each other and we actively pursue self-respect and honorable business dealings. Make decisions that take your future and that of the company into account. Remember TRUST is something easy to lose and hard to regain.
- Each of us has a personal duty to protect information from falling into the wrong hands or being stored or disposed of frivolously. Treat all credit information, social security numbers, payroll/income, account numbers, passwords, and similar data with ABSOLUTE CONFIDENTIALITY. Store securely. Deliver such information SECURELY/CONFIDENTIALLY. Honor the privacy of designated "security" areas such as accounting and finance. Dispose of such material using shredders.

CONFLICTS OF INTEREST

- No employee/manager shall have any relationships or engage in activities which might affect your independence or judgment with respect to transactions made on behalf of the employer or cause annoyance or intimidation within your employment relationships or give the appearance of conflicting with the trustworthy performance of your responsibilities.
- If you are in management or in the sales/finance area and you personally have a vehicle to sell or trade, our policy is that you INVOLVE A HIGHER AUTHORITY in the transaction and that you EXCLUDE YOURSELF FROM THE ACTUAL "DEAL" PROCESS, including trade/market value and payoff.

ABSENCE & RETURN TO DUTY REPORTING

- All absences – whether the absence is due to vacation, illness, golf, or personal reasons; whether it's a manager or an hourly employee; whether they use time clock or not – must be reported via the ancirainternal.com website "Absence Reporting" feature (**you do it for each day the person is out**).

You are required to report the following to HR (by phone or email teamservices@ancira.com):

- any absences of more than two days (unless reported already via Absence Reporter)
- knowledge of a planned absence due to medical, birth/adoption/foster, or military cause*
- any absence that is reportedly due to medical, birth/adoption/foster, or military cause*
- absence from work due to work-related injury or illness
- RETURN TO DUTY DATE for any such absences

*Military Cause may. For example a 20-something who works for you whose brother is called to active duty. It's complicated. For these and all similar issues, you must involve HR to be sure we remain compliant with current law.

PAY AND STATUS CHANGES

- The laws concerning pay are complicated. Involve HR **BEFORE** changing exempt/non-exempt status of an employee OR significantly reducing someone's pay or assigning a hefty wage reduction penalty (this includes a transfer from a position that's salaried to one that's commission, hourly to salaried and vice-versa, full to part-time, etc.).
- All issues relating to accommodation of a disability or return to work without a full duty release must involve HR. You can't do this by yourself. If someone wants to come back from an injury but the doctor release has restrictions or doesn't okay the employee to FULLY 100% DO THE JOB, you MUST call HR (210-558-5005).

ACCESS RESTRICTED/SECURITY

- ALL Non-employees are restricted to only common customer areas and are not allowed in ANY employee or work areas for safety and security reasons. Any and all vendors (even taco sellers and shoe shiners) must be registered on the APPROVED VENDOR LIST and must observe access restrictions OR THEY MUST BE SENT AWAY. Note that your friends and family must also observe these restrictions.

Team Ancira Standards for Person-to-Person CARE¹

The following standards are adopted to assure quality care and attention is felt by those who enter our business either in person or by phone. These are minimum standards expected of all Team Members. Leadership is committed to assure these standards are met each and every time contact occurs between Team Members and our customers². **PROMPTLY LEARN THE STANDARDS.**

Plan A - Best-Case Scenario and our constant committed effort

<i>In-Person</i>	<i>Switchboard Calls</i>	<i>Non-Switchboard Calls</i>
Smile Eye Contact Share Your Name Examples: Hi, I'm (name). How can I help? Hello. My name's _____. How may I be of service? (extend a hand, be welcoming) Use the guest's name when you know it (get it!). We each have a duty to help our guests feel welcome.	"Thank you for calling (dealer name). This is (operator's first name), how may I direct your call?" NEVER INTERRUPT. Let the caller finish instructions/request. When operator identifies where the call belongs, Plan A response is: "My pleasure." "Thank you. I'm directing you now to (name of person or department who'll be receiving call)." WAIT to be sure the call connects. Inform caller of where s/he has been connected. Release call.	<ul style="list-style-type: none"> ▪ Answer by 3rd Ring "Ancira (name of office/department). This is (your name). How can I help?" <ul style="list-style-type: none"> ▪ We don't answer "Parts", or "Finance"!!! ▪ Offer to <u>GET THE ANSWER</u> before you ever offer to TRANSFER. If someone shared their concern with you already, <u>YOU</u> make sure the customer doesn't have to repeat the story again. ▪ <u>Ask for permission to transfer!</u> If you can help or transfer direct, <u>AVOID SENDING A CALLER BACK TO THE SWITCHBOARD!</u> ▪ It is <u>every</u> employee's duty to know how to page and how to transfer to extensions.

Plan B - When full courtesies are impractical due to call volume

Smile Eye Contact Offer to help/provide assistance Use the guest's name when known. We each have a duty to help our guests feel welcome!	"(Dealer Name). I'm (operator's first name). Where may I direct your call?" NEVER INTERRUPT. Let the caller finish instructions/request. "My pleasure. I'll transfer you." Contingency Plan: Alert one Team Member (such as a sales manager, administrative clerk, or similar) of your current phone load. Have a plan of action ahead of the rush so that this person can help receive calls from you and give the caller more complete care if you're otherwise unable to courteously transfer the call.	Answer promptly "Ancira (office/dept). You're speaking with (your name). " NOTE: <ul style="list-style-type: none"> ▪ Stay on the line to assure the call connects correctly; ▪ Give the <u>caller</u> the name of the person who will be assisting them (or department name) once transferred. ▪ If someone shared their concern with you already, <u>YOU</u> make sure the customer doesn't have to repeat the story again.
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Plan C - So we have one, not necessarily because we want to use it!

BE THE HELP the person needs. NO MATTER WHAT YOUR JOB TITLE, you can be of help! Take a moment to personalize your contact – use the guest's name when you have it.	"(Dealer Name). (Operator First Name)." NEVER INTERRUPT. Let the caller finish instructions/request. "My pleasure." . . . and transfer as requested. If you must put someone on hold, remember to <u>ask permission – use Plan B Team Member if needed.</u>	"Ancira (office/dept). This is (your name), would you mind/can you hold a moment?" Wait for permission! "Thank you." Promptly RETURN TO THEM: "Thank you for waiting. This is (name). How may I help?"
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¹ Actual words may be customized according to franchise obligations OR General Manager's preference.

² Customer: A word used to describe every single person you meet, most especially within our workplace.