

**GERALD JONES FORD, LLC
GERALD JONES VOLKSWAGEN, INC.
GERALD JONES LINCOLN, LLC
JONES SWEETING AUTOMOTIVE, LLC**

**dba GERALD JONES FORD, dba GERALD
JONES LINCOLN, dba GERALD JONES
HONDA, dba GERALD JONES MAZDA, dba
GERALD JONES GMC, dba GERALD JONES
VOLVO CARS, dba GERALD JONES SUBARU,
dba AUDI AUGUSTA, dba GERALD JONES
VOLKSWAGEN**

OUR COMPANY IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THE EMPLOYEE HANDBOOK, EITHER YOU OR THE COMPANY MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THE EMPLOYEE HANDBOOK, THIS ADDENDUM, OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, CREATES ANY EXPRESS OR IMPLIED CONTRACT OF EMPLOYMENT OR LIMITS THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE, OR REPRESENTATIVE OF THE COMPANY IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ANY EMPLOYEE FOR EMPLOYMENT OTHER THAN AT-WILL UNLESS THOSE AGREEMENTS ARE IN A WRITTEN CONTRACT SIGNED BY THE OWNER OF THE COMPANY.

Signature

Printed Name

Date



**Revised and Effective as of
October 2025**

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Employee Handbook

WELCOME AND INTRODUCTORY STATEMENT

Welcome to GERALD JONES AUTO GROUP (the “Company”)! We are pleased you are joining us and wish to take this opportunity to extend our best wishes for your employment with our organization. Your extra effort, dedication and teamwork will help us to remain a leader in our industry and in the Augusta area. Operating since 1974, the Company has grown to over 300 employees with eight franchises. We continue to be a family owned and operated business, striving for excellence and achieving it with your help.

CUSTOMER RELATIONS AND THE CUSTOMER EXPERIENCE

Our customers are very important to us and judge all of us by how we treat them. One of the highest priorities at Gerald Jones Auto Group is to help any customer or potential customer. Nothing is more important than being courteous, friendly, prompt, and helpful to customers. Your contacts with the public, your telephone manners, and any communications you send to customers reflect not just on you but also on the professionalism of our organization. Good customer relations can build greater customer loyalty and increased profits.

PURPOSE OF THE EMPLOYEE HANDBOOK

This Employee Handbook is designed to acquaint you with our Company and to provide a reference for your questions concerning your employment with us. Of course, please remember that business conditions change, and this Handbook is only a summary of the employee benefits, personnel policies, and employment rules that are in effect at the time we published this Handbook.

This Employee Handbook cannot cover every situation or answer every question about the policies and benefits at Gerald Jones Auto Group. If you have questions as you read through this Handbook, please do not hesitate to discuss them with your manager.

This Handbook applies to all employees. Although the Company intends that the benefits and policies will remain in effect, the Company may, at any time, amend, change, cancel, end or otherwise revise the benefits and policies outlined in the Handbook.

Where this Employee Handbook conflicts with any contract, such as insurance summary plan descriptions, that contract will control.

This Handbook does not create an “employment contract” or other contractual rights. All employees are employed “at-will,” which means that they can be terminated at any time, with or without cause and with or without advance notice. This “at-will” relationship can only be changed in a written document signed by the Company’s President.

This Handbook supersedes all prior inconsistent handbooks or policies.

COMPLIANCE WITH APPLICABLE LAWS

The Company intends to comply with all applicable state and federal laws, including but not limited to those relating to medical, family or military leave; equal opportunity; wage and hour laws; safety; health; and laws regarding any other terms and conditions of employment. Similarly, we expect our employees to comply with all laws that apply to their jobs as a condition of their continued employment.

This Handbook and each of its provisions is to be interpreted and/or applied in accordance with all

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applicable federal, state and local laws. Insofar as there is or may appear to be a conflict between the wording of any provision of this Handbook and applicable law, the law will take precedence and the provision in question will be interpreted and applied in a way that conforms to the law.

Immigration Law Compliance

Gerald Jones Auto Group is committed to employing only people who are United States citizens or who are aliens legally authorized to work in the United States. We do not illegally discriminate because of a person's citizenship or national origin.

Because we comply with the Immigration Reform and Control Act of 1986, every new employee at Gerald Jones Auto Group is required to complete the Employment Eligibility Verification Form I-9 and show documents that prove identity and employment eligibility.

If you leave Gerald Jones Auto Group and are rehired, you must complete another Form I-9 if the previous I-9 with Gerald Jones Auto Group is more than three years old, or if the original I-9 is not accurate anymore, or if we no longer have the original I-9.

Equal Employment Opportunity

To give equal employment and advancement opportunities to all people, we make employment decisions at Gerald Jones Auto Group based on each person's performance, qualifications, and abilities. Gerald Jones Auto Group does not discriminate in employment opportunities or practices on the basis of race; color; religion; genetic information; national origin; sex; sexual orientation; gender identity; pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; service member status; tobacco use outside of the workplace; or any other characteristic protected by law.

Our Equal Employment Opportunity policy covers all employment practices, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

If you have a question about a potential violation of this policy, talk with your immediate supervisor or Human Resources. You will not be punished for asking questions. Also, if we find a violation of this policy, that person will be subject to disciplinary action, up to and including termination of employment.

Policy Against Harassment

We do not tolerate the harassment of applicants, employees, customers, or vendors. Any form of harassment relating to an individual's race; color; religion; genetic information; national origin; sex; sexual orientation; gender identity; pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; service member status; tobacco use outside of the workplace; or any other category protected by federal, state, or local law, is a violation of this policy and will be treated as a disciplinary matter. Please see the legal postings on the bulletin board for a full list of the protected categories in the state where you work.

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

If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with Human Resources or one of the contacts listed in this policy. At a minimum, the term "harassment" as used in this policy includes:

- Offensive remarks, comments, jokes, slurs, or verbal conduct pertaining to an individual's race; color; religion; genetic information; national origin; sex; sexual orientation; gender identity; pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship

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status; service member status; or any other category protected by federal, state, or local law;

- Offensive pictures, drawings, photographs, figurines, or other graphic images, conduct, or communications, including e-mail, faxes, and copies pertaining to an individual's race; color; religion; genetic information; national origin; sex; sexual orientation; gender identity; pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; service member status; tobacco use outside of the workplace; or any other category protected by federal, state, or local law;
- Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved;
- References to sexual conduct, an individual's sex life, sexual activity, sexual experiences, sexual deficiencies or prowess;
- References to an individual's body, offensive leering and/or whistling;
- References concerning an individual's characteristics such as pitch of voice, facial hair or the size or shape of a person's body, including remarks that a male is too feminine or a female is too masculine;
- Offensive physical conduct, touching and gestures, or brushing up against someone regardless of the gender of the individuals involved.

We also absolutely prohibit retaliation, which includes: threatening an individual or taking any adverse action against an individual for (1) reporting a possible violation of this policy, (2) participating in an investigation conducted under this policy; or (3) otherwise exercising a lawful right.

Our supervisors and managers are covered by this policy and are prohibited from engaging in any form of harassing, discriminatory, or retaliatory conduct. No supervisor or other member of management has the authority to suggest to any applicant or employee that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal or sexual relationship with the supervisor or manager, or for tolerating (or refusing to tolerate) conduct or communication that might violate this policy. Such conduct is a direct violation of this policy.

Even non-employees are covered by this policy. We prohibit harassment, discrimination, or retaliation of our employees in connection with their work by non-employees. Immediately report any harassing or discriminating behavior by non-employees, including contractors, subcontractors, vendors or guests. Any employee who experiences or observes harassment, discrimination, or retaliation should report it using the steps listed below.

If you have any concern that our No Harassment policy may have been violated by anyone, you must immediately report the matter. Due to the very serious nature of harassment, discrimination and retaliation, you must report your concerns to one of the individuals listed below:

1. First, discuss any concern with your immediate supervisor.
2. If you are not satisfied after you speak with your immediate supervisor, or if you feel that you cannot speak to your immediate supervisor, discuss your concern with your Department Manager.
3. If you are not satisfied after you speak with your Department Manager, or if you feel you cannot speak to your Department Manager, speak to the General Manager.

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4. If at any time, you feel the need to speak to other members of management, you may contact the Andy Jones, David Jones or Human Resources.

You should report any actions that you believe may violate our policy no matter how slight the actions may seem.

We will investigate the report and then take prompt, appropriate remedial action. The Company will protect the confidentiality of employees reporting suspected violations of this or any other Company policy to the extent possible consistent with our investigation.

You will not be penalized or retaliated against for reporting improper conduct, harassment, discrimination, retaliation, or other actions that you believe may violate this policy.

We are serious about enforcing our policy against harassment. Persons who violate this or any other Company policy are subject to discipline, up to and including immediate termination. We cannot resolve a potential policy violation unless we know about it. You are responsible for reporting possible policy violations to us so that we can take appropriate actions to address your concerns.

Reasonable Accommodations and Modified Job Duties

To assist our employees who are or become disabled, who suffer on-the-job injuries, or who have known limitations due to pregnancy, childbirth, or a related condition, we will make reasonable accommodations to enable such employees to continue performing the essential functions of their jobs. Consistent with this policy, we may modify job duties to comply with medical requirements or restrictions. Other accommodations, such as modification of work hours, more frequent breaks, seating accommodations, limits on lifting, relocation of a work area, providing mechanical or electrical aids, transfer to a less strenuous or less hazardous position, and/or allowing the employee to apply for a vacant position for which the employee is qualified or granting a leave of absence may be appropriate, depending upon specific facts and circumstances of individual situations.

Obviously, there are limits to the accommodations which we can realistically make. For example, where an accommodation would cause an undue hardship to the Company we would be unable to make the particular accommodation. Similarly, when placing an individual in a position, with or without accommodation, would cause the employee to be a direct threat to the employee or others, we may be unable to place the employee in a particular position.

If you need to request a reasonable accommodation because of a disability, on-the-job injury or limitations due to pregnancy, childbirth, or a related condition, please notify Human Resources. We will discuss the matter with you, investigate your request, and to the extent possible, attempt to reasonably accommodate you.

Any employee who has questions or concerns about reasonable accommodations in the workplace, is encouraged to report these issues to the attention of Human Resources. Likewise, if you need an accommodation for religious holidays, beliefs or practices, notify Human Resources. Employees can raise concerns and make reports and/or requests without fear of reprisal. Anyone who retaliates against any employee for reporting concerns or making accommodation requests will be subject to discipline, up to and including immediate termination.

Employee Status

Gerald Jones Auto Group has the following classifications of employment:

Regular Full-Time Employee – Regularly scheduled for thirty (30) hours or more per week. These

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employees are eligible for benefits as outlined in this Handbook and subject to certain other requirements which may be described in individual policies.

Regular Part-Time Employee - Regularly scheduled for less than thirty (30) hours per week. These employees are not eligible for benefits.

Temporary Employee – A temporary position, generally not to exceed three (3) months, unless extended by the Company. These employees are not eligible for benefits.

For the purposes of Family and Medical Leave (FMLA), insurance and certain other benefits, eligibility requirements may be different. If different, insurance plan documents or applicable law will control eligibility.

Break In Service

Any former employee who returns to the employment of Gerald Jones Auto Group will, for the purposes of employment policies and benefits, be considered to be a new employee with no previous service, unless otherwise prohibited by law.

Introductory Period

Gerald Jones Auto Group has a 120-day introductory period for new employees. During the introductory period, we will evaluate your work habits and abilities to make sure that you can perform your job satisfactorily. The introductory period also gives you time to decide if the new job meets your expectations.

Since your employment with Gerald Jones Auto Group is voluntary and at will, you may terminate your employment at any time during or after the introductory period, with or without cause or advance notice. Likewise, Gerald Jones Auto Group also may terminate your employment at any time during or after the introductory period, with or without cause or advance notice.

If you are absent for a significant amount of time during your introductory period, the length of the absence will automatically extend the introductory period. We may also extend the introductory period if we decide it was not long enough to evaluate your performance or for any other reason permitted by law. This could happen either during or at the end of the introductory period.

Workplace Relationships

To ensure a professional work environment, Gerald Jones Auto Group prohibits supervisors from dating a direct report. Also, dating of employees interferes with the proper conduct of business and is highly discouraged. Gerald Jones Auto Group may intervene promptly in situations where a workplace relationship is having an adverse impact on business productivity or creating a conflict of interest. Actions may include transfer to another department, demotion, or termination of employment.

Employees are prohibited from engaging in any kind of personal relationship with a customer or from using any information obtained in the course of business to further a personal or social relationship.

Visitors

Visits to Gerald Jones Auto Group by your friends, family members, children and acquaintances are not permitted in work areas. Should it be necessary for a friend or relative to speak with you during work hours, the visitor must wait in the showroom or customer lounge.

Promotions and Transfers

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It is the policy of Gerald Jones Auto Group, whenever possible, to promote from within our organization to fill vacancies, provided there is someone qualified for the job. If you are interested in a position within the Company, be sure to let Human Resources know in advance.

Personnel Record Changes

Gerald Jones Auto Group is committed to protecting your privacy rights as an employee. Your personnel records are sensitive and highly confidential material. It is important that Gerald Jones Auto Group have certain personal information about you in our records. To help us keep our records updated, you should promptly inform Human Resources as soon as there is a change to any of the following:

- Name*
- Residence Address*
- Telephone Number*
- Marital Status*
- Dependency Status*
- Tax Withholding Allowances*
- Immigration Status*
- Emergency Contacts*
- Beneficiary Designation for Company Insurance or Benefits*
- Military Status*

Information from your file will not be divulged except to authorized personnel with a legitimate business reason.

Conflicts of Interest

Gerald Jones Auto Group has guidelines to avoid real or potential conflicts of interest. It is your duty as an employee of Gerald Jones Auto Group to follow the following guidelines about conflicts of interest. If this is not clear to you or if you have questions about conflicts of interest, contact your Department Manager and/or supervisor.

What is a conflict of interest? An actual or potential conflict of interest is when you are in a position to influence a decision or have business dealings on behalf of Gerald Jones Auto Group that might result in a personal gain for you or for one of your relatives and/or which is not in the best interest of the Company. For conflicts of interest, a relative is any person who is related to you by blood or marriage, or whose relationship with you is similar to being a relative even though they are not related by blood or marriage.

We do not automatically assume that there is a conflict of interest if you have a relationship with another company. However, if you have any influence on transactions involving purchases, contracts, or leases, you must tell an officer of Gerald Jones Auto Group as soon as possible. By telling us that there is the possibility of an actual or potential conflict of interest, we can set up safeguards to protect everyone involved.

The possibility for personal gain is not limited to situations where you or your relative has a significant ownership in a firm with which Gerald Jones Auto Group does business. Personal gains can also result from situations where you or your relative receives a kickback, bribe, substantial gift, or special consideration as a result of a transaction or business dealing involving Gerald Jones Auto Group.

