

Team Ancira Play Book

We are in the Automotive Industry. It's one of the largest, most dynamic industries in the world, supporting hundreds of thousands of jobs in the U.S. alone. Among all auto makes available in the U.S., our group represents many of them (new market) and services virtually all others. Team Ancira's leadership mission is to provide you with the opportunity you desire to meet your personal needs and career goals. Each member's mission must be to make our business a viable one through
TOTAL CUSTOMER CARE.

We're "in" to cars. We're "in" to making our customers feel welcome...and we're glad to be a part of this amazing group of people. So, don't just "show up"...GET ***IN!*** - *Ernesto Ancira, Jr.*

Most of what you need to know about working well together is covered here. Refer to this book as often as needed to learn standard Policies, Rules, and Information. The contents of this guide are considered PROPRIETARY AND CONFIDENTIAL for CURRENT EMPLOYEE USE ONLY. This guide has been exclusively researched, analyzed, developed, and instituted for the application of ANCIRA'S best business practices assembled over many years, intended solely for the good of the company to enable consistent application of Ancira's proven methods, protocols, and expectations.
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Note: You can "view only" or print this book in whole or by page.

ANCIRA



RAM



How you earn recognition as a Rock Star here:

Ambition:

You are dedicated to the job you have. Your ambition is to perform it, not to move out of it. You demonstrate initiative to enhance your work product, simplify procedures, to be your best for the good of the Team, and make it easy for others to work with you.

Attitude/Cooperation:

You have created a reputation of being easy to work with and are courteous of others. You are easily able to cope with change and recognize it as a continual part of business dynamics. You maintain equilibrium in spite of others around you. You have a reputation as a positive influence.

Communication:

You have had no issues with co-workers. In conflicts (and when conflicted), you are quick to initiate considerate, personal discussion to repair misunderstandings. You don't use your idle time inquiring about others or soliciting negative commentary. You rely on voice and in-person and only use email for neutral / priority business communication.

Integrity:

You are an example to others treating them how you would like to be treated. You demonstrate ethical decision-making. You respect the privacy of employees, customers, and company information and exercise Need-to-Know principles expertly. You have a reputation for fairness and professionalism.

Focus:

You are able to complete your duties on time without errors. You regularly self-evaluate your performance to continually develop your professional skill set to become ever increasingly reliable in your role. You are committed to the Team's long-term success & growth.

Performance:

You recognize that this is a retail, for-profit business whose success depends on continual growth, evaluation, and fine-tuning to remain competitive and thrive. You perform your work in the top 10% consistently. No matter your job title, you recognize your valuable role in maximizing Team success. You don't dwell on negatives, gossip, or comparisons. You strive to outperform yesterday's work with enthusiasm and good-will.

Leadership:

You recognize you are being watched and conduct yourself accordingly. You do not take special favors nor do you take any leniencies with your schedule. You give conscientious attention to your behavior as a role model. You see 'the big picture' and consistently demonstrate the priority of supporting 'TEAM' with subordinates and peers. You naturally seek opportunities to build trust & cooperation. You seek opportunities to build your own value to the organization as well as build value in others and inspire them to see the value in this Team.

Flexibility:

You are coachable. You are eager for advice from those more experienced than you. You are self-aware of your strengths and short-comings (we all have them both :). You understand success in business and a career requires you to be open to fluctuations, changes, and personal growth.

Note: The policy manual (handbook) is posted on the web. Ancira associates can print by page or in whole.
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EMPLOYEE MANUAL – WEB VERSION Table of Contents

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

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

INTRODUCTION

We believe that:

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

This being said:

Knowing and following the policies helps ensure a reliable system of accomplishing our goals. RELIABILITY builds TRUST. TRUSTworthiness – with each other and with our community and customers -- is our most essential asset to mutual success. Throughout this book you're provided with guidance on employer policies. This book should be read as a whole in the context of the employer's reasonable expectations for the purpose of running a successful, for-profit business. If any item is found to be unenforceable, all other elements shall be unaffected. This handbook is provided as a guide to you. Because each employer has the ability to structure many of its own policies and programs, some may not be listed in this book. Also, just because this book doesn't specifically list a certain policy doesn't mean a policy doesn't exist.

For the benefit of your job stability and value within the organization, please use this book to familiarize yourself with the standards and practices that are expected. If at any time you have questions about the employer's policies, see your supervisor or General Manager. Also, be advised there may be policies of the company that may or may not be subject to higher authority than your General Manager.