Non-Disclosure

It is very important to Gerald Jones Auto Group that we protect our confidential business information

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and trade secrets. The Company has made reasonable efforts to keep confidential information and proprietary information about the Company and its customers that is not generally known or made available to the public or competitors restricted. Confidential information includes, but is not limited to, the following examples:

compensation data
computer processes
computer programs and codes
customer lists
customer preferences
financial information
labor relations strategies
marketing strategies
new materials research

pending projects and proposals
proprietary production processes
research and development strategies
scientific data
scientific formulae
scientific prototypes
technological data
technological prototypes

Such confidential information will be used solely by you in the performance of your job duties for the Company and will not be used in any other manner whatsoever during your employment. You will not, without the prior written consent of the Company, use, disclose, divulge, or publish to others any such confidential information acquired in the course of your employment. This prohibition expressly includes such information in electronic form. Such confidential information is the exclusive property of the Company, and under no circumstances whatsoever will you have any rights to use, disclose or publish to others such confidential information, subsequent to the termination of your employment.

Do not discuss confidential and proprietary information in public spaces. We also expect your cooperation in helping to avoid inadvertent disclosure of confidential and proprietary information to visitors and third-parties who visit our premises.

If you have access to confidential information, we may ask that you sign a non-disclosure agreement as a condition of your employment.

If you improperly use or disclose a trade secret or confidential business information, you will be subject to disciplinary action, up to and including termination of employment and legal action.

Upon termination, you must immediately deliver to the Company any and all confidential information, whether stored electronically or in paper format, including, but not limited to all copies of such documents prepared or produced in connection with your employment with the Company that pertain to the Company's business or your services for the Company, whether made or compiled by you or furnished to you in connection with such services to the Company. In addition, at termination, you must return all of the Company's non-confidential property, documents, or electronic information.

This policy does not limit the common law and statutory rights of the Company. Likewise, this policy does not limit (and will not be enforced so as to limit) your rights to discuss your wages, hours and other terms and conditions of employment with others.

Breastfeeding Mothers

It is the policy of Gerald Jones Auto Group to support the health and well-being of working mothers and their children. As part of this policy, Gerald Jones Auto Group will provide eligible employees with:

- Reasonable break periods to express milk following the birth of a child.
- The break time should, if possible, be taken concurrently with other break periods already provided.
- Break times will be paid where required by law.

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- A private area, other than a restroom, where the employee may express milk and be shielded from view and free from intrusion.
- Appropriate storage areas for pumps and other equipment as well as expressed milk.

Employee Responsibilities:

- Notify your supervisor before taking your break.
- Keep the breastfeeding area clean and tidy.

Benefits

A good benefits program is a solid investment in Gerald Jones Auto Group employees. Gerald Jones Auto Group will periodically review the benefits program and will make modifications as appropriate to the Company's condition. Gerald Jones Auto Group may modify, add or delete the benefits it offers. A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) policy for more information.

Details of the health insurance plan are described in the Summary Plan Description (SPD). To the extent there is any conflict between the SPD and this Handbook, the SPD and insurance documents will govern. An SPD and information on cost of coverage will be provided in advance of enrollment to eligible employees.

Group Health, Dental, Life Insurance

Gerald Jones Auto Group is pleased to offer an excellent group insurance package for our employees and their eligible dependents. A portion of the premiums for eligible employees and their dependents is paid by the Company, with the balance paid by the employee through payroll deductions. You should consult the comprehensive plan booklet for specific details.

Section 125 Plan

For the benefit of our employees, Gerald Jones Auto Group has instituted a Section 125 Plan. This plan allows employees who contribute toward the cost of their health insurance to pay on a pre-tax basis. Participants in the plan are able to reduce their actual out of pocket costs; your savings will vary depending on your particular tax bracket. Election forms for the 125 Plan are available every year during the 125 plan open enrollment period. When you elect to participate in the 125 Plan you must maintain your election for the full year. There are, however, certain changes in family circumstances that the IRS will consider as valid reasons to make mid-year plan changes. Please refer to the Section 125 Summary Plan Description for more specific information and a listing of those benefits which are eligible for pretax contributions.

401(k) Plan

Gerald Jones Auto Group is pleased to provide you with a 401(k) plan to help you save for your retirement. You are eligible to participate if you are twenty-one (21) years of age or older, if you been continually employed by Gerald Jones Auto Group for at least one year, and if you have worked a minimum of 1000 hours the previous year. The Summary Plan Description is available upon request and provides additional plan details.

Social Security

Pursuant to the Federal Insurance Contributions Act, better known as the Social Security Act, the

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Company deducts a percentage of your pay, matches it with an amount from the Company, and sends it to Social Security. If you are not familiar with the retirement and disability benefits provided under Social Security, check with your local Social Security office.

Workers' Compensation Insurance

Gerald Jones Auto Group provides a comprehensive workers' compensation insurance program to our employees, in accordance with state law. This program does not cost you anything.

The workers' compensation program covers injuries or illnesses that might happen in the course of your employment, that require medical, surgical, or hospital treatment. Subject to legal requirements, workers' compensation insurance begins after a short waiting period, or if you are hospitalized, the benefits may begin immediately.

It is very important that you tell your supervisor about any work-related injury or illness, as soon as reasonably possible, regardless of how minor it might seem at the time. Prompt reporting helps to make sure that you qualify for coverage as quickly as possible and allows us to investigate the matter promptly.

Workers' compensation covers only work-related injuries and illnesses.

Benefits Continuation (COBRA)

You, your spouse, and your dependents who participate in the Company's group health plan, may be eligible for eighteen (18) to thirty-six (36) months of benefits continuation. Eligibility for this benefit continuation under COBRA (Consolidated Omnibus Budget Reconciliation Act) is triggered by a qualifying event such as a reduction in hours of employment, divorce, or termination for reasons other than gross misconduct, and is subject to policy terms and conditions and applicable legal guidelines.

Should you, your spouse, or your dependents covered under our group health plan become eligible for this continuation coverage, you must indicate whether you elect to participate in this plan within a certain amount of time from the date of the qualifying event. Otherwise, your group health benefits will end. If you have any questions regarding your eligibility or how benefit continuation works, please see Human Resources.

Training

Gerald Jones Auto Group believes in your continuing education, training and development. You may be scheduled for classes at the Company's expense to advance your professional growth.

When you attend Company sanctioned off-premises training classes, Gerald Jones Auto Group will pay the cost of the training. Technician pay while attending Company-sanctioned classes is based upon average earnings. Meals, lodging and other expenses, up to the preauthorized limits, are paid by the Company, when you attend pre-approved out of town classes, provided that receipts are turned in the next work day.

Paid Vacation and Sick Days

Paid vacation and sick days (collectively referred to as "personal days") with full pay are provided for all eligible employees.

Eligibility

Only full-time, regular employees who have completed one (1) year of service are eligible.

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Amount of Personal Days

Personal days are awarded at the start of the calendar year (in January) based on length of your service completed at that time.

After completion of the first year of service, we prorate five vacation days and three sick days based on the remaining portion of that calendar year. The following January, the employee will receive five vacation days and three sick days.

At the second anniversary, an additional five prorated days of vacation is added to the employee's vacation time based on the remaining portion of that calendar year. The following January after your second anniversary, you will receive ten vacation days and three sick days.

At the tenth anniversary, an additional five prorated days of vacation is added to the employee's vacation time based on the remaining portion of that calendar year. The following January after your tenth anniversary, you will receive fifteen days of vacation and three sick days.

Use of Personal Days

A maximum of one week of vacation or sick days may be taken at a time, unless otherwise authorized by your manager.

Sick days may be used for your own injury or illness or for the care of an immediate family member.

Notice and Scheduling

Scheduling of your personal days is subject to approval by your manager, at whose discretion the scheduling of any or all personal days may be designated. While we try to grant personal days where possible, the Company in its sole discretion, may deny your request for personal days where it conflicts with business considerations, including, but not limited to staffing needs.

You should request your personal day(s) off at least thirty (30) days in advance, where possible. In the event of an emergency, notify your manager of your need for leave as soon as practicable. Seniority will determine scheduling preference among employees.

Note, the Company, in its sole discretion, may require you to take your personal days at a particular time; and may require you to use personal days during any period of shut-down or furlough, to the extent allowed by law.

Carry Over

Vacation days not taken by December 31st will be forfeited and will not roll over to the next year. We do not pay for unused vacation at the end of the year.

Sick days not taken will roll over to the next year, up to a maximum of ten (10) days. Any sick days in excess of ten (10) days will be forfeited.

Return from Leave

To be eligible for payment of personal days, employees must return to work after the end of their leave. Employees who fail to return to work after the end of their leave are not eligible for payment of personal days, unless otherwise required by law.

At the End of Employment

Employees will not be paid for unused vacation and sick days at the end of employment.

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Interaction with Other Leaves

Paid vacation and sick days may run concurrently with FMLA where allowed by law.

Holidays

We observe four (4) holidays per year:

- NEW YEARS DAY
- FOURTH OF JULY
- THANKSGIVING
- CHRISTMAS DAY

Full-time employees are paid for each of these holidays. If you are on unpaid leave the day before or the day after the holiday, you will **not** be eligible for holiday pay. You must work your last scheduled day before the holiday and your scheduled day after the holiday, unless excused by your manager prior to the holiday. We may elect to keep one or more departments open on some of these holidays. If we do and you are required to work, you will be given another day off, at a mutually agreeable time. Holiday pay varies depending upon your pay plan. Employees are eligible for holiday time off with pay upon hire. We do not count holiday paid time off as hours worked when calculating overtime.

Timekeeping Procedures

ALL EMPLOYEES are required by this Company to maintain an accurate record of hours worked each day and each week. This means that you are to log in before you start work, log out and back in from lunch or any personal errands, and log out at end of your shift. You may not begin work before your scheduled starting time, work during your scheduled lunch break, or continue to work past your normal quitting time without the prior approval of your manager. If you are approved to perform work for the Company outside your regular work hours, you are also required to report this time the next day by sending an e-mail to your manager, with a copy to Human Resources, indicating what you did and the amount of time you spent performing these tasks. This time will then be added to your hours worked that week. If you forget to log in or if you need to change an entry, you must immediately notify your manager and Human Resources so that the record can be corrected by Human Resources.

Do not punch or make entries on anyone's time record other than your own. Do not punch in until you are ready to start work. Note that recording another employee's time or asking another non-management employee to record your time may result in discipline, up to and including immediate termination. Please understand that no supervisor is authorized to instruct you to work "off the clock." You should immediately report any supervisor's instruction to do so to Human Resources.

Overtime

The Company may periodically schedule overtime work or weekend work to meet our business needs. We will attempt to give you advance notice, if possible. We expect that all employees who are scheduled to work overtime or who are called out to work on a special project will be at work, unless specifically excused by Human Resources. Failure to report for scheduled overtime work may result in discipline, up to and including immediate termination.

Overtime Hours: All hours worked in excess of forty (40) hours in a work week are overtime hours. For purposes of calculating overtime hours, only actual hours worked will be counted. Any type of paid time off is not counted as hours worked for purposes of calculating overtime hours.

Overtime Compensation: Overtime compensation varies depending on your pay plan, job duties, DOT status, and other regulatory factors. For example, our exempt employees paid on a salary basis, normally do not

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receive extra pay for overtime hours. Likewise, certain other employees not paid on a salary basis are exempt from overtime premium pay, so we pay those employees straight-time pay for overtime hours. Our non-exempt employees paid on an hourly basis receive straight-time pay plus half-time pay (the time-and-one-half rate) for overtime hours. In any event, all overtime work will be paid properly and in compliance with applicable law.

Some exempt employees are paid on a commission-basis. Those employees' compensation is evaluated over a representative period of one year to determine their exemption status. Employees paid commissions may be exempt from receiving overtime premiums if they receive more than one-half of their earnings during a representative period from commissions.

All employees (other than exempt employees paid on a salary basis) must receive approval from the appropriate manager prior to performing overtime work, or they may be subject to disciplinary action, up to and including immediate termination.

Paychecks/Direct Deposit

All employees are paid weekly on Friday.

Gerald Jones Auto Group uses direct deposit where the employee authorizes us to do so. With direct deposit, your pay is automatically deposited into your bank account. It takes approximately two (2) pay periods to set up direct deposit; until such time, a paper check will be issued to you. Your paystubs will detail paycheck information, including an itemized statement of gross pay, deductions, net pay, and other items. For additional information about direct deposit, consult your Human Resources or Payroll office.

We take every precaution to avoid errors in your paycheck. If an error does occur, please inform your manager, who will obtain the correct information for you and determine whether an adjustment is in order. If an error is found, you will receive an adjustment on the next regular payday.

Gerald Jones Auto Group does not provide loans or pay advances to employees.

Payroll Deductions

The net amount of your paycheck does not represent the full amount of your earnings because we are required to make certain deductions. As an example, we are required to deduct your federal withholding tax (income tax) from your earnings. This deducted amount is turned over to the U.S. Treasury and you receive credit for it on your income tax at the end of the year. The amount of the tax deduction is determined by your earnings, the number of your dependents, and other information which you provide us on your W-4 form. Each year, you will receive a W-2 slip showing your total earnings for the year and the amount of taxes withheld. A similar process is followed for state taxes.

Also, deductions for social security (F.I.C.A.) come out of your paycheck at the rate established by law. In addition to taxes or other deductions that are required by law, deductions will be made for insurance premiums, uniforms, and monies owed to the Company, where allowed by law.

If you believe that there have been any deductions made to your pay in error or if you have any questions regarding deductions made to your pay, please speak with your manager.

Employee Accounts

Parts and service purchases limited to your already earned income may be charged and deducted from your next paycheck, to the extent allowed by law, and provided the arrangement is approved by your manager.

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Bereavement Leave

Gerald Jones Auto Group provides bereavement leave to employees who need to take time off because an immediate family member died. To ask for bereavement leave, see your supervisor. We will give you three (3) days of unpaid leave to attend the funeral and make any necessary arrangements associated with the death. You can use any available paid leave benefits you have.

For bereavement leave, "immediate family" means your spouse, parent, child, sibling; your spouse's parent, child, sibling; your child's spouse; your grandparent or your grandchild. We will also consider requests for bereavement leave if someone dies who was as close to you as an immediate family member.

Family and Medical Leave Act (FMLA)

The Family and Medical Leave Act ("FMLA") provides eligible employees the opportunity to take unpaid, job-protected leave for certain specified reasons. The maximum amount of leave you may use is either twelve (12) or twenty-six (26) weeks within a 12-month period depending on the reason(s) for the leave.

FMLA Questions or Concerns

While our FMLA policy provides a great deal of information, FMLA still can be a confusing process. If you have questions or concerns about your eligibility for FMLA or if you believe that your manager or Company contact is not properly handling FMLA, immediately report the question or concern to either your designated Human Resources contact or your Office Manager.

Employee Eligibility

To be eligible for FMLA leave, you must:

1. Have worked at least twelve (12) months for the Company in the preceding seven (7) years (limited exceptions apply to the seven-year requirement);
2. Have worked at least one-thousand two hundred and fifty (1,250) hours for the Company over the preceding twelve (12) months; and
3. Currently work at, report to, or receive assignments from a location where there are at least fifty (50) employees within seventy-five (75) miles.