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

This book is not a guarantee of employment. It does NOT create a contract of employment and is not all-inclusive. It is a limited set of some of our most elemental values and expectations. The standards listed here are neither limits of expectations nor limits of what is considered misconduct. **Whether due to ignorance or intentional wrongdoing, dismissal may occur without notice or prior warning (the employer doesn't subscribe to a 'progressive discipline' policy).** Other issues not mentioned in this book may be subject to disciplinary action (including dismissal upon a first offense) based upon the circumstances and the judgment of the employer at the time of the event.

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

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

When reading this book, bear in mind that disputes over job requirements or performance are few.

This is a “rule” book intended to capture everyone’s attention so we all are informed of expected work standards.

Finding Help:

- Your supervisor is your first “go-to” person for help. You should first direct your question to him/her before looking elsewhere.
- When chain-of-command* is in play (such as reporting absence, injury, etc.) contact your MANAGER. Next, your store’s General Manager is the authority over the activities at your dealership and entrusted to take care of any issue your manager can’t solve.
- When phoning-in to report absence, etc., call your work number and ask the switchboard operator to direct you to your party. In other words, seek out your manager, don’t just leave a message or send a ‘text’. When calling **FROM** your workplace, you dial “0” for the receptionist. Failing to comply with this directive may cause your employer to believe you don’t want to remain employed here.
- For pay-related questions, do not contact the payroll office directly. First, give your supervisor the opportunity to hear your question; s/he may have the answer. If not, your supervisor will call central payroll on your behalf for payroll matters.
- To reach the 401(k) Plan Administrator [Principal], call 800-547-7754 (Use Group ID 332093) or email benefits@ancira.com.
- Benefits questions can likely be answered at the Team Ancira website: www.ancira.org; or call the Benefit Resource Center at 855-874-0110. Your ID card also contains a phone number to the insurance carrier/s for questions about benefits.
- Human Resources

If you need to reach your employer’s designated HR administrator, you may call the Corporate HR office directly (in San Antonio area): 210-558-5005 or (outside San Antonio area): 888-876-4344 and ask for the HR Administrator. You also have available an Anonymous Reporting line for matters of a significantly serious and/or legal nature: 800-232-5602. However, before using this option, please consider the other internal options afforded you. The anonymous reporting avenue by nature may limit the company’s ability to successfully determine the context of a report and/or precisely address/correct any wrong-doing. It is intended for use in rare, extreme circumstances and then only after you have carefully weighed your report to be a truly legitimate, factual, report of concern you have like in the case of a company policy violation (someone using a vehicle without permission), suspected theft (fraud with warranty claims), an environmental violation (improper disposal of a hazardous product), employment violation (a manager making an employee do personal work for their outside business), or any other suspected illegal activity. There is no “HR” representative at the store level. In all cases within this Guide, when “HR” is mentioned, it is directing you to the Corporate HR Director (phone#s shown above).

SUCCESSFUL RELATIONSHIPS

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

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

The company has an earnest desire to demonstrate fairness and shares a common mutual interest with employees in the success of the business. **Every supervisor and manager is expected to assume PERSONAL RESPONSIBILITY for implementation, fair enforcement, and knowledgeable leadership with respect to legal obligations, policies, and procedures and should always be ready to talk over and help resolve any concern that’s brought to their attention by an employee.**

In matters of employment or business-related complaints or concerns, absence, etc., it is your duty to speak with management and actively engage the Chain of Command. **You’re encouraged to seek information or advice from members of management on any aspect of your relationship with the company or to call attention to any condition that may appear to you to be operating to your disadvantage.**

Ten Commandments for Keeping Your Job

-Excerpt from the Texas Workforce Commission Guide to Employment-

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

Note: If you file for unemployment benefits after leaving employment, the Employer will automatically respond to any inquiry from the Commission with the known facts relative to work separation. The Commission will determine benefits eligibility.

Team Ancira Basics for Remaining Employed Here

2025 Ancira Handbook

1. Make EVERY opportunity for a Customer to feel WELCOME in person, on the phone, in email: EVERY OPPORTUNITY.
2. Put your ‘Disney Ears’ on when you come to work. This is not the place to be grumpy, mean, complaining, or an irritation to others. It is the place to be supportive, contagiously UPBEAT, devoted to the work at hand, and to Make Someone's Day.
3. Dress like a PROFESSIONAL. You Are. Whether you're in a uniform or not: We are here to work and present a professional image to the people we serve.
4. Play nice with others.
5. Be coachable. If you get called-out for falling short of manager expectations, know it is a FAVOR s/he is doing for you. Hear it, Fix it, and you shouldn't have to worry again about it.
6. Arrive early for your shift so you are READY TO WORK when you clock in. Don't become complacent. Complete your duties on time and without errors. Follow procedures. Own your work and do it with pride. Help others when you run out of things to do.
7. Continually invest yourself to learn and grow better in the position you serve. When you become expert, help others.
8. Follow THE RULES. Play FAIRLY. Don't be a turd in the Team punchbowl.
9. “PTO” is a limited permission granted for approved, excused time off. You can take PTO when your manager says it's ok. Not without your manager's advance ok. Even if you've earned PTO, your manager has the final say-so. And don't bogart your days off. Take 5 days at a time or less, but you can't bookend scheduled days off to be gone longer. **Business Needs are 1st!**
10. If you no longer enjoy being a part of the team and find yourself hating your time here: Quit.

Employment is At-Will. You or your Employer can end it with or without cause or notice. There are a lot of laws Ancira abides by. To numerous to print here. If you need to know those, see the Laws We Live By posted on ancira.org.

BASIC EXPECTATIONS EXPLAINED

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

Fundamental responsibilities of employment include:

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

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

IMPRESSING OUR CUSTOMERS

Modeling Professionalism

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

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

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

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

Supervisors/Managers are entrusted to FOLLOW and enforce all policies of the company, including the promotion of the professional image we want to convey within the workplace. Strapless, "muscle", or see-through tops, faded/wrinkled/torn pants, string-strap tank tops, halters, belly-bearing clothing, flip-flops, leggings, "loungewear", shorts (except as allowed in some make ready/service departments in Summer), screen-print T's, distracting piercings, etc. are **not** appropriate in the workplace (even if you're given "casual" days). The employer reserves the right to send home an employee who is a distraction to our work and/or our customers or is otherwise inviting attention to a bad wardrobe decision. Dress professionally & you will convey the message you are here to work well with others & excel.

Customers Welcome! Phone and Interpersonal Skills

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

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

General Courtesy

- Don't smoke in the close presence of customers – even if they are smokers. It's unprofessional and discourteous.
- **NO** eating at your workstation. Use the designated break room and clean up after yourself. If a customer approaches you while you're having a meal break, STOP EATING and address the customer considerately to assure they receive the requested help.
- This is YOUR WORKPLACE. Pick up after yourself. Do your part to keep things presentable and neat.
- If you're having a bad day, keep it to yourself. We don't babble to our customers about our work gripes or personal issues.

LEARN THE ROPES

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

The company has a universal "Orientation" program available that is automatically assigned to new employees to help them acclimate to our Team's culture. If you wish to view the program, contact HR or send your request via www.ancira.org > Contact Form.

Formal NOTICE: Use of the name "Ancira" or its affiliated trade names or images in any manner is protected and may ONLY be used by the company and/or with prior written authorization by an officer of the company. Example: You cannot name a Social Media page for yourself like "RobSellsAnciraNissans". Any use of the "Ancira" name is prohibited and only used by the company officials.

Misconduct

FAIR WARNING: The Employer may dismiss a manager or an employee for violating policy. The following rules have been adopted to ensure a cooperative work environment and a viable employment future for each of us. As stated in the Introduction to this book: Whether due to ignorance or intentional wrongdoing, dismissal may occur without notice or prior warning (the employer doesn't subscribe to a 'progressive discipline' policy). Below is an itemized but it is not an exhaustive account of all behavior that is prohibited. In short: Respect others and be trustworthy.

1. Neglecting your duties, "stealing time" (being clocked in but not working), or otherwise loitering, long-punching, distracting, or interfering with others, sleeping in the workplace, and/or similar performance/productivity failures.
2. Inaccurate reporting of time, work, sales, service, or production for a customer, coworker, or yourself and/or failure to accurately document/report time; working while clocked out (whether with or without manager's knowledge, See FLSA p. 23).
3. Failing to accurately produce, update, and/or verify any records and information maintained within the course and scope of business and employment **including, but not limited to:** acknowledge with your signature any written notice issued by the employer; provide verification of absence; open Repair Order for an in-service unit; properly/accurately document service, labor or parts; sign time sheet; comply with required time-clock procedures; report DHS/Work Visa or Driver's License lapses, and other documents as may be required.
4. Falsifying company records or information or committing fraudulent words or acts (some examples: obtaining or making a false signature; lying to or omitting relevant facts from a manager or customer; manipulating referrals, CSI ratings, etc.; or giving a false report of information such as with a Workers Compensation claim, investigation, leave request, or similar; mis-using a password for unauthorized access).
5. Violation of employer attendance policy, leaving workplace without notice, and/or failing to return following excused time away.
6. Posting, altering, distributing, or removing an official posting without authorization of management (leave what's been officially posted and don't distribute or post anything not authorized by your general manager).
7. Soliciting of any kind without written authorization of the department manager or higher authority OR allowing/participating in solicitation within your workplace (whether fruit sales, shoeshine, cookies, or otherwise). Also see *Safety & Security*
8. Assuming authority not delegated to you by a qualified party (including verbal or written contracts made with/to others) or assuming unauthorized authority or access. This includes writing your own Repair Order on your own car or your own financing on a vehicle, etc.
9. Violating company policy/procedures or endangering or threatening the safety of yourself or others either by act or inaction.
10. Failure or refusal to accept and perform in a professional manner the work assigned to you (including acceptance of disciplinary instruction unless the orders are clearly unethical and/or illegal); **and/or** failure to inform your manager of resources or help needed in order to meet job standards, company policy, or similar requirements.
11. Provoking and/or engaging in a verbal or physical altercation, or threats, intimidation, harassment, coercion, or interference on company property or in relation to your employment or interfering with management's efforts with a complaint or investigation.
12. Theft, Theft of Services, Fraud, Misuse, Destruction, Misappropriation, Removal, Use and/or Abuse of any of the employer's property or resources, your position/job, or of any property entrusted to the care, possession, and/or custody of the employer without written authorization from the department manager or higher authority. [Example 1: Using your position to gain or give free or discounted items. Example 2: Taking salvage or used parts or tires from a dumpster/salvage vehicle without having an invoice or using company charging station or fuel. Example 3: Bypassing or attempting to bypass company security controls. These are examples (not limitations) under this policy.]
13. Retaliatory action in response/related to an individual's legally protected rights or status.
14. Unauthorized use, transfer, removal, destruction, or sharing of confidential or business information, and/or computerized equipment, including customer or employee data, audio and/or video recordings, or otherwise failing to comply with our rules or legal obligations.
15. Failure to attend mandatory training, meeting, or assigned work schedule. ("Mandatory" means it is a condition of employment!)
16. Engaging in conduct that undermines customer or employer confidence or our reputation. (Example: Getting in an argument with a customer or in front of a customer or in a rant on social media in your Ancira-branded attire or any behavior that compromises the company legally or otherwise.)
17. Failure to promptly engage management and chain-of-command with personal, peer, or customer complaints/concerns/grievances.
18. Engaging in conduct or conversation within the scope of employment which undermines or contradicts loyalty to the employer or substantially disrupts the balance of the relationship, including insubordinate* behavior. (Examples include, but are not limited to: volatile, abusive, or destructive conduct; insubordination; failure to communicate with the employer during extended absence or when otherwise asked to do so; directing a customer to a competitor; engaging in unbusiness-like language or conduct via email or social media as a representative of Ancira or via the employer's IP address or while reasonably associated with Ancira.)
19. Failure to have opened a Repair Order for any vehicle entering the repair or make ready shop or removing a vehicle, parts, or any other property without proper service and accounting procedures being used.
20. Failure to timely report an accident, injury, property damage, potential theft, theft activity, vandalism, bullying/intimidation, abuse/mismanagement of authority, criminal intent, or destruction of property to management or engaging in similar activity.
21. Neglect or malfeasance by act or inaction of your job duties, poor workmanship or failure to comply with a 'reasonably known' employer practice, expectation, or policy, including duties established as a customary practice, or within the job description, or due to your area of specialization. (Examples include, but are not limited to: not contacting your managers when you are absent but otherwise capable of speaking by phone; a manager who fails to attend to an employee safety risk; failure to timely close a ticket/invoice or submit a warranty claim; failing to save warranty parts for return or safely manage documentation of repairs; a finance consultant who fails to verify identity of signers.)

*Insubordination is generally defined as a willful failure to obey a lawful and reasonable request of a supervisor or other person in authority.

Insubordination may also be an action like back-talking over reasonable directives given or directing threats or profanity toward a supervisor.

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

SAFETY & SECURITY Rules

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

ALL OF THESE ARE IMPORTANT! Pay careful attention to these policies to save yourself from a possible injury or accident:

FAIR WARNING: The Employer may dismiss a manager or an employee for violating policy.

1. **Use the safety equipment** (PPE) provided to you for your job as required. The employer intends to promote safety over and above your personal preferences or comfort. Your recognition of this fact makes meeting safety requirements much easier and enjoyable for us all and is greatly appreciated.
2. If you are ever put in the victim's position and asked to surrender money or property – DO IT! The employer authorizes you to avoid confrontation. If you are criminally threatened – leave everything and run for safety.
3. **Report all accidents, injuries, and/or property losses, no matter how slight, to a supervisor immediately and no later than the end of your shift.** Follow the chain of command if your supervisor is unavailable.
4. **Follow the Job Safety Orientation procedures** provided to you. Utilize precautionary safety measures. Avoid unauthorized areas.
5. **Report any unsafe conditions** immediately to your supervisor, department manager, or general manager or call the Risk Manager directly including sudden impairment with medications/drugs or suspected impairment/use of alcohol or illegal drugs that may affect work safety or security. If you report any unsafe conditions to your supervisor, department manager, or higher authority and they do not resolve the situation promptly, it is your duty to **continue to pursue remedy throughout the chain-of-command** (this does not apply in privacy-related matters; you may not be entitled to receive further information once reported if privacy protections are applicable). **HAVING ALCOHOL DURING WORK HOURS – “EVEN AT LUNCH” -- IS PROHIBITED AT ALL TIMES.**
6. You must let your supervisor know of any **medication you are taking** or other status that may impair your judgment or ability to safely perform your job – driving, working in the shop, cutting open boxes, etc. – prior to engaging in your duties.
7. The company enforces a uniformly applied **SEARCH** policy to protect the safety of our workplace and enforce company loss prevention and other policies. Also see WORKPLACE PROTECTIONS POLICY.
8. **Smoking** in front of customers, in shop and warehouse areas, in our buildings, or while fueling is **prohibited**. This policy applies to all methods of smoking, including e-cigarettes and vaping. When extinguishing lit products, verify butts are thoroughly extinguished before transferring ashes/products to waste receptacles. Fires literally have erupted from ashes or smoldering paper.
9. Report any strangers and unauthorized persons in restricted areas to your supervisor for immediate action. If you are a supervisor, it is your duty to take immediate corrective action and accept responsibility for your department's/employee's security. **All associates must be alert to strangers and help keep property protected. Visitors must check in with your department manager and wait for you at the department office. They are not allowed to go into the work area or to be roaming the facility unescorted.**
10. **Personal belongings** such as tools, clothing, electronics, autos, etc. are **not covered** by your employer's insurance. Protection of such belongings from loss or damage is your personal responsibility.
11. **Lot speed** is restricted to a slow pace (**idle**) of <5 mph.
12. **Guard/Protect keys** being mindful of key control procedures. If your position grants you access to the Key Trak or similar key terminals, you are prohibited from sharing your PIN or password. You may not pass off any set of keys to another party once you've checked the keys out of the key terminal and keys must be promptly returned to the secure storage. **You must reload the keys into the key terminal personally** to assure security is maintained.
13. To reduce your risk of accidents, park only in designated areas and **don't park larger vehicles on the end of display lines** (this obstructs views and may cause accidents). **Honk your horn** rounding blind corners or behind stall areas.
14. **Use a spotter** (another employee) to help guide you when driving in and out of tight areas, backing large units from stalls or past blind spots, or when relocating units from vehicle display ramps (**ramp access** is restricted to **trained employees only!**).
15. **Fueling/Charging stations are ONLY for business-specific purposes. Any other use is theft. Engines** must be **OFF** when fueling. **Cell phones** must be **OFF**. **NO SMOKING**. For everyone's safety, follow federal safety guidelines for safe fueling. Vapors are easily ignitable (combustible).
16. We have designed security measures to ensure your safety during demonstration or test-drives. Follow all of these rules and **use ONLY designated routes**. Making your own route may endanger both your safety and your job.
17. All 'driving' employees must promptly report (quickly/as soon as you learn of it and no later than the soonest you report for duty) to their manager any infraction/citation received AND change to your driving record or ability, including violations, accidents, suspension/revoke, restriction, etc. – **whether occurring at work or off duty** due to the nature of our business and obligation to our public's safety and our insurance carriers. The manager must then immediately inform the Risk Manager for evaluation.
18. Report any damage you notice on a vehicle and/or cause to property to your supervisor or the department manager.
19. **You may not use company property, customer property, or any vehicle for personal use or errands, etc.** Unauthorized use or removal of vehicles, property or any vehicle/property entrusted to our care and custody or within the scope of your employment is prohibited. **Don't take a vehicle or any property** (even from a dumpster!) without **WRITTEN AUTHORIZATION from department manager or General Manager**. **Report any transfer, removal, or misuse of property** (including “scrap”), **data, or vehicles** to the department manager, Risk Manager, **or** General Manager. Proper accounting & security procedures must be followed!
20. Ancira companies have a policy to prosecute **theft and criminal activity**. Report suspect activity to the General Manager or call direct to the Risk Manager (210-558-5330). You may also **report concerns** anonymously to 800-232-5602. A **reward** of up to **\$500** is established to help discourage criminal acts and **ENCOURAGE REPORTING OF SUSPECTED VIOLATIONS**.

General Employment Policies

FULL TIME, ACTIVE, REGULAR DUTY AND PART TIME, VARIABLE, SEASONAL, OR TEMPORARY DUTY

Working 40 hours per week or more typically qualifies you for employer benefits*, whether exempt or non-exempt. However, you must be officially designated in payroll as an eligible (i.e. Full Duty) employee. If you are technically scheduled to work 40 hours but habitually fall below this in your attendance, your benefits may be cancelled due to our policy requirements with the carrier and you may be reclassified as a Part Time employee. *Most Part-Timers are eligible for 401(k) and those working consistently 30 or more hours a week are eligible for health insurance through the company.

Active, Regular Duty is used to determine eligibility for a variety of benefits and similar access. For example, if you are not actively at work serving Regular Duty, time spent away may not be counted when figuring waiting periods for benefits.

When you're employed at less than 40 hours per week, you are considered to be either Variable (30-39 hrs. weekly) or a Part Timer and eligibility for benefits will vary. Seasonal and Temporary employees are not eligible for any benefits.

If you are initially hired at less than 40 hours weekly, email benefits@ancira.com to learn of benefits you may be eligible for.

TIME CLOCK USE

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

Manager overrides should be a rare occurrence (read above paragraph again). If a correction must be made the manager must obtain from the employee written explanation of (1) why a correction is requested and (2) specific adjustment to be made. **IF** the manager agrees with the adjustment, the manager makes the adjustment using correcting protocol (not made up hours of deleting lunch times or such*). If an adjustment is done AFTER the payroll has been submitted, the manager still needs to correctly override the timesheet for the actual days in question and submit to payroll individually with an explanation and we take it from there. **MANAGERS:** Adjustments you manually do in Time Keeper *after Payroll's cut-off* **MUST BE PRINTED AND SCANNED TO CENTRALPAYROLL** or it will not be accurately reflected in the Payroll being processed for your employee. ***FAIR WARNING: The Employer may dismiss a manager or an employee for violating policy.**

PAY, PAY SCHEDULES/FINAL PAY/DEBT RECOVERY

- It is the goal of the company to pay employees fairly, in accordance with the law. Employees must use Time Keeping accurately & reliably when time keeping has been assigned. Grievances/concerns over pay should immediately be reported to your manager or, if not satisfied, to the General Manager or Human Resources office.
- Direct Deposit is a condition of employment. If you are unable to obtain a bank account or lose privileges of a bank account due to financial or tax reasons (or similar), contact your employer's designated HR consultant. Special account programs have been prearranged for such cases.
- Regardless of your job title or "exempt" status, **if you are set up to report your time via the company's time keeping system, you are required to do so.** As designated by the employer, employees are required to report all hours worked in a given week using the employer's established protocol (such as clock-in/out). Also see *Time Clock Use, page 11 and FLSA, page 23*.
- Commission Automotive Sales Persons are paid minimum wage in the event sales commissions do not cover minimum wage for hours worked. However, in accordance with the law, minimum wages paid will be recovered by the employer when commissions allow for it.
- Employees who are paid off net profit pay for their own commission as part of the net.
- Manufacturer bonuses paid to any employee are separate compensation the employer has no responsibility for and no method of accountability through employer compensation records. It's the employee's duty to report these earnings as required under IRS regulations.

- Pay Schedules are as follows:

Pay Category	Pay Period/Cutoff 2025	Pay Date
Sales	1-15 th and 16 thru EOM	22 nd and 7 th
Hourly and Weekly	Sunday through Saturday	Following Friday
Salary/Departmental Commission	26 th -10 th & 11 th -25 th	15 th and EOM

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

- It's your duty to responsibly return any property of the employer (including uniforms, keys, fuel cards, etc.) promptly. "Responsibly" means into the hands of a manager, general manager, or HR (not left in a desk or with a co-worker).
- You're paid for all work and hours completed as of your termination. Incomplete jobs/sales/transactions will not be paid.
- If you are covered under the Ancira insurance, and you are employed on the 1st of a month, the premiums collected the month prior are PAID TO THE INSURER and are non-refundable. This is WHY the premiums are collected "a month in advance": Because

Note: The policy manual is posted on the web. Current Employees can print by page or in whole. they are due on all employees who are employed/insured the 1st of each month. This amount will be counted towards your COBRA benefits, should you choose to elect COBRA.

- You're **not** entitled to unpaid vacation/pto or unpaid or uncashed bonuses of any kind.

DEBT RECOVERY

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

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

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

ATTENDANCE

COMMUNICATION REQUIREMENTS

When physically capable, you're expected to communicate directly with a phone call to your manager to assure channels of communication remain open and you are not thought to have abandoned your job. Text messages are not acceptable. If you disappear strangely without making a simple courtesy notice to your manager, your manager may ask the Police Department to perform a welfare visit to your address as a safety precaution.

Acceptance of one or more texts from you for any reason on prior occasions in no way obligates the manager/employer to accept a text message from you for obtaining an excused absence in any future case. Failure to communicate timely and truthfully may result in termination of employment. If your direct supervisor is unavailable, follow the chain of command (including your GM and even HR/Corporate).

ABSENCE/LATE ARRIVAL NOTICE

Each of us has a duty to seek prior approval from our manager before a planned absence. Do so BEFORE travel arrangements are booked. The request should allow at least 10 days' notice of a need. We are each expected to plan our absence to be the least disruptive to our business.

You must provide advance notice of any known absence/tardy. For each day of absence, it is your duty to call in. You may **not** have another party call on your behalf except in **extreme** circumstances such as emergency hospitalization (see *Leave*).

Messages left with operators, receptionists, voicemail, coworkers or by email/text are misconduct considered an invitation for employment action, especially when absenteeism or tardiness becomes an issue. CALL IN! All employees, including managers, must personally provide notice to their immediate supervisor prior to being absent or tardy or within 30 minutes (before or after) of scheduled work time **and include**:

1. Cause of absence/tardiness (illness, family crisis, etc.)
 2. Expected return to work time and date
- If your supervisor is not available, follow the chain of command up to and including contacting your General Manager or designated HR consultant to protect the integrity of your absence.
 - Planned absences should be cleared with your manager well in advance, preferably with at least 72 hours notice so schedules can be adjusted accordingly. In the event of absence due to serious illness or doctor appointments, you may be required to provide more advance notice and a fitness for duty and/or absence certificate upon your return to work (See also FMLA and ADA).
 - Two consecutive days without a personal call-in will be considered job abandonment.
 - Failure to return following an excused absence is considered job abandonment.
 - Failure to conform to this policy, habitual absenteeism, leaving workplace without giving notice to a manager, or doing so in a belligerent manner, failing to return following authorized absence, or frequent tardiness are considered MISCONDUCT inviting prompt dismissal.
 - Company-wide, based upon Team Ancira's historical figures, more than 2 in a month or an average of 4 within a quarter is typically considered Excessive Absenteeism/Tardiness (excluding postpartum, military reserve, prolonged significant illness/disability, and similar).
 - Even if on approved leave, unless formally arranged otherwise with your department manager, you should phone-in at least each 10 days to update the employer of your current prognosis for return to work and share/learn of any news relative to you/your job.

SUPERVISOR ALERT: **All absence dates** whether the absence is due to vacation, illness, training, a company golf outing or shoot, or 'personal reasons'; whether it's a manager or hourly employee; whether they use time clock or not -- must be reported via the ancirainternal.com website "Absence Reporting" feature (this is a legal employment record and you do it for each day the person is out or can report longer periods if you know how long the person will actually be absent). If Absence Reporter is not working, email teamservices@ancira.com (Note: Newly hired Employees are only added upon email request from the Manager; only "Managers" are added when hired). When you select the REASON FOR ABSENCE, the Absence Reporter is set up to automatically email appropriate staff. Using this feature is intended to simplify and save paper. Call the Team Services Office/HR Consultant if you have specific questions: 210-558-5005 / teamservices@ancira.com.

NOTE TO MANAGERS: YOU MUST ACCURATELY REPORT YOUR OWN ABSENCES AND THAT OF YOUR EMPLOYEES.

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WHEN TO CALL IN SICK

- If you have chills, fatigue, and body aches accompanied by a fever of 100 or more. These are early signs of the flu and you are contagious. (See also "PTO" for details regarding COV+ and FLU+ with lab confirmation.)
- If you have a fever of 100 or more, you are fighting an illness and are infectious for 24 hours after the fever breaks naturally.
- Stay home if you are contagious or too ill to perform your job safely. AT MINIMUM, you must be fever-free for 24 hours (without use of fever reducer med) before returning to work.
- If you are vomiting or have diarrhea not caused by an obvious dietary change. If you have been eating as normal and experience these symptoms, it's a sign of infection or food poisoning; either of which require rest and lots of fluids to assure quick recovery.
- If you have pinkeye or staph infection, you must stay home! You are contagious!
- If you are prescribed medication that can interfere with your alertness, it's likely you should not be driving and may present a danger to your self or peers.

Remember that if you have the Ancira Health Insurance, you have access to TELADOC physicians only a phone call or web click away – FREE AND NO COST TO YOU! They can often call in prescriptions (Tamiflu, Z-pack, etc.) that will prevent your need to go to a doctor and can be a life-saver if you are traveling and have an acute illness onset (i.e. with asthma).

All absence* other than "personal illness" is first counted against available PTO to assure the employee doesn't go without pay. In the case of a personal illness, the employee may elect to have it applied against available PTO for up to 3 days.

*It's customary under company vacation/PTO policy that personal illness that is more than 3 days be automatically retroactively paid against available PTO without requiring your separate approval/request.

WORK-EXCUSES

The company offers benefits and has adopted policies to accommodate minor personal illness* and related absences from work. For example: **If you are sick with a contagious illness, stay home** and avoid going out (spreading illness) until you're well. This is to keep employees from infecting others and spreading the illness further.

The company also invests in a 24-7-365 Physician Call Access service (currently through Teladoc) for employees who participate in the company-sponsored health insurance. The service and calls to it are free to covered/insured employees and 100% confidential. Teladoc is not intended to replace your regular, Primary Care Physician relationship. However, it is very handy when you have a sick child in the middle of the night, or you are traveling and have a sudden asthma attack, or you notice the onset of flu symptoms in the middle of the night or weekend and can quickly seek the advice of a doctor and often obtain a prescription.

This being said:

- Teladoc or other online or phone services are not acceptable for the purpose of securing an Absence Excuse from work.
- **Work Absence/illness excuses will not be accepted unless you have personally had a face-to-face office visit with a qualified physician licensed to practice medicine in the State of Texas/U.S.**
- When submitting a physician excuse, you automatically authorize your employer to seek verification from the treating office.
- The employer reserves the right to apply PTO (i.e., vacation) to any absence, excused and unexcused, equally.
- Depending on prevailing circumstances at the time, you may be asked to obtain a second physician determination at company expense.

*This policy will not override, or in any way impede, any legal right or requirement afforded by the Americans with Disabilities Act/ADAAA or the Family Medical Leave Act, both, as amended.

LEAVE OF ABSENCE

All leave requests must be submitted for review through the employer's designated HR consultant and submitted 10 - 30 days in advance (unless the urgency of the situation prevents it) or for urgent events, within 3 days. Leave is subject to various limitations. **It's the employEE's duty to communicate with the manager AND with Human Resources timely and to respond to any communications, correspondence, and/or requests for documentation.** Your full cooperation in assessing