All periods of absence from work due to or necessitated by service in the uniformed services are counted in determining FMLA eligibility.

Qualifying Events

FMLA leave may be taken for the following reasons:

1. Birth of a child, or to care for a newly-born child (up to twelve (12) weeks). Such time is available regardless of sex or gender;
2. Placement of a child with you for adoption or foster care (up to twelve (12) weeks);. Such time is available regardless of sex or gender;
3. To care for an immediate family member (your spouse, child, or parent) with a serious health condition (up to twelve (12) weeks);

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4. Because of a serious health condition that makes you unable to perform your job (up to twelve (12) weeks);
5. To care for a covered service member with a serious injury or illness related to certain types of military service (up to twenty-six (26) weeks); or,
6. To handle certain qualifying exigencies arising out of the fact that the employee's spouse, son, daughter, or parent is on covered active duty or call to covered activity duty status in the uniformed Services (up to twelve (12) weeks).

The maximum amount of leave that may be taken in a 12-month period for all reasons combined is twelve (12) weeks, with one exception. For leave to care for a Covered Service member, the maximum combined leave entitlement is twenty-six (26) weeks, with leaves for all other reasons constituting no more than twelve (12) of those twenty-six (26) weeks.

Definitions

A "Serious Health Condition" is an illness, injury, impairment, or physical or mental condition that involves either (i) an overnight stay in a medical care facility, or (ii) continuing treatment by a health care provider for a condition that either prevents you from performing the functions of your job, or prevents the qualified family member from participating in school or other daily activities for more than three (3) full calendar days. The continuing treatment requirement includes two (2) visits to a health care provider or one (1) visit to a health care provider combined with continuing regimen of care. An incapacity caused by pregnancy or prenatal visits, a chronic condition (such as asthma, diabetes or migraines) that continues over an extended period of time and requires periodic visits (at least two (2) per year) to a health care provider, permanent or long-term conditions requiring supervision but not active treatment by a health care provide, or absences due to multiple treatments ordered by a health care provider may also meet the definition of a serious health condition.

Identifying the 12-Month Period

The Company measures the 12-month period in which leave is taken by the "rolling" 12-month method, measured backward from the date of any FMLA leave with one exception. For leave to care for a covered service member, the Company calculates the 12-month period beginning on the first day the eligible employee takes FMLA leave to care for a covered service member and ends twelve (12) months after that date. FMLA leave for the birth or placement of a child for adoption or foster care must be concluded within twelve (12) months of the birth or placement.

Using Leave

Eligible employees may take FMLA leave in a single block of time, intermittently (in separate blocks of time), or by reducing the normal work schedule when medically necessary for the serious health condition of you or your immediate family member, or in the case of a covered service member, their injury or illness. Eligible employees may also take intermittent or reduced-schedule leave for military qualifying exigencies. Intermittent leave is not permitted for the birth of a child, to care for a newly-born child, or for placement of a child for adoption or foster care. Employees who require intermittent or reduced-schedule leave must try to schedule their leave so that it will not unduly disrupt the Company's operations.

Use of Paid Leave

Depending on the purpose of your leave request, you may choose (or the Company may require you) to use paid leave (such as sick leave or vacation), concurrently with some or all of your FMLA leave. To substitute paid leave for FMLA leave, an eligible employee must comply with the Company's normal procedures for the applicable paid-leave policy (e.g., call-in procedures, advance notice, etc.).

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Maintenance of Health Benefits

If you and/or your family participate in our group health plan, the Company will maintain coverage during your FMLA leave on the same terms as if you had continued to work. If applicable, you must make arrangements to pay your share of health plan premiums while on leave. In some instances, the Company may recover premiums it paid to maintain health coverage or other benefits for you and your family. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of your leave.

Notice and Medical Certification

When seeking FMLA leave, you are required to provide:

1. Sufficient information for us to determine if the requested leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include: (1) you are unable to perform job functions; (2) a family member is unable to perform daily activities; (3) the need for hospitalization or continuing treatment by a health care provider; or (4) circumstances supporting the need for military family leave. You must inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified. If the need for leave is foreseeable, this information must be provided thirty (30) days in advance of the anticipated beginning date of the leave. If the need for leave is not foreseeable, this information must be provided as soon as is practicable and in compliance with the Company's normal call-in procedures, absent unusual circumstances.
2. Medical certification supporting the need for leave due to a serious health condition affecting you or an immediate family member within fifteen (15) calendar days of the Company's request to provide the certification (additional time may be permitted in some circumstances). If you fail to do so, we may delay the commencement of your leave, withdraw any designation of FMLA leave or deny the leave, in which case your leave of absence would be treated in accordance with our standard leave of absence and attendance policies, subjecting you to discipline up to and including termination. Second or third medical opinions and periodic re-certifications may also be required;
3. Periodic reports as deemed appropriate during the leave regarding your status and intent to return to work; and
4. Medical certification of fitness for duty before returning to work, if the leave was due to your serious health condition. The Company will require this certification to address whether you can perform the essential functions of your position.

Failure to comply with the foregoing requirements may result in delay or denial of leave, or disciplinary action, up to and including termination.

Employer Responsibilities

The Company will inform you of pertinent information relating to FMLA leave.

Eligibility. To the extent required by law, the Company will inform you whether you are eligible under the FMLA. Should you be eligible for FMLA leave, the Company will provide them with a notice that specifies any additional information required as well as your rights and responsibilities. If you are not eligible, the Company will provide a reason for the ineligibility.

Qualifying Leave. The Company will also inform you if leave will be designated as FMLA-protected and, to the extent possible, note the amount of leave counted against your leave entitlement. If the Company determines that the leave is not FMLA-protected, the Company will notify you.

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Job Restoration

Upon returning from FMLA leave, eligible employees will typically be restored to their original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions.

Failure to Return After FMLA Leave

Any employee who fails to return to work as scheduled after FMLA leave or exceeds the 12-week FMLA entitlement (or in the case of military caregiver leave, the 26-week FMLA entitlement), will be subject to the Company's standard leave of absence and attendance policies. Failure to return may result in termination if you have no other Company-provided leave available that applies to your continued absence and the Company's obligation to maintain your group health plan benefits may end (subject to any applicable COBRA rights).

Other Employment

The Company generally prohibits you from holding other employment that is inconsistent with the need for leave. This policy remains in force during all leaves of absence including FMLA leave and may result in disciplinary action, up to and including immediate termination.

Fraud

Providing false or misleading information or omitting material information in connection with an FMLA leave will result in disciplinary action, up to and including immediate termination.

Employers' Compliance With FMLA and Employee's Enforcement Rights

FMLA makes it unlawful for any employer to interfere with, restrain, or deny the exercise of any right provided under FMLA, or discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

While the Company encourages you to bring any concerns or complaints about compliance with FMLA to the attention of Human Resources, FMLA regulations require employers to advise you that you may file a complaint with the U.S. Department of Labor or bring a private lawsuit against an employer.

Further, FMLA does not affect any Federal or State law prohibiting discrimination or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

Military-Related FMLA Leave

FMLA leave may also be available to eligible employees in connection with certain service-related medical and non-medical needs of family members. There are two (2) forms of such leave. The first is Military Caregiver Leave, and the second is Qualifying Exigency Leave. Each of these leaves is detailed below.

Definitions

A "covered service member" is either: (1) a current service member of the Armed Forces, including a member of the National Guard or Reserves, with a serious injury or illness incurred in the line of duty for which the service member is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list; or (2) a "covered veteran" who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

A "covered veteran" is an individual who was discharged under conditions other than dishonorable during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran. The period between October 28, 2009 and March 8, 2013 is excluded in determining this five-year period.

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The FMLA definitions of “serious injury or illness” for current service members and veterans are distinct from the FMLA definition of “serious health condition.” For current service members, the term “serious injury or illness” means an injury or illness that was incurred by the member in the line of duty while on active duty in the Armed Forces or that existed before the beginning of active duty and was aggravated by such service, that may render them medically unfit to perform the duties of their office, grade, rank or rating.

For covered veterans, this term means a serious injury or illness that was incurred in the line of duty while on active duty in the Armed Forces or that existed before the beginning of active duty and was aggravated by such service and manifested itself before or after the individual assumed veteran status, and is: (1) a continuation of a serious injury or illness that was incurred or aggravated when they were a member of the Armed Forces and rendered them unable to perform the duties of their office, grade, rank or rating; (2) a physical or mental condition for which the covered veteran has received a VA Service Related Disability Rating (VASRD) of 50% or greater and such VASRD rating is based, in whole or in part, on the condition precipitating the need for caregiver leave; (3) a physical or mental condition that substantially impairs the veteran’s ability to secure or follow a substantially gainful occupation by reason of a disability or disabilities related to military service or would be so absent treatment; or (4) an injury, including a psychological injury, on the basis of which the covered veteran has been enrolled in the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers.

“Qualifying exigencies” include activities such as short-notice deployment, military events, arranging alternative childcare, making financial and legal arrangements related to the deployment, rest and recuperation, counseling, parental care, and post-deployment debriefings.

Military Caregiver Leave

Unpaid Military Caregiver Leave is designed to allow eligible employees to care for certain family members who have sustained serious injuries or illnesses in the line of duty while on active duty. Military Caregiver Leave is a special leave entitlement that permits eligible employees to take up to twenty-six (26) weeks of leave to care for a covered service member during a single 12-month period.

To be “eligible” for Military Caregiver Leave, you must be a spouse, son, daughter, parent, or next of kin of the covered service member. “Next of kin” means the nearest blood relative of the service member, other than the service member’s spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the service member by court decree or statutory provisions; brothers and sisters; grandparents; aunts and uncles; and first cousins; unless the service member has specifically designated in writing another blood relative as their nearest blood relative for purposes of Military Caregiver Leave. You must also meet all other eligibility standards as set forth within the FMLA Leave policy.

An eligible employee may take up to twenty-six (26) workweeks of Military Caregiver Leave to care for a covered service member in a “single 12-month period.” The “single 12-month period” begins on the first day leave is taken to care for a covered service member and ends twelve (12) months thereafter, regardless of the method used to determine leave availability for other FMLA-qualifying reasons. If you do not exhaust his or her twenty-six (26) workweeks of Military Caregiver Leave during this “single 12-month period,” the remainder is forfeited.

Military Caregiver Leave applies on a per-injury basis for each service member. Consequently, an eligible employee may take separate periods of caregiver leave for each and every covered service member, and/or for each and every serious injury or illness of the same covered service member. A

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total of no more than twenty-six (26) workweeks of Military Caregiver Leave, however, may be taken within any “single 12-month period.”

Within the “single 12-month period” described above, an eligible employee may take a combined total of twenty-six (26) weeks of FMLA leave including up to twelve (12) weeks of leave for any other FMLA-qualifying reason (i.e., birth or adoption of a child, serious health condition of the employee or close family member, or a qualifying exigency). For example, during the “single 12-month period,” an eligible employee may take up to sixteen (16) weeks of FMLA leave to care for a covered service member when combined with up to ten (10) weeks of FMLA leave to care for a newborn child.

An employee seeking Military Caregiver Leave may be required to provide appropriate certification from you and/or covered service member and completed by an authorized health care provider within fifteen (15) days. Military Caregiver Leave is subject to the other provisions in our FMLA Leave Policy (requirements regarding your eligibility, appropriate notice of the need for leave, use of accrued paid leave, etc.). Military Caregiver Leave will be governed by, and handled in accordance with, FMLA and applicable regulations, and nothing within this policy should be construed to be inconsistent with those regulations.

Qualifying Exigency Leave

Eligible employees may take unpaid “Qualifying Exigency Leave” to tend to certain “exigencies” arising out of the covered active duty or call to covered active duty status of a “military member” (i.e. your spouse, son, daughter, or parent). Up to twelve (12) weeks of Qualifying Exigency Leave is available in any 12-month period, as measured by the same method that governs measurement of other forms of FMLA leave within the FMLA policy (with the exception of Military Caregiver Leave, which is subject to a maximum of twenty-six (26) weeks of leave in a “single 12-month period”). Although Qualifying Exigency Leave may be combined with leave for other FMLA-qualifying reasons, under no circumstances may the combined total exceed twelve (12) weeks in any 12-month period (with the exception of Military Caregiver Leave as set forth above). You must meet all other eligibility standards as set forth within the FMLA policy.

Persons who can be ordered to active duty include active and retired members of the Regular Armed Forces, certain members of the retired Reserve, and various other Reserve members including the Ready Reserve, the Selected Reserve, the Individual Ready Reserve, the National Guard, state military, Army Reserve, Navy Reserve, Marine Corps Reserve, Air National Guard, Air Force Reserve, and Coast Guard Reserve.

A call to active duty refers to a *federal* call to active duty, and *state* calls to active duty are not covered unless under order of the President of the United States pursuant to certain laws.

Qualifying Exigency Leave is available under the following circumstances:

1. **Short-notice deployment.** To address any issue that arises out of short notice (within seven (7) days or less) of an impending call or order to covered active duty.
2. **Military events and related activities.** To attend any official military ceremony, program, or event related to covered active duty or call to covered active duty status or to attend certain family support or assistance programs and informational briefings.
3. **Childcare and school activities.** To arrange for alternative childcare; to provide childcare on an urgent, immediate need basis; to enroll in or transfer to a new school or daycare facility; or to attend meeting with staff at a school or daycare facility.

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4. **Financial and legal arrangements.** To make or update various financial or legal arrangements; or to act as the covered military member's representative before a federal, state, or local agency in connection with service benefits.
5. **Counseling.** To attend counseling (by someone other than a health care provider) for yourself, for the military member, or for a child or dependent when necessary as a result of duty under a call or order to covered active duty.
6. **Temporary rest and recuperation.** To spend time with a military member who is on short-term, temporary rest and recuperation leave during the period of deployment. Eligible employees may take up to fifteen (15) calendar days of leave for each instance of rest and recuperation.
7. **Post-deployment activities.** To attend arrival ceremonies, reintegration briefings and events, and any other official ceremony or program sponsored by the military for a period of up to 90 days following termination of the military member's active duty status. This also encompasses leave to address issues that arise from the death of a military member while on active duty status.
8. **Parental care.** To care for the military member's parent who is incapable of self-care. The parent must be the military member's biological, adoptive, step, or foster father or mother, or any other individual who stood in loco parentis to the military member when the member was under eighteen (18) years of age.
9. **Mutually agreed leave.** Other events that arise from the military member's duty under a call or order to active duty, provided that the Company and you agree that such leave will qualify as an exigency and agree to both the timing and duration of such leave.

An employee seeking Qualifying Exigency Leave may be required to submit appropriate supporting documentation in the form of a copy of the military member's active duty or rest and recuperation orders or other military documentation indicating the appropriate military status and the dates of active duty status, along with a statement setting forth the nature and details of the specific exigency, the amount of leave needed and the employee's relationship to the military member. All necessary documentation must be submitted to us within fifteen (15) days. Qualifying Exigency Leave will be governed by, and handled in accordance with, the FMLA and applicable regulations, and nothing within this policy should be construed to be inconsistent with those regulations.

Limited Nature of This Policy

This Policy should not be construed to confer any express or implied contractual relationship or rights to any employee not expressly provided for by FMLA. The Company may modify this or any other policy as necessary, in its sole discretion to the extent permitted by law. State or local leave laws may also apply.

Failure to Return from Leave or to Comply with Company Policy

You may be subject to immediate termination for:

2. Failing to return to work as scheduled following the end of a leave;
3. Providing false or misleading information or omitting certain information in connection with a leave;
4. Violation of any of the Company's rules and regulations relating to leave; or
5. Violation of any Company policy or performance standard.

Workers' Compensation

If you are away from work due to a Workers' Compensation injury or illness and are also eligible for FMLA, the two (2) types of leave will run concurrently.

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Civic Duties

We encourage each of our employees to accept their civic responsibilities.

- Jury Duty – If you are called to jury duty, please notify your manager immediately and provide a copy of your jury summons so that we can plan the department's work with as little disruption as possible. Employees who are released from jury service before the end of their regularly scheduled shift or who are not asked to serve on a jury panel are expected to call their manager as soon as possible and report to work if requested.
- Voting – We want every employee to have the opportunity to vote in every election. Generally, there will be sufficient time to vote either before or after your scheduled shift. However, if you foresee a problem getting to the polls, please notify your manager so that arrangements can be made.
- Witness Duty: If you are subpoenaed to appear as a witness, please notify your supervisor immediately so we can plan the Company's work with as little disruption as possible. We do not pay employees who are subpoenaed to appear as witnesses. Employees with witness duty must provide their supervisor with a copy of the subpoena. Employees who are released from witness service before the end of their regularly scheduled shift are expected to call their supervisor as soon as possible and report to work if requested.

Military Leave

The Company allows you unpaid time off from work to fulfill military duties. You should notify Human Resources and provide the Company with a copy of the orders as soon as possible. We ask that you be sensitive to the Company's needs when scheduling military duty or training.

Volunteer Emergency Responder Leave

The Company provides reasonable and necessary unpaid leave to employees who are volunteer firefighters or volunteer emergency medical services responders and who, when acting as volunteers, are part of the mobilization plan established pursuant to the Firefighter Mobilization Act and are responding to an emergency where the President of the United States has declared a state of emergency or where the Governor of South Carolina has declared a state of emergency in a county in South Carolina. If you receive a call to perform services, please notify your supervisor immediately so that we can plan our work with as little disruption as possible.

Isolation and Quarantine Leave

An employee subject to an isolation or quarantine order issued in compliance with state law and pursuant to the South Carolina Department of Health & Environmental Control's (DHEC) orders will be granted unpaid leave.

Affected employees must first use any accrued paid leave during the time off allowed under this policy. This leave will run concurrently with any other applicable leave. Please notify your supervisor as soon as practicable of your need for leave.

Please notify Human Resources of your need for leave under this policy as soon as practicable.

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Employee Parking

Parking is available for all employees in the designated employee parking area. A map is available from your supervisor. Please do not park in front of showrooms, in designated customer parking, or in any place which would hinder a customer's ability to receive full and immediate attention. No storage of automobiles or long-term parking is permitted.

Bulletin Boards

Bulletin boards have been placed in prominent locations throughout our facility, primarily for the posting of governmental regulations and laws, Company information and operating procedures. You are responsible for checking the bulletin boards daily so as to be familiar with the information posted there. Not looking at the board(s) does not excuse you from adhering to the Company policies posted there. Employee postings on bulletin boards are limited to lost and found, items for sale, rides, charitable and athletic activities, and any other postings allowed by law.

Solicitations

We believe that the following rules will best protect Gerald Jones Auto Group's desire to obtain the full benefit of your productivity and maintaining a proper business environment:

- The distribution of literature or other material in working areas is prohibited.
- Employees are not to solicit for any groups or organizations during their own working time or the working time of any employee being solicited.
- Employees are not to enter or remain in the building or any other working area, unless on duty or scheduled for work, or to conduct work-related business with Gerald Jones Auto Group.
- No person, not an employee of Gerald Jones Auto Group, may come on the premises at any time to solicit for any cause or to distribute material of any kind for any purpose (except for commercial salespersons calling on the Company).

Employee Use of Company Facilities

The Company allows work on personal vehicles and those belonging to immediate family. The Company's policy requires a current, open repair order to be on file for the vehicle to be in the facility. Failure to do so may result in the involved employee being held personally responsible for any damages incurred to the facility or vehicle. Work on personal vehicles in the service area is not permitted after working hours. If repairs require work after hours, prior management approval must be secured and a manager must be present to perform the work. Violation of this policy constitutes grounds for dismissal.

Meal and Break Periods

Neither the Fair Labor Standards Act (FLSA) nor Georgia or South Carolina law require employers to give workers breaks or meal periods; however, Gerald Jones Auto Group does provide break and meal periods.

Breaks of short duration (5 to 10 minutes) are allowed with permission from your supervisor.

Please arrange for your scheduled meal period with your supervisor. For the meal period time, Gerald Jones Auto Group allows a maximum of a one-hour break. If you are going to be late or absent from your return, it is your responsibility to notify your supervisor. All tardies and absences are subject to our attendance policies. You are required to clock out for your meal period and clock back in upon your return.

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Break rooms are provided for your meal and break periods. Eating at any other inside location on Company premises is strictly prohibited in front of customers. Eating at your workstation is also prohibited. It is the responsibility of each employee to keep the break room neat and clean. Employees may not use the customer lounge.

Employee Conduct and Work Rules

We expect you to follow certain work rules and conduct yourself in ways that protect the interests and safety of all employees and Gerald Jones Auto Group.

While it is impossible to list every action that is unacceptable conduct, the following lists some examples. Employees who break work rules such as these may be subject to disciplinary action, up to and including immediate termination of employment:

1. Theft or inappropriate removal or possession of property.
2. Falsification of timekeeping records.
3. Working under the influence of alcohol or illegal drugs.
4. Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating Company owned vehicles or equipment.
5. Fighting or threatening violence in the workplace.
6. Boisterous or disruptive activity in the workplace.
7. Negligence or improper conduct leading to damage of Company owned or customer owned property.
8. Insubordination or other unprofessional conduct.
9. Violation of safety or health rules.
10. Smoking in prohibited areas.
11. Sexual or other unlawful or unwelcome harassment.
12. Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace.
13. Excessive absenteeism or any absence without notice.
14. Unauthorized absence from work station during the workday.
15. Unauthorized use of telephones, mail system, or other Company owned equipment.
16. Violation of personnel policies.
17. Unsatisfactory performance or conduct.
18. Failure to report any and all injuries or accidents occurring on the job as soon as reasonably possible.
19. Unlawful activity on Company or customer property while on duty.
20. Failure to maintain a clean and neat work area.
21. Poor workmanship or performance after proper instruction and proper training.
22. Failure to report the suspension or revocation of your driver's license if you are required to drive while on Company business, or failure to report an absence of automobile liability coverage for your vehicle(s) used on Company business.
23. Departure from standard, accepted job methods, unless specifically approved by your manager.
24. Defacing or tampering with Company property, property of another employee, or customer property.
25. Spreading slander and/or lies resulting in harm to employees, or the Company, and/or disruption of the work force; or making malicious statements about the Company, its employees, its services, or its customers; being discourteous to other employees, resulting in a disruption to the work force.
26. Violation of any smoking rules of the Company.
27. Use of abusive or profane language.
28. Failure to observe your assigned work schedule.
29. Loss of Company property or equipment.
30. Any utterance of a racial or ethnic comment, joke or slur.

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31. Giving false information when applying for a position or promotion within the Company.
32. Failure to meet established standards of efficiency, quality or performance.
33. Failure to promptly notify your manager of the completion of assigned work.
34. Failure to wear Company uniforms when required.
35. Parking in areas other than designated employee parking areas.
36. Eating meals during work (other than during lunch break) or in unauthorized areas.
37. Failure to demonstrate a considerate, friendly and constructive attitude toward fellow employees and customers.
38. Failure to observe the 5 mile per hour speed limit on Company property.
39. Adjusting or altering the radio in a customer vehicle. If it is necessary to adjust a seat, do your best to return it to the original position.
40. Creating or contributing to unsanitary conditions by poor housekeeping.
41. Failure to observe dress code.
42. Failure to notify management at the earliest feasible time of absence from the job.
43. Failure to report an automobile accident or damage to any Company or customer vehicle within 24 hours of the event.
44. Insubordination, such as refusing to obey a lawful order from anyone in your line of command.
45. Being discourteous or unprofessional to customers or managers.
46. Unauthorized tampering with, or use of, any Company vehicles or property.
47. Immoral, indecent or disorderly conduct on Company or customer property.
48. Leaving assigned job or work area without permission from your manager.
49. Stealing, unauthorized removal, unauthorized possession, misappropriation, or other irregularities involving the funds or property of the Company, customers, or coworkers.
50. Use, possession or being under the influence of alcohol or narcotics on the job or on Company or customer property.
51. Unauthorized possession, release, or use of Company or customer confidential and/or proprietary information.
52. Unauthorized use, possession or misuse of a lethal weapon.
53. Gambling or other unlawful activity on Company property or while on duty.
54. Sleeping, loafing, lack of cooperation or inattentiveness on the job.
55. Breach of security regulations established by the Company.
56. Fighting or threatening to do bodily harm to others, physically intimidating others while on duty or, if off duty, if it relates to the business of the Company.
57. Falsifying insurance claims or Company records, such as work records, time records, applications or employee benefits, documents, or any unauthorized altering of Company records.
58. Providing, installing, servicing or selling any products or services similar to the products or services of Gerald Jones Auto Group without express written authorization from the Company.
59. Refusal to submit to alcohol or drug testing when requested by the Company at Company expense.
60. Negligence, carelessness, or incompetence on the job, resulting in inferior workmanship; loss or waste of materials, time or products, or abuse of tools or equipment.
61. Violation of safety rules or carelessness that endangers yourself, coworkers, Company property or any other property or persons.
62. Any willful or deliberate violation of the Company's Equal Opportunity policy.
63. Violation of other Company policies set forth in the Employee Handbook.
64. Violation by any hourly or nonexempt employees of the following rules relating to time to time cards will be grounds for immediate automatic dismissal:
 - a) Clocking in or out another employee's time card or allowing one's time card to be clocked by another employee.
 - b) Willfully or habitually failing to punch in and out as required on time card.
 - c) Leaving the Company premises at any time during the work day and willfully not punching out and back in on time card.
 - d) Eating lunch before punching out on time card and then using lunch period for other

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personal matters.

65. Removal of Company records from Company premises or release of confidential information.
66. Use of employee discount for the benefit of third parties.
67. Odometer tampering, EPA equipment tampering, or referring customers to any person or firm for such tampering.
68. Disposal of oil, gasoline, paint, solvents, chemicals, flammable or contaminated items except in the accordance with EPA, OSHA, state and local laws and regulations.
69. Misrepresentation of Company products or services.
70. Removal of gasoline from any Company vehicle or from any vehicle on Company premises (except when required in servicing of the vehicle) without direct authorization of the General Manager.
71. Charging a customer for work not performed or misleading a customer for the purpose of charging for unnecessary repairs.
72. Use of another employee's tools without permission.
73. Driving a customer or Company vehicle without prior authorization unless your job normally entitles such use.
74. Removal of Window Stickers or FTC Stickers except with the signed customer authorization at the time of presentation and delivery of the vehicle.
75. Driving of Company or customer vehicles without a valid driver's license.
76. Misrepresentation by any employee in the course of Company business of any material fact as an inducement for any person to either take any action which may not be in that person's best interest or to buy or sell any product or service of the Company. Misrepresentation includes concealment of a material fact to deceive or mislead, suggesting or stating as a fact anything which the employee either does not know to be true or knows to be false.
77. Failure to immediately issue a receipt for any Company funds received, or failure to turn over any Company monies collected to the Business Office at the earliest feasible time.
78. Failure to disclose to customer any damage occurring in transit, on the lot, or in a collision.
79. Forging the initials or signature of any other employee, customer, prospect, or vendor on any document is grounds for immediate dismissal and possible criminal prosecution.
80. Performing any work involving refrigerants without an appropriate, valid, EPA issued Technician License.

Nothing in these rules or Handbook is intended to unlawfully restrict your right to engage in any of the rights guaranteed by Section 7 of the National Labor Relations Act, including, but not limited to the right to engage in concerted activity for the purposes of mutual aid and/or protection. Nothing in this Handbook will be interpreted, applied or enforced to interfere with, restrain or coerce you in the exercise of your Section 7 rights.

Inspection of Work Area

You are reminded that permission to bring items, such as bags, onto Company property is conditioned on agreeing to inspection by the Company upon request. The Company may search, without further advance notice, desks, cabinets, toolboxes, vehicles, including personal vehicles brought onto Company property, bags, or any other property on Company premises or in Company vehicles.

Drug and Alcohol Policy

The Company is committed to maintaining a safe workplace free from unlawful drugs and alcohol and complies with all applicable laws including the Federal Drug-Free Workplace Act. As a condition of initial and continued employment, the Company prohibits you from reporting to work or performing your duties with any unlawful drugs or alcohol in your system. You are also prohibited from using, possessing, manufacturing, selling, trading, distributing, dispensing or making arrangements or offering to distribute unlawful drugs or alcohol while at work, while performing job duties, off site at training, meetings, or Company-sponsored events, on Company or customer property (including personal vehicles onsite), during lunch or breaks, or in Company vehicles. Further, the Company

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prohibits all unlawful drug use, possession, or distribution, whether on or off duty – drugs can stay in your system and affect work later.

To enforce this policy, the Company may, at any time where lawful, require as a condition of initial or continued employment, any applicant or employee to submit to a physical examination and/or urine, breath, blood or other type of test to determine the presence of drugs or alcohol in his or her system. In all cases, the Company conducts pre-employment and re-employment testing for unlawful drugs. The other possible occasions for drug testing include, but are not limited to:

1. When the Company has a reasonable suspicion that you have violated the Drug and Alcohol Policy;
2. When you suffer or contribute to an on-the-job injury or are involved in or contribute to an accident and it's possible this policy may have been violated;
3. When you seek a transfer or promotion, or return from a suspension or a leave of absence; or
4. As part of any random program of testing which the Company might implement.

The Company may conduct alcohol testing when it has a reasonable suspicion that you have violated the Drug and Alcohol Policy, including accidents suggesting carelessness, disregard of safety rules or other conduct indicating a possible violation of the Drug and Alcohol Policy.

Any employee who suspects another employee of drug or alcohol use, or any violation of this policy, should report it to Human Resources.

Any violation of the rules set forth in this policy will result in immediate termination of current employees or disqualification of applicants. These rules include:

1. A confirmed positive test indicating being under the influence of alcohol or the presence of unlawfully used drugs in your system;
2. Refusal to submit to or cooperate with the Company in any test, search or investigation, or to execute any paperwork or consent forms necessary for examinations or tests;
3. Possession of, distribution of, or consumption of unlawful or abused drugs, unauthorized alcohol, or drug paraphernalia;
4. Tampering with, adulterating, or diluting a test sample; or
5. Unlawful conduct while working. Further, unlawful conduct off duty may result in discipline, up to and including immediate termination of current employees or disqualification of an applicant.

Employees who refuse to submit to a test, or test positive for alcohol or unlawful drugs may be disqualified for unemployment benefits. Employees who refuse to submit to a test, or test positive for alcohol or unlawful drugs following a workplace injury may be disqualified for workers' compensation benefits.

Although the proper use of medication is not prohibited, the abuse of prescription medication is unlawful and may subject you to disciplinary action up to and including immediate termination. Further, you should consult with a Company-designated physician, or Human Resources, if you are legitimately taking medication which you have reason to believe may affect safety or performance. This includes, but is by no means limited to prescription opioid medications such as OxyContin, Percocet, Vicodin, Lortab, Codeine, Morphine, Fentanyl and other similar medications. Any prescription medication brought onto or into Company or customer property (including vehicles) must be retained in its original container labeled with the original pharmacy label. You may not take another person's prescription medication. The law treats the abuse of prescription medication as unlawful drug use.

If you want to seek help for drug or alcohol problems prior to being found in violation of the Company's Drug and Alcohol Policy, or being asked to undergo a test, you may seek information from Human Resources. The Company will treat information, such as drug test results and use of prescription medication, acquired as a result of this program, as confidential unless otherwise required by law.

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While some states have decriminalized marijuana for medicinal or recreational purposes, the Company is not required to allow the use of marijuana in the workplace for any reason. Marijuana and its use are strictly prohibited on Company property. Any employee who fails a drug test for marijuana may be subject to discipline, up to and including termination, unless otherwise limited by applicable law.

Alcoholic beverages may be available for consumption at certain business-related events, meetings and social occasions, as well as industry meetings and conferences. The purchase and/or consumption of alcohol at these events does not violate this policy. However, you may not be under the influence of alcohol such that judgment and/or job performance is impaired, offensive and/or unprofessional conduct occurs, or other Company policies are violated.

Absenteeism and Tardiness

Each of our employees plays an important role in getting the day's work done. Absenteeism or tardiness, even for good reasons, is disruptive to our operations and interferes with our ability to satisfy our customer needs. Therefore, every employee is expected to be at work on time each day. Excessive absenteeism or tardiness can result in discipline, up to and including discharge as well as possible denial of unemployment benefits.

If you are going to be late or absent from work for any reason, you must **personally notify** your manager as far in advance as possible so that proper arrangements can be made to handle your work during your absence. Of course, some situations may arise in which prior notice cannot be given. In those cases, we expect you to notify your manager as soon as possible.

Leaving a message with the receptionist, a coworker, on voicemail, or sending a text message does not qualify as notifying your manager. You must personally speak with your manager each day you are going to be late or absent.

Failure to report to work for three (3) consecutive scheduled work days without notifying the Company ("no call no show") constitutes job abandonment and may result in immediate termination.

When absence is due to illness, we may require appropriate medical documentation, including a doctor's release.

Smoking, Tobacco and Electronic Cigarette Policy

Smoking is prohibited at all times inside any building on the premises of Gerald Jones Auto Group. No smoking is allowed in the Body Shop, Service Department, Parts Department, or any location where combustibles are stored (OSHA regulation). Smoking is prohibited in any customer vehicle as well as Company new or used vehicle inventory. No smoking is allowed in front of a customer at any time.

Employees who smoke should be responsive to the needs and wishes of those who find close proximity to smoke objectionable. Smoking is only allowed in specially designated, outdoor smoking areas. Ask your manager where your designated area is for your work location. No additional breaks are allowed for an employee who smokes. You are responsible for the proper disposal of used cigarettes and other related refuse.

Per Company policy, the same rules apply to electronic cigarettes, smokeless tobacco, and vaping.

Weapons Policy

The Company prohibits employees and all other persons (other than law enforcement, authorized

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security personnel and as authorized by law) from bringing firearms, ammunition, explosives, or other weapons of any kind onto Company property at any time or at any time while performing any work for the Company. Although the Company may determine the scope of this policy and the terms contained in it, “possess” as used in this policy generally means to have on your person, in your vehicle or the vehicle assigned to you, or in other property in your presence or under your control (such as bags, packages, purses, briefcases, desks, toolboxes, lockers, etc.), while on Company premises or while you are at work for the Company.

The only exception to this rule is that a person lawfully authorized to carry a firearm, may keep the firearm in their personal vehicle in the Company’s parking lot, so long as it is kept out of sight in a locked, enclosed compartment or area of the vehicle (trunk, glove box, etc.). For safety and security, anyone maintaining a lawful firearm in their vehicle, is required to notify the Company and may be requested to provide a copy of their license, to the extent applicable.

If you have a question about whether a particular item could be considered a “weapon,” you should consult with your supervisor immediately. The Company enforces this policy consistent with applicable state law. Any violation of this policy may subject an employee to discipline, up to and including immediate termination. If you have any questions concerning the application of this policy, you should consult your supervisor immediately.

Severe Weather Procedures

Normal weather should not affect Company operations. However, under extreme weather conditions, you may not be able to report to work or the Company may close an operation.

In the event of severe weather, you should make every effort to report to work unless your personal safety or the safety of your family is at risk. If you are not able to report to work, you must follow the normal “call-in” procedures to report your absence. If you make every effort to safely report to work and notify your supervisor of your absence according to the normal “call-in” procedures, your absence will be excused. Failure to properly report an absence will result in an unexcused absence and may result in disciplinary action. Hourly employees are not paid for absences caused by severe weather but may utilize any earned but unused paid time off.

In the rare circumstance of extreme weather or natural disaster, the Company may close. If the Company closes, we will attempt to notify you of the closure by any available means such as radio and television announcements, voice mail, and/or personal phone calls.

Personal Property

Gerald Jones Auto Group cannot be responsible for personal property that is lost, damaged or stolen. If you bring personal property/items/belongings into the office or Company property, you are responsible to keep track of them. If you have a loss of personal property, it will not be covered under the Company's insurance.

Also, Gerald Jones Auto Group prohibits any items on the premises or worksite that are sexually suggestive, offensive, or demeaning to specific individuals or groups. Employees should understand that all personal property brought onto the Company's premises may be inspected for purposes of enforcing the organization's policies and to protect against theft.

Multimedia Policies

Electronic Communications

This policy contains guidelines for Electronic Communications created, sent, received, used, transmitted, or stored using Company communication systems or equipment and employee provided systems or equipment used either in the workplace, during working time or to accomplish work tasks.

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“Electronic Communications” include, among other things, messages, images, text data or any other information used in e-mail, text messages, instant messages, apps, voicemail, fax machines, computers, smartphones (including Androids, iPhones, or similar devices), telephones, cell phones including those with cameras, Intranet, Internet, back-up storage, information on a memory card, or flash or zip drive or any other type of internal or external removable storage drives. Given the degree of electronic devices and technology available, no list of electronic communications will be complete. In the remainder of this policy, all of these communication devices are collectively referred to as “Systems.”

Acceptable Uses of Our Systems

Employees may use our Systems to communicate internally with co-workers or externally with customers, suppliers, vendors, advisors, and other business acquaintances for business purposes.

Company Control of Systems and Electronic Communications

All Electronic Communications contained in Company Systems are Company property. Although an employee may have an individual password to access our Systems, the Systems and Electronic Communications belong to the Company. The Systems and Electronic Communications are accessible to the Company at all times including periodic unannounced inspections. Our Systems and Electronic Communications are subject to use, access, monitoring, review, recording and disclosure without further notice. Employee communications on our system are not confidential or private.

The Company’s right to use, access, monitor, record and disclose Electronic Communications without further notice applies equally to employee-provided systems or equipment used in the workplace, during working time, or to accomplish work tasks.

Personal Use of Our Systems

Personal communications in our Systems are treated the same as all other Electronic Communications and will be used, accessed, recorded, monitored, and disclosed by the Company at any time without further notice. Since all Electronic Communications and Systems can be accessed without advance notice, employees should not use our Systems for communication or information that employees would not want revealed to third parties. Also, remember that messages may be forwarded or distributed outside your control, and your professional reputation is at stake. Personal use of our System should be limited to non-working time and must be conducted in such a manner that it does not affect smooth System operation or use a disproportional amount of the System’s functional capacity. Your communications on our Systems are not private.

Use of Employee-Owned Devices

Employees may own various types of personal electronic devices such as iPods, earphones, wireless ear pieces, MP3 players, music players, video devices, cell phones, etc. Employees may only use such items during working time in a manner appropriate for the employee’s job duties and expected productivity. Certain activities are never appropriate during an employee’s work time (other than lunches and breaks). For example listening to music, watching videos, wearing ear phones or listening devices, text messaging which is not business related, etc. Given the extent of devices and technology available, no list of unprofessional conduct will be complete and you should know that the Company may prohibit the use of any device at any time. The Company expects employees to be focused on working, working safely, appearing professional at all times, and being as productive as possible. Your use of our Systems is not private even on your devices.

Confidential Information

Confidential and/or proprietary information may only be used on Company Systems. Confidential and/or proprietary information may not be downloaded, saved, or sent to a personal laptop, personal storage device, or personal email account under any circumstances without advance written approval. Confidential information does not include your wages, hours or working conditions.

Prohibited Uses of Our Systems

Employees may not use our Systems in a manner that violates our policies including but not limited to

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No Harassment, Equal Employment Opportunity, Confidential Information, Business Records and No Solicitation. Employees may not use our Systems in any way that unreasonably compromises your productivity or the overall integrity or stability of the Company's Systems would be considered obscene or offensive. Examples of prohibited uses include, among other things, sexually explicit messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs; or any other message or image that may be in violation of Company policies.

In addition, employees may **not** use our Systems:

- To download, save, send or access any material which may be considered defamatory, discriminatory or obscene material;
- To download, save, send or access any music, audio or video file unless necessary for business;
- To download anything from the internet (including shareware or free software) without the advance written permission of the Systems Supervisor/Computer Support;
- To download, save, send or access any site or content that the Company might deem "adult entertainment;"
- To access any social media platform or otherwise post a personal opinion on working time;
- To text message or instant message for non-business purposes on our System on working time;
- To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or Systems of the Company or any other person or entity;
- In connection with any infringement of intellectual property rights, including but not limited to copyrights;
- To use encryption or other technologies in an attempt to hide illegal, unethical, or otherwise inappropriate activities.
- In connection with the violation or attempted violation of any law; and
- To transmit sensitive or confidential Company or client material such as pricing information or trade secrets.

The Company may block or limit access to particular services, websites, or other internet-based function according to risks and business value. Recognize that inappropriate or offensive websites may still be reachable and that you are prohibited from accessing them using Company resources.

Electronic Forgery

An employee may not misrepresent, disguise, or conceal his or her identity or another's identity in any way while using Electronic Communications; make changes to Electronic Communications without clearly indicating such changes; or use another person's account, mail box, password, etc. without prior written approval of the account owner and without identifying the actual author.

Intellectual Property Rights

Employees must always respect intellectual property rights such as copyrights and trademarks.

System Integrity, Security, and Encryption

All Systems passwords and encryption keys must be available and known to the Company. Employees may not install password or encryption programs without the written permission of our Systems Supervisor/Computer Support. Employees may not use the passwords and encryption keys belonging to others.

Applicable Laws

Numerous state and federal laws apply to Electronic Communications. The Company will comply with applicable laws. Employees also must comply with applicable laws and should recognize that an employee could be personally liable and/or subject to fine and imprisonment for violation of applicable laws. Nothing contained herein will preclude you from engaging in conduct that is protected by Section

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7 of the National Labor Relations Act.

Consequences of Policy Violations

Violations of this Policy may result in disciplinary action up to and including immediate termination of an employee's employment as well as possible civil liabilities or criminal prosecution. Where appropriate, the Company may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with investigations.

Phishing/Fraudulent Emails

Never open an email attachment that you did not expect to receive, click on links, or otherwise interact with unexpected email content. Attackers frequently use these methods to transport viruses and other malware. Be cautious when responding to messages even if they appear to come from someone you know, attackers can falsify email senders such that they look very real. Confirm that the name appearing as the sender is connected with the correct email address and pay close attention when replying to an email to ensure that the address is legitimate. Be especially cautious if a message requests personal information, the purchase of gift cards, money transfer, or abnormal requests to perform a task outside of normal work hours. The Company may block some attachments or emails, based on risk. If you have any doubts regarding the authenticity or risks associated with an email or other message you receive, contact the Company immediately and before interacting with the message.

Questions: If you have questions about the acceptable use of our Systems or the content of Electronic Communications, ask your supervisor for advance clarification.

Passwords

You will be assigned one or more personal passwords for use in accessing our systems and programs. Proper use of these passwords is critical to ensuring that our systems are accessed only by those employees who are authorized to do so. If a system or program is accessed using a personal password, we will assume that you were the individual who accessed it and you will be held accountable if there is a problem. Therefore, we expect you to keep your personal password confidential. Never share your password with another employee under any circumstances. If you think that someone else may know your password, contact Human Resources or IT and have your password changed immediately.

Telephones

Our telephone system is intended to allow us to quickly and effectively communicate with our customers and others. Therefore, we expect that personal calls will be kept short and kept to a minimum. While we do not routinely monitor incoming and outgoing calls, we may monitor and record such calls for customer relations and other lawful, business-related purposes. We also may access any message left in your voicemail system, including employee's voice mailboxes, even though personal passwords have been assigned.

Ear Buds

Employees working in or around the lot, detail department, and service department (service drive, service lane, or technician bays) are strictly prohibited from using cell phones and/or wearing a blue tooth device, ear buds, headphones, or other listening devices while at work, provided that employees may wear ear plugs or other devices intended to protect their hearing or for other safety reasons. Violation of this policy may be grounds for discipline, up to and including immediate termination.

Cell Phones

Cell phone use in customer areas, including the showrooms, gives our customers the impression that we are unapproachable which is not acceptable. Employees must therefore limit the use of their cell phones to business reasons while in the showroom or in front of customers to the extent possible. Moreover, certain activities are never appropriate during scheduled work hours (other than lunches and breaks). For example, listening to music, watching videos, wearing ear phones or listening

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devices, text messaging which is not business related, etc. The Company expects employees to be focused on working, working safely, appearing professional at all times, and being as productive as possible.

Possessing a cell phone or other device containing offensive pictures or video on our premises can be a violation of our no harassment policy and grounds for discipline, up to and including immediate termination.

Video and Audio Recording

To maintain the security and confidentiality of our premises and systems, the Company prohibits unauthorized photography or audio and video recording by you or a third party during working time. Please do not use a cell phone or other device to make any type of unauthorized photograph or audio or video recording; the only exception to this will be where explicitly authorized by law. Violation of this policy may result in discipline, up to and including immediate termination. Nothing contained herein will preclude you from engaging in conduct that is protected by Section 7 of the National Labor Relations Act.

Social Media Policy

Social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established the following guidelines for appropriate use of social media.

“Social media” includes all means of communicating or posting information or content of any sort on the internet. This includes to your own or someone else’s web blog, journal or diary, wiki or personal website, social networking platforms (such as Facebook, Twitter, Instagram, YouTube, TikTok and LinkedIn), online forums, chat rooms, and phone apps, whether or not associated or affiliated with the Company, as well as any other form of electronic communications.

The same principles and guidelines found in the Company’s policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow co-workers or otherwise adversely affects customers, vendors, suppliers, third parties who work on behalf of the Company or its legitimate business interests may result in disciplinary action up to and including immediate termination.

Carefully read these guidelines and Confidential Information, Equal Employment Opportunity, Electronic Communications, and No Harassment policies, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, retaliation, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including immediate termination.

Always be fair and courteous to fellow co-workers, customers, vendors, suppliers or third parties who work on behalf of the Company. Also, keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers or by using our Problem Solving policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparages customers, co-workers, vendors, suppliers, or third parties that work on behalf of the Company or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone’s

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reputation or posts that could contribute to a hostile work environment on the basis of race, age, gender, national origin, color, disability, religion or any other status protected by federal, state or local law or Company policy.

Make sure you are always truthful and accurate when posting information or news. If you make a mistake, correct it quickly. Be open about any previous posts you have altered. Use privacy settings when appropriate. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. The Internet is immediate, nothing that is posted ever truly “expires.” Never post any information or rumors that you know to be false.

Maintain the confidentiality of the Company’s trade secrets and proprietary or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

Do not create a link from your blog, website or other social networking site to the Company’s website without identifying yourself as a Company employee. Do not use a Company e-mail address to register on social networks, blogs or other online tools used for personal use.

You are not authorized to speak on behalf of the Company. Express only *your* personal opinions. Never represent yourself as a spokesperson for the Company. If the Company is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of the Company, fellow co-workers, customers, vendors, suppliers or third parties who work on behalf of the Company. If you do publish a blog or post online comments related to the work you do or subjects associated with the Company, make it clear that you are not speaking on behalf of the Company. It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of the Company.”

You must refrain from using social media while on working time or while using equipment we provide, unless it is work-related as authorized by your supervisor, or other member of management; or consistent with the Electronic Communications Policy.

Employees are encouraged to report violations of this policy. The Company prohibits retaliation against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another co-worker for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including immediate termination.

If you have questions or need further guidance, please contact Human Resources.

Acceptable Use of Generative AI Tools

Purpose

Publicly available applications driven by generative artificial intelligence (GenAI), such as chatbots (ChatGPT, Google’s Bard, Microsoft Bing) or image generators (DALL-E 2, Midjourney) are impressive and widely popular. But while these content-generating tools may offer attractive opportunities to streamline work functions and increase our efficiency, they come with serious security, accuracy, and intellectual property risks. This policy highlights the unique issues raised by GenAI, helps employees understand the guidelines for its acceptable use, and protects the Dealership’s confidential or sensitive information, trade secrets, intellectual property, workplace culture, commitment to diversity, and brand.

Scope

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This policy applies to the use of any third-party or publicly available GenAI tools, including ChatGPT, Google Bard, DALL-E, Midjourney, and other similar applications that mimic human intelligence to generate answers, work product, or perform certain tasks.

Guidelines

DO:

- Understand that GenAI tools may be useful but are not a substitute for human judgment and creativity.
- Understand that many GenAI tools are prone to “hallucinations,” false answers or information, or information that is stale, and therefore responses must always be carefully verified by a human.
- Treat every bit of information you provide to an GenAI tool as if it will go viral on the Internet, and be attributed to you or the Dealership, regardless of the settings you have selected within the tool (or the assurances made by its creators).
- Verify that any response from an GenAI tool that you intend to rely on or use is accurate, appropriate, not biased, not a violation of any other individual or entity’s intellectual property or privacy, and consistent with Dealership policies and applicable laws.

DO NOT:

- Do not upload or input any confidential, proprietary, or sensitive Dealership information into any GenAI tool. Examples include passwords and other credentials, protected health information, personnel material, information from documents marked Confidential, Sensitive, or Proprietary, or any other non-public Dealership information that might be of use to competitors or harmful to the Dealership if disclosed. This may breach your or the Dealership’s obligations to keep certain information confidential and secure, risks widespread disclosure, and may cause the Dealership’s rights to that information to be challenged.
- Do not upload or input any personal information (names, addresses, likenesses, etc.) about any person into any GenAI tool.
- Do not represent work generated by a GenAI tool as being your own original work.
- Do not integrate any GenAI tool with internal Dealership software without first receiving specific written permission from your supervisor and the IT Department.

The Dealership does not use GenAI tools to make or help make employment decisions about applicants or employees, including recruitment, hiring, retention, promotions, transfers, performance monitoring, discipline, demotion, or terminations.

Violations

Violating this policy may result in disciplinary action, up to and including immediate termination, and could result in legal action. If you are concerned that someone has violated this policy, report this behavior to your supervisor or any member of Human Resources.

Disclaimer

Nothing in this policy is designed or intended to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment or any other rights protected by the National Labor Relations Act.

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Remote Work

The Company recognizes the benefits of working remotely for certain positions. Remote work allows employees to perform job duties from home, when their position is conducive to such an arrangement.

If you are an employee working remotely, the terms and conditions of your employment are the same as if you were working at a Company location. You are expected to know and adhere to all Company policies while working remotely. Remote work in no way changes the terms and conditions of your employment.

Remote Work Positions: Whether positions are offered and/or maintained as remote depends on various factors, including whether job duties can be performed satisfactorily from a remote work location, the equipment necessary to complete job duties, an employee's performance history, and other factors which may assist in determining if a position is best suited for remote work. Remote work is a privilege granted only where the essential nature of the job will not be adversely impacted and where productivity will not be disrupted.

Location: The Company will collect information regarding the state and local jurisdiction in which the employee is to perform remote work, at their time of hire and/or at the time the remote work arrangement begins. This is necessary to ensure that all state and local laws applicable to your employment are met and that all notices, forms and tax-related documents specific to your work location are provided. Further, employees are required to maintain any applicable job-related certifications and licenses necessary for their remote work location in good standing.

Employees who wish to change the state and/or local jurisdiction where they perform remote work, must obtain pre-approval from management prior to performing any work in the new jurisdiction. **An employee who fails to notify the Company and obtain approval prior to a change in location, may be subject to disciplinary action up to and including immediate termination of employment.**

Your failure to notify and obtain approval from the Company of a remote work change, may result in exposure to legal liability for both you and the Company.

Performance Expectations: Employees working remotely are required to maintain satisfactory performance, productivity, and professionalism at all times and will be subject to disciplinary action, up to and including immediate termination of employment, for failure to maintain satisfactory standards.

Drug and Alcohol: Employees are prohibited from performing any work while under the influence of unlawful drugs or alcohol. Employees in violation of this policy may be subject to disciplinary action, up to and including immediate termination of employment.

Work Schedule and Timekeeping: Management will communicate with employees regarding the work schedule they are expected to maintain, and the manner and frequency of communications. You must be accessible by phone, email and/or chat during the agreed-upon work schedule (the employee's "Core" hours), unless otherwise excused by management.

Employees are expected to take meal and break times, consistent with applicable law.

Non-exempt employees working remotely must accurately record all hours worked for the Company and must get pre-approval from their supervisor, prior to working overtime hours.

Falsification or misrepresentation of hours worked, may result in disciplinary action, up to and including immediate termination. For non-exempt employees, failure to accurately record all hours worked and/or to

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obtain pre-approval from a supervisor prior to working overtime, may also result in disciplinary action, up to and including immediate termination.

Designated Workspace: Employees working remotely must designate a quiet workspace within their remote work location, in which they plan to work. Employees must maintain their workspace in a safe condition, free from hazards, and other potential dangers.

Equipment and Supplies: The Company will discuss equipment and supplies with the employee on or before their first day of employment, to ensure the employee has all equipment and supplies necessary to satisfactorily perform their duties.

Equipment supplied by the Company remains the property of the Company and will be maintained by us. If any Company equipment necessary to perform remote work fails or malfunctions, the employee must immediately notify the Company. Employees are also expected to notify the Company immediately in the event Company property or equipment is damaged or stolen. Failure to immediately notify us of any such incident, may result in disciplinary action up to and including immediate termination.

Company equipment is to be used for business purposes only, and is limited exclusively to authorized persons. You are prohibited from allowing individuals living in the same household or other third parties to access or use Company property or equipment, unless otherwise authorized by management. You may be asked to sign an inventory of all Company property provided.

Upon separation of employment, all Company property must be returned immediately. If you need any assistance packaging or remitting equipment back to the Company, please let us know and we will assist. Failure to immediately return Company property may constitute theft and will be prosecuted to the fullest extent allowed by law. Employee will be responsible for repayment of any amount owed to the Company for failure to return Company property.

Equipment supplied by the employee, if deemed appropriate by the Company, will be maintained by the employee.

Confidentiality and Safeguarding Information: Employees working remotely must ensure the protection of proprietary Company and client information accessible from their remote work location, and are expected to comply with all Company Confidential Information and Non-Disclosure policies. Employees must take steps to safeguard confidential and proprietary Company and client information. Steps may include: use of locked file cabinets and desks, maintaining documents electronically/scan versus in hard copy form, minimizing printouts as much as possible, regular password maintenance, and other steps appropriate for the remote workspace. Employees are further responsible for safeguarding any Company property assigned to them from breach or theft, including cell phones, laptops, etc.

Confidential information does not include your terms and conditions of employment, such as wages. Nothing in this policy is intended to interfere or restrict you from exercising any rights you may have under the National Labor Relations Act.

Employees are required to follow any instructions provided by management, to ensure compliance with applicable laws and Company policies on data security, export control, and trade secret protection. Employees must strictly adhere to these data security policies and procedures, as well as any other processes, procedures, or instruction given by the Company while performing remote work. Employees are expected to maintain secure protected internet connections, compliant with any Company IT, data and/or security requirements.

Employee Workspace Costs: The Company will not be responsible for costs associated with setup of the employee's remote workspace (e.g., remodeling, furniture or lighting, repairs or modifications to a home office space).

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Liability for Injuries: The remote workspace is considered an extension of the Company's offices. Injuries sustained by the employee while at their designated work area and in conjunction with their regular work duties, may be covered by workers' compensation. Remote employees are responsible for immediately notifying us of such injuries, in accordance with Company workers' compensation procedures.

The Company assumes no liability for injuries occurring outside the remote workspace, outside the agreed-upon work hours and/or not in connection with work performed for the Company. Likewise, the Company will not be liable for any injuries sustained by visitors or third-parties in the employee's workspace.

Reimbursements: Where required by law, the Company will reimburse employees for pre-approved reasonable business-related expenses that are incurred in accordance with job duties, so long as such reimbursement request is reasonable, pre-approved and submitted consistent with the Company's business expense reimbursement procedures.

Internal Communication and Engagement: Appropriate levels of communication between the employee and their supervisor must be agreed to as part of the remote work arrangement. Performance evaluations may include evaluation of daily interaction between an employee and their supervisor and team members, by phone, e-mail, chat, virtual meet, etc. Employee also agrees to attend all meetings which are set by management (virtually, by phone, etc.), unless otherwise excused by management.

Virtual Meetings: To facilitate engagement and development of business relationships, employees should attend virtual meetings with their camera turned-on when possible. The same rules apply to virtual meetings as they would in-person. Employees must maintain professional personal appearance standards, and use good judgment to ensure their background is clean and presentable (e.g., employees should not have third-parties/children, barking dogs, or loud televisions in their background). Employees are encouraged to use virtual background filters as necessary.

Likewise, employees are expected to attend virtual meetings on time and should silence their cell phones while participating in virtual meetings.

Designated Work Time: While remote work offers the flexibility to work various hours, superior client service and work product still requires dedicated uninterrupted time to completing assignments. Employees at a remote work location must make arrangements for childcare, elder care, repair persons, etc. so that they do not detract from the employee's ability to produce quality work, in an efficient time frame.

Requests for Modification: Employees must obtain pre-approval from management prior to changing their remote work jurisdiction. Employees who wish to change their remote work location (e.g., country, state or city/county jurisdiction), must submit a written request to management prior to their move to obtain pre-approval from management.

Misrepresentation and Dishonesty: Employees are expected to abide by this policy, and to accurately and honestly provide the Company with information on their remote work arrangement (including their remote work location). Employees who fail to comply with the Company's policy or who misrepresent or lie about their remote work arrangement, may be subject to disciplinary action up to and including immediate termination of employment.

The Company, in its sole discretion, reserves the right to approve, modify, revoke, or deny any remote work request. Additionally, we reserve the right to modify, suspend, or terminate any employee's access to the Company's computer and information systems, at any time, with or without notice.

Contact with Media Representatives

Employees should not speak to the media on behalf of Gerald Jones Auto Group. The restriction regarding media contacts includes informal contacts through social media, such as Twitter and

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Facebook. All media inquiries should be directed to management. The Company will designate a spokesperson to respond to the media, so that no misinformation is provided.

Workplace Monitoring

Gerald Jones Auto Group may conduct workplace monitoring to help ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring helps us to identify training needs and performance problems.

All computer equipment, services, or technology that we furnish are the property of the Company. We may monitor computer activities and data that is stored in our computer systems. We also may find and read any data that you write, send, or receive by computer.

We may perform video surveillance of non-private workplace areas. We use video monitoring to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage and prevent harassment and workplace violence.

Because we are sensitive to employees' legitimate privacy rights, we will make every effort to guarantee that workplace monitoring is always done ethically and with respect.

Legal Matters

Any contracts or matters relating to any court action which involve Gerald Jones Auto Group will be handled completely by the Owner and those expressly authorized by the Owner to handle such matters. No other employee has any authority in any such matter which does or may involve Gerald Jones Auto Group.

Operation and Care of Vehicles

Care of Vehicles

We expect our employees to treat every customer's car as if it were their own.

There are a few common-sense rules that keep us from upsetting our customers:

- Do not play the radio except to repair it
- Do not change the radio or CD player selections
- Do not move the seat unless absolutely necessary for safety reasons
- Do not change the air conditioning or heat settings
- Do not smoke, eat or drink in a customer's vehicle
- Do not take vehicle for personal use (e.g., lunch, errands, bank, etc.)

Normally, employees should avoid removing a customer's property from the vehicle. However, if you observe valuable property (electronic devices, radar detectors, etc.) or dangerous property (guns, knives, and etc.), you are to turn the property over to the Service Manager for safe keeping and make a notation on the repair order so that we can return it to the owner when they pick up the vehicle.

If you are required to test-drive a vehicle to ensure proper repairs, you are expected to complete the test drive as quickly as possible. Employees are **never** permitted to conduct personal business (i.e. go to lunch or the bank) while on a test drive. Occasionally, it may be necessary for a technician to take a vehicle home overnight to properly troubleshoot a problem. This may be done only with the permission of the customer and the Service Manager. Employees on test drives must comply with all

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traffic regulations.

Customer satisfaction is essential to the continued success of our Company. Therefore, we require strict adherence to these rules.

Operation of Vehicles

Just as we expect you to treat customer vehicles with respect you are expected to do the same as far as the Company's vehicles. The following is the Company's detailed policy regarding operation of vehicles:

- Business Purposes Only: No employee may operate a customers or Company vehicle unless authorized to do so as a part of their job. Vehicles may be used only for legitimate business purposes. The use of such vehicles for personal errands, even in conjunction with an actual demo ride or service test drive, is **strictly** prohibited. All demo rides and test drives must be limited to the approved routes unless a deviation is approved by the appropriate department manager in advance.
 - If you need to borrow a vehicle for non-work related reason, a BVA must be completed and signed by management as well as approved by Andy Jones or David Jones.
- Safe Operation: Employees are required to wear seat belts and comply with all traffic regulations any time they are operating a customer or Company vehicle. Employees under the age of 18 may not, under any circumstances, drive a vehicle on public roads. If you feel that a vehicle is unsafe or that driving conditions are unsafe, notify your manager immediately.
- Cell Phone Use: Employees are **not** permitted to make or receive cell phone calls, or text or e-mail, while they are operating a vehicle. If you need to use your cell phone, pull over in a safe location and stop
- I-Pod/MP3 players and Ear buds: Employees are strictly prohibited from using cell phones and/or wearing a blue tooth device, ear buds, headphones, or other listening devices while driving in Company vehicles or while driving personal vehicles on Company time or for Company purposes. Violation of this policy may be grounds for discipline, up to and including immediate termination.
- Accidents: Any employee, who is involved in an accident while operating a customer or Company vehicle which results in personal injury or property damage of any kinds, **must** notify the police and their supervisor or manager immediately. If an employee fails to report such injury or damage, the employee is subject to termination. If a vehicle is damaged on our lot, the employee operating the vehicle must notify their manager as well as Andy Jones or David Jones immediately.
- Drivers' Liability: If the Company determines that the accident is the fault of the employee, the employee may be responsible for costs of the repair as well as any damages to a third party's property, if any, to the extent allowed by law. Any employee who receives a traffic citation or parking fine while operating a customers or Company vehicle will be responsible for paying any penalty or fine.

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- GPS Tracking: Technology now permits the Company to monitor the location on our vehicles. This equipment may be installed either temporarily or permanently on any Company vehicle.
- Maintenance of Valid Driver's License: If your job with us requires that you drive either a customer or Company vehicles, you must have a valid driver's license appropriate to the vehicles that you drive. Maintaining a valid driver's license and a driving record acceptable to our insurance are conditions of your continued employment. If, for any reason, you lose your license or if our insurance carrier declines to insure you because of your driving record, you are subject to immediate termination.

If your Company-provided phone has GPS tracking capability, we may access this function.

Driver Responsibilities and Other information

- Any employee whose duties involve the operations of motor vehicles or may be called upon to operate a vehicle in the course of their duties or who is assigned a demonstrator, who receives a citation for a moving violation of DUI/DWI, whether on or off the job, must report that fact in writing to Human Resources within forty-eight (48) hours. Similarly, any employee whose license is suspended or revoked for any reason must also report this in writing to Human Resources within forty-eight (48) hours.
- We will then review the employee's driving record with our insurance provider and make a determination as to whether or not we can continue to employ the individual in their current position. If we cannot, we will consider moving the employee to another position that does not require driving if one is available. However, if an employee fails to disclose a citation, revocation or suspension and we later learn about it, the employee will be subject to immediate termination and will not be considered for another position.

Improper Repair, Diagnosis or Carelessness

Where allowed by law, if an employee works on a customer's vehicle and for some reason an expense is incurred by Gerald Jones Auto Group to repair the vehicle due to improper repair or due to carelessness, the responsible employee may be charged for the costs.

Safety Rules and Prevention

Our workplace safety program is a top priority at Gerald Jones Auto Group. We want Gerald Jones Auto Group to be a safe and healthy place for employees, customers, and visitors. A successful safety program depends on everyone being alert and committed to safety. Accordingly, we have established the following safety rules:

All accidents resulting in property damage or injuries to employees or others must be reported immediately (except when reporting will delay prompt first aid or medical attention) to the management of Gerald Jones Auto Group. In the event of an injury, reasonable first aid measures should be taken by those qualified to administer it.

All unsafe and potentially unsafe conditions must be reported to management as soon as possible.

To prevent accidents, steps should be taken to avoid their causes:

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1. Proper lifting: Remember, "Lift with your legs, not your back." If a load is too heavy, get help.
2. Clean floors: All floors must be free of spilled liquids or other foreign objects, which must be immediately cleaned up.
3. Proper use of equipment, tools and protective gear: Use equipment and tools only as directed. Do not perform any task without the proper tools and equipment or safety measures.
4. Do not stand on boxes, crates or other inappropriate items. Use ladders where needed.
5. Obey all traffic signs and laws, drive safely, courteously, and defensively. Both drivers and passengers must wear seat belts at all times while riding in Company or customer vehicles.
6. Practice fire prevention by not smoking in prohibited areas. Extinguish smoking materials only in receptacles provided. Do not place flammable materials near heating or electrical equipment. Know where fire extinguishers are kept and how to use them in an emergency.
7. Keep all flammable items in approved safety containers.
8. Notify the manager immediately if a fire extinguisher has been used.
9. Prior to handling, use or disposal of any chemicals or hazardous materials in the workplace, you must become familiar with the relevant Material Safety Data Sheets (SDS), located in a filing cabinet in your manager's or shop foreman's office. Dispose of chemicals or materials only in accordance with EPA regulations and state and local laws.
10. Safety goggles must be worn when grinding, sanding, or using pressurized air or gases. Welding goggles must be worn when using any welding equipment.
11. Do not engage in "horseplay." This is the source of many accidents.
12. Be especially careful driving through garage doorways, around corners, or through blind spots.
13. Use jack stands whenever you raise a car on a jack.
14. Be sure all electrical equipment is grounded with a 3-pronged plug.
15. Carefully inspect the positioning and support of a car before raising it on a lift.
16. Wear proper shoes for the job; no tennis shoes are allowed near heavy equipment.
17. Any piece of equipment with a damaged or missing guard on it should be reported to management immediately.
18. Do not allow any customers to go beyond the service drive or to go into an area where technicians are working. In addition to being in violation of federal law, it is slippery and dangerous.
19. Clean up oil, gas, paint, solvents, or other chemical spills immediately.
20. Use special care when backing up or driving in the shop.
21. Please keep the work area neat at all times.
22. Do not smoke in the shop, near the gas pump or wherever combustibles are stored.
23. Do not leave wiping rags or towels on the floor or benches.

Please note that in the event of a public health emergency, the Company may add to, modify or suspend its policies, in accordance with applicable law and guidance from local health authorities. To the extent applicable, the Company will provide you with information on any such policies separate from this Handbook.

Lifting Safety

In attempts to reduce work related injuries we want to remind parts and service employees of lifting safety. Please follow these steps to avoid back injuries when you are lifting:

- **Keep a wide base of support.** Your feet should be shoulder-width apart, with one foot slightly ahead of the other (karate stance).
- **Squat** down, bending at the hips and knees only. If needed, put one knee to the floor and your other knee in front of you, bent at a right angle (half kneeling).

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- **Keep good posture.** Look straight ahead, and keep your back straight, your chest out, and your shoulders back. This helps keep your upper back straight while having a slight arch in your lower back.
- **Slowly lift** by straightening your hips and knees (not your back). Keep your back straight, and don't twist as you lift.
- **Hold** the load as close to your body as possible, at the level of your belly button.
- **Use your feet** to change direction, taking small steps.
- **Lead with your hips** as you change direction. Keep your shoulders in line with your hips as you move.
- **Set down** your load carefully, squatting with the knees and hips only.

Keep in mind:

- **Do not attempt to lift by bending forward.** Bend your hips and knees to squat down to your load, keep it close to your body, and straighten your legs to lift.
- **Never lift a heavy object above shoulder level.**
- **Store heavy objects at waist level.**
- Avoid turning or twisting your body while lifting or holding a heavy object.
- High-strength push-pull requirements are undesirable but pushing is better than pulling. Material handling equipment should be easy to move, with handles that can be easily grasped in an upright posture
- Use ladders or sturdy step stools with appropriate weight rating to reach objects above shoulder level.
- Ask for help when lifting heavy or bulky objects.

Dress Code and Personal Appearance

Purpose The purpose of this Dress Code Policy is to ensure that all employees present a professional and recognizable appearance to our customers at all times. Our image directly reflects the quality, integrity, and professionalism of our dealership. Every employee, regardless of department, plays a part in maintaining a clean, consistent, and customer-friendly appearance.

General Standards (Applies to All Employees):

- Employees are expected to report to work neatly groomed, clean, and dressed appropriately for their position.
- Graphic T-shirts or apparel with slogans, logos, or large printed designs are not permitted.
- Clothing should be clean, pressed, and in good condition — no holes, stains, frayed edges, or excessive wear.
- Neutral and professional colors are encouraged (e.g., black, gray, navy, white, khaki).
- Footwear must be clean and closed-toe if required for your department.
- Personal hygiene must be maintained.
- Hair should be neat and clean; extreme styles or unnatural colors should not distract from a professional image.
- Strong fragrances should be avoided.

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- If an employee is coming into the dealership to work — even briefly — they must be in **full compliance with the standard dress code**. This ensures that every employee maintains a professional and recognizable appearance for our customers at all times.
- **Special Occasion & Casual Attire:** From time to time, departments may be authorized to wear jeans, sports jerseys, or themed attire for holidays, special events, or emergency weather events. These exceptions are allowed only when officially approved.

Uniform and Shirt Ordering:

- Employees who require uniforms or dealership-branded shirts may order them through approved uniform and shirt vendors. To place an order or for guidance on sizing, styles, or approved vendors, employees should see their manager or HR representative.
- A portion of the cost for these items may be deducted from employees' paychecks, as authorized and in accordance with payroll policies.
- The Company will pay half of up to five shirts per year.
- All ordered items must comply with the dealership's dress code and be worn in a clean and professional manner.

Sales Department (Sales, Sales BDC, and Sales Management):

Employees in the Sales Department represent the front line of the dealership and should always maintain a professional, polished appearance that inspires confidence and trust. **Uniform colors, patterns, and styles may vary by brand and will be designated by the General Manager in alignment with brand image and professional appearance standards.**

- Attire: Blouses, polos, button-down shirts and dealership-branded shirts/polos paired with slacks, khakis, or professional-length skirts. Name tags must be worn at all times.
- Footwear: Dress shoes or clean, professional closed-toe shoes are required. Dress sneakers are allowed if they are low-profile, simple, and structured, looking closer to a casual dress shoe than an athletic sneaker.
- Outerwear: Black, gray or navy jackets, vests, or weather-appropriate layers can be worn when working outside.
- Not Permitted: Jeans, shorts, leggings, athletic wear, T-shirts, or casual footwear (e.g., casual sneakers, flip flops).
- Presentation: Employees must maintain a neat, clean, and customer-ready appearance at all times.
- Sales Managers should model leadership-level professionalism and set the standard for their teams.

Service Department (Advisors, Assistants, Porters, Service BDC, and Service Management):

The Service Department represents the dealership's commitment to quality and trust in vehicle care. Employees in all service roles must maintain a clean, professional, and safety-conscious appearance appropriate for customer-facing and operational environments. **Uniform colors, patterns, and styles may vary by brand and will be designated by the General Manager in alignment with brand image and professional appearance standards.**

- Attire: Polos, button-down shirts and dealership-branded shirts/polos paired with slacks, khakis, or professional-length skirts. Name tags must be worn at all times.
- Footwear: Closed-toe, non-slip shoes are required for all service employees. Safety boots are recommended for any shop or lot work.

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- Outerwear: Black or navy jackets, vests, or weather-appropriate layers can be worn when working outside or in the service drive.
- Not Permitted: Jeans, shorts (except porters in warm weather with approval), athletic wear, or open-toed shoes.
- Presentation: Service employees must maintain a clean, professional appearance throughout the workday.
- Management is expected to model professionalism and ensure all team members uphold dealership standards.

Technicians / Service Technicians:

Technicians are responsible for maintaining vehicles and supporting the service department. Their attire must balance professional appearance, safety, and functionality.

- Uniforms: Technicians are provided with dealership-issued work uniforms through the uniform service. Uniforms must be worn clean, in good condition, and fully visible while on the dealership property.
- Footwear: Closed-toe shoes are required at all times. Steel-toe shoes or boots are preferred to ensure safety when working with vehicles, heavy tools, or equipment.
- Grooming & Appearance: Hair, facial hair, and personal hygiene must be maintained to ensure a professional appearance.
- Not Permitted: Non-uniform clothing, shorts (unless approved for the role), open-toed shoes.
- Safety Gear: Required safety equipment, such as gloves, goggles, or ear protection, must be used when performing tasks or as directed by OSHA or dealership safety policies.

Parts Department (Counter, Management, Drivers, and Warehouse):

The Parts Department supports both customers and internal operations and must maintain a professional and consistent appearance while ensuring safety and functionality. **Uniform colors, patterns, and styles may vary by brand and will be designated by the General Manager in alignment with brand image and professional appearance standards.**

- Attire: Polos, button-down shirts and dealership-branded shirts/polos paired with slacks, khakis, or professional-length skirts. Name tags must be worn at all times.
- Footwear: Closed-toe, non-slip shoes are required for all service employees. Safety boots are recommended for any shop or lot work.
- Outerwear: Black, gray or navy jackets, vests, or weather-appropriate layers can be worn when working outside or in the service drive.
- Not Permitted: Jeans, shorts (except porters in warm weather with approval), athletic wear, or open-toed shoes.
- Presentation: Parts employees must maintain a clean, professional appearance throughout the workday.
- Management is expected to model professionalism and ensure all team members uphold dealership standards.

Detail Department (Detailers, Lot Attendants, and Detail Management):

The Detail Department plays an essential role in vehicle presentation and lot appearance. Employees should

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maintain a clean, uniform, and safety-oriented look while performing their duties.

- Attire: Dealership-provided uniform or approved workwear. Durable pants or shorts (weather permitting) with dealership-branded shirts or polos.
- Footwear: Closed-toe, non-slip shoes required at all times.
- Outerwear: Black, gray or navy jackets, vests, or weather-appropriate layers can be worn when working outside or in the detail area.
- Safety: Gloves, goggles, or masks must be used when handling chemicals or performing detailing work.
- Management: Detail Management should maintain a professional, clean appearance that reflects leadership and sets the tone for their team.

Janitorial and Maintenance Staff:

Employees in janitorial and maintenance roles are responsible for keeping the dealership clean, safe, and operational. Their attire must ensure **safety, professionalism, and functionality**.

- **Maintenance Staff:**
 - May wear clean, durable work pants or **shorts** (weather permitting) paired with dealership-approved shirts or uniforms.
 - Outerwear: Black, gray or navy jackets, vests, or weather-appropriate layers.
 - Closed-toe, non-slip shoes are required; steel-toe shoes are recommended when performing heavy or hazardous work.
 - Uniforms or work clothing must be clean and in good condition.
- **Janitorial Staff:**
 - Must wear dealership-provided shirts at all times.
 - Closed-toe, non-slip shoes are required.
 - Uniforms must be clean, presentable, and well-maintained.

Photographer / Social Media Department:

Employees in the Photographer and Social Media roles are responsible for creating visual content that represents the dealership. Their attire must balance **professional appearance, safety, and mobility**.

- Attire: Shirts should be professional, neat, and dealership-appropriate and may include dealership-branded tops and polos. Shorts are permitted if they are **of appropriate length**. Pants in neutral colors of black, white, navy, khaki and gray.
- Footwear: Closed-toe shoes are required at all times to ensure safety while moving around vehicles or equipment.
- Outerwear: Black, gray or navy jackets, vests, or weather-appropriate layers.
- Not Permitted: Biker shorts, leggings, excessively casual attire, or clothing that does not provide adequate coverage.
- Presentation: Employees must maintain a **clean, professional appearance** while on dealership property, particularly when interacting with customers or creating content that may be publicly shared.
- Management / Leadership: Managers or team leads should model professionalism and ensure that all department members follow the dress code.

Administrative, IT, and HR Departments:

Employees in administrative and support roles represent the dealership's professionalism behind the scenes.

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Their appearance should be polished, businesslike, and appropriate for an office environment.

- Attire: Business casual attire is required, including polos, blouses, button-up shirts, slacks, khakis, or professional-length skirts.
- IT Staff: Business casual with flexibility for technical work. Dealership-branded uniform shirts are preferred, so the team is recognizable.
- Footwear: Dress shoes or clean, professional closed-toe shoes. Sandals are allowed; no flip flops. Dress sneakers are allowed if they are low-profile, simple, and structured, looking closer to a casual dress shoe than an athletic sneaker.
- Presentation: Employees must be neat and professional at all times and ready to interact with vendors, employees, or customers.

Enforcement:

- Department managers are responsible for ensuring compliance with this policy.
- Employees not dressed appropriately may be asked to return home to change (without pay for time missed).
- Continued non-compliance may result in progressive disciplinary action, up to and including termination.

Summary

This dress code is designed to maintain a consistent, professional image that reflects the quality and credibility of our dealership. Every employee contributes to the customer experience — appearance is an essential part of that impression.

Tattoos and Piercings

Gerald Jones Auto Group recognizes that tattoos and piercings are a form of personal expression and are increasingly common in the workplace. However, as a customer-facing business, we require that employee appearance reflects the professional standards of our brand.

Policy Guidelines

1. General Acceptability of Tattoos

- Tattoos that are **non-offensive**, **non-discriminatory**, and **appropriate** in nature may be visible while at work.
- Examples of prohibited tattoo content include, but are not limited to:
 - Profanity or vulgar language
 - Nudity or sexually explicit imagery
 - Violent, hateful, or gang-related symbols

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- Discriminatory or offensive content (e.g., racist, sexist, or homophobic imagery)

- Tattoos on face and neck are not permitted to be visible during working hours.

2. Covering Tattoos

- Management may ask employees to **cover tattoos** if they are deemed inappropriate or create a negative impression.
- If an employee is asked to cover a tattoo, it may be done with clothing or other appropriate, non-distracting means such as makeup, clothing or a sleeve. The cost of the method used is the responsibility of the employee.
- Refusal to comply with a reasonable request to cover a tattoo may result in disciplinary action.

3. Visible Piercings and Ear Gauges

- Excessive ear piercings (more than two per ear) are not permitted during working hours.
- Large ear gauges are not allowed. Ear gauges must be modest in size and professional in appearance.
- Facial piercings, including but not limited to nose rings, septum piercings, eyebrow piercings, or lip piercings, are not permitted to be visible while at work.

4. Case-by-Case Exceptions

- Management reserves the right to make determinations on a **case-by-case basis**, considering factors such as department, role, tattoo content, and visibility.
- Employees unsure about the acceptability of a visible tattoo or piercing should speak with their manager or HR before displaying it.

5. Management & Leadership Standard

- Customer-facing managers and department heads (e.g., Sales Managers, Service Managers, Finance Managers) are expected to keep all tattoos covered during working hours.
- This includes tattoos on arms, legs, hands, fingers, or any other visible areas while in uniform or business attire.

Policy Enforcement

- Managers are responsible for enforcing this policy consistently and respectfully.
- Any violations of this policy will be addressed in accordance with the company's disciplinary procedures.
- The Company may make exceptions to this policy where required by law. Employees will not be prohibited from any legally-protected appearance.

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Uniforms

Gerald Jones Auto Group contracts for the rental of uniforms for parts, service, detail and other personnel. The Company pays 50% of the cost. Where allowed by law, the remainder of the cost is paid by the employee through payroll deduction. If issued uniforms, you are required to wear them at all times while on duty. No badges, buttons or unapproved apparel may be worn with uniforms while on or off duty, except when allowed by law. All rental uniforms issued must be turned in at the time of separation.

This policy will be interpreted and enforced consistent with applicable laws. Nothing in this policy is intended to impede with or interfere with an employee's rights under the National Labor Relations Act.

Additional Federal, State, and Local Laws

Automobile companies and their employees are covered by many different federal, state and local laws. We expect all employees to comply strictly with these laws. The following is a brief list of laws and regulations that we feel merit special attention.

Contract Disclosure

All contracts must be signed in the Company. Anyone signing a contract must show proof of identity. Also, the truth-in-lending and the truth-in-leasing laws require that certain disclosures be made. Failure to make these disclosures can result in voiding of the deal and damages.

Credit Bureau Reports

No employee may pull a credit report on any customer without a signed authorization from that customer. This policy also applies to co-signers.

Damage Disclosure

All damage whether occurring in transit, on the lot, or in a collision must be disclosed to the customer in writing.

Do Not Call Regulations

Employees are required to maintain compliance with all phone solicitation regulations as governed by the U.S. Federal Trade Commission, U.S. Federal Communications Commission, and the State of their employment.

Endorsements and Testimonials in Advertising

The Federal Trade Commission requires full disclosure when there exists a connection between the endorser and the seller of the advertised product that might materially affect the weight or credibility of the endorsement. Thus, any employee who promotes the Company's products and services in any manner including online or in other electronic forums must fully disclose that they are employed by the Company.

IRS Cash Reporting Requirements

All sales and finance personnel are required to be familiar with the IRS Regulations pertaining to the reporting of cash transactions. We require strict compliance with these Regulations. Federal revenue laws require you to report in writing any cash transaction involving \$10,000.00 or more. If you are involved in such a transaction, contact the business office for the appropriate paperwork, and complete it immediately thereafter.

Money Laundering

If a customer discloses his or her intent to pay for goods or services with funds generated by an illegal activity, end the transaction immediately and report the incident to the General Manager.

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Odometer Disclosure

The odometer disclosure form must be signed for all customer trade-ins and for any Company vehicle sold.

Customer Privacy

The Company places a strong emphasis on its customers' privacy. Thus, the Company maintains a Safeguard Program that makes every effort to protect non-public customer information, such as credit application information, bank account numbers, social security numbers, telephone numbers, and addresses, from unauthorized disclosure, theft, alteration, deletion, or any other type of misappropriation.

The Company's Safeguard Program requires its employees, contractors, and third-party service providers to take appropriate measures to protect the security and integrity of non-public customer information. These measures include, but are not limited to: not leaving customer information unattended where it easily can be viewed, copied, or taken; locking rooms and file cabinets where customer data is stored; utilizing unique computer passwords, changing the passwords often, and not posting passwords at or near computer terminals; not allowing unauthorized use of computer terminals or access of customer files; and referring any unusual requests for customer information to the Controller.

If you believe that customer privacy has been compromised or that customer information has been misappropriated, immediately report the matter to the Compliance Administrator.

Security

It is important that security be provided for employees, visitors and Company property. You must be vigilant in preventing the intrusion of unauthorized persons in prohibited areas of the Gerald Jones Auto Group premises.

Keys for use on secured doors and other areas for access will be issued to you if your duties require you to have such keys. You will be required to return issued keys when the nature of your job changes or at the time of separation. The unauthorized duplication of keys will be considered as a breach of security and will subject the employee to disciplinary action, which may include termination.

Gerald Jones Auto Group will assume no responsibility for employee losses resulting from robbery or theft while on the premises, or away from the premises on Company business. You must exercise reasonable care for your own protection and that of your personal property as well as Company property. Unauthorized possession of property belonging to Gerald Jones Auto Group or other employees will be considered to be theft and will subject you to disciplinary action, which may include termination and/or criminal prosecution.

Security Inspections

Gerald Jones Auto Group wants to have a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To the extent permitted by law, we prohibit the possession, transfer, sale, or use of these materials on our premises.

We may provide you with desks, lockers, and other storage devices for your convenience but these are always the sole property of Gerald Jones Auto Group. Because they are our property, we may allow our representative or authorized agents to inspect them at any time, either with or without advance notice to you. We may also inspect any items that we find inside them.

We also want to discourage theft and the unauthorized possession of property that belongs to our employees, Gerald Jones Auto Group, visitors, and customers. To help enforce this policy, we may require inspection of employees and other persons who enter or exit our premises as well as any

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packages or other belongings they carry with them. If you wish to avoid having your belongings inspected, the best thing is to not bring them to work.

Workplace Violence

To provide a safe workplace for our employees and to provide a comfortable and secure atmosphere for our customers and others with whom we do business, the Company will not tolerate any violent acts or even threats of violence.

- On Company Premises: Any employee who commits or threatens to commit any violent act against any person while on Company premises will be subject to immediate termination. The Company premises includes our roadways and parking lots.
- Off Company Premises: Any employee who, while engaged in Company business off the premises, commits or threatens to commit any violent act against any person will be subject to immediate termination. Even when off the premises and not involved in Company business, an employee who commits or threatens to commit a violent act against another person will be subject to immediate termination, if that threat or violence could adversely affect the Company or its reputation in the community.
- Reporting/Investigation Procedure: Any employee who is threatened with or subjected to violence, or who becomes aware that another individual has been threatened with or subjected to violence, should immediately notify his or her supervisor or someone else in management. Employees are urged to take all threats seriously. Reports of threats or violence will be carefully investigated; employee confidentiality will be maintained to the fullest extent possible; and, when necessary, appropriate action taken to insure the continued safety of our employees and the public.

Suggestions

The success of Gerald Jones Auto Group is dependent upon the interest and ability each employee shows on the job. You can help through initiating cost saving measures or more efficient procedures. Any constructive suggestion that might present or solve a problem, improve operations or procedures, or make Gerald Jones Auto Group a better place to work should be given to your manager.

Customer Refreshments

We strive to provide our customers with a pleasurable experience while here at our Company and by doing so we provide refreshments. Please be aware that beverages and pastries are available for our **customers only**. There are vending machines in every building that have drinks and snacks for our employee's convenience.

Customer Complaints

Customer complaints are to be handled in a systematic manner. Remember that a customer wants to be handled promptly, cheerfully, and fairly. If a customer complains to you, act in the following way:

- Determine which department should handle the matter.
- Contact the manager of that department immediately and give the manager all of the information you have so that the manager can follow-up and make proper disposition of the complaint.

Complaints which cannot be resolved in a reasonable time must be referred to the General Manager.

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Problem Solving Procedure

Most of us have had a question or problem concerning our job at one time or another. If there is something about your job that is bothering you, let's get it out in the open and discuss it. We cannot answer your question or solve your problem unless you tell us about it.

Our "Problem-Solving Procedure" offers all employees the freedom to discuss anything they wish with the Company. You should follow the procedure below if you believe that a Company policy may have been violated. Whenever you have a problem, it usually can be resolved by following these steps:

1. First, discuss any concern with your supervisor. Very often, your supervisor is in the best position to handle your problem satisfactorily.
2. If you are not satisfied after you speak with your supervisor, or if you feel that you cannot speak to your supervisor, speak to your Department Manager.
3. If you are not satisfied after you speak with your Department Manager, or if you feel you cannot speak to your Department Manager, speak to the General Manager.
4. If you still feel the need to speak to other members of management, you may contact the President.

If you feel that you cannot follow the steps in this procedure, you may go directly to Step 3 or 4 of this procedure, to the General Manager or the President. The General Manager and President are available for advice and assistance in solving your problem at any time.

After discussing the matter with you and conducting an appropriate investigation, we will take prompt, appropriate remedial action. When you inform us of a concern or problem, we will try to answer you as soon as practical under the circumstances.

Not every problem can be resolved to everyone's total satisfaction. However, we believe that honest discussion and listening to each other will build confidence between employees and management and help make the Company a better place to work.

Due to the serious nature of harassment, discrimination, and retaliation, you must voice your concerns or complaints about such behavior to the individuals listed in the No Harassment Policy in this Handbook.

Separation Procedure

Resignation

To obtain a suitable replacement, the Company would like to have a minimum of two (2) weeks' notice when an employee decides to leave the Company. Notice should be submitted, in writing, to your supervisor or to Human Resources.

Exit Procedure

Just like joining the Company, leaving has a procedure. When an employee leaves, whether through resignation or dismissal, there should be an exit interview. A record of the interview is placed in the employee's file. Human Resources generally conducts the interview.

At the time of leaving, all accounts with the Company must be settled. Any uniforms or other Company property must be returned. If the employee is discharged for other than misconduct, they may be eligible for unemployment compensation through the state.

When an employee leaves, they should consider their rights under COBRA for continuance of medical coverage. Employees who are participating in the insurance program at the time they leave the Company are entitled to COBRA and they should receive election forms within a couple of weeks of

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their leaving. If an employee does not receive the forms, they should contact Human Resources.

If you are leaving the area, the office must be advised of your new address to mail your W-2 at the end of the year. Please let the office know if, and to whom, your new address may be given.

References

The Company is happy to cooperate with former employees if asked for a reference. Nothing except verification of employment, including job title and dates of employment will be given.

ACKNOWLEDGMENT OF RECEIPT OF EMPLOYEE HANDBOOK

I acknowledge that I have received a copy of the Gerald Jones Auto Group ("Company") Employee Handbook that covers many important Company policies, including, among other things:

Initials

Drug and Alcohol Policy

Equal Employment Opportunity Policy

Policy Against Harassment

Problem-Solving Procedure

Multimedia Policy

I will familiarize myself with the Handbook and all of its contents.

I understand that this Handbook represents only current policies and benefits and that it does not create a contract of employment. The Company retains the right to change these policies and benefits at any time, without advance notice, as it deems appropriate.

I understand that I have the right to terminate my employment at any time, for any reason with or without advance notice, and that the Company has a similar right. I further understand that my status as an at-will employee may not be changed except in writing, signed by the Company's President.

I understand that the Company does not pay out unused vacation at the end of employment.

Signature

Job Title/Position

Printed Name

Date

Employee Copy – Please keep in Handbook for future reference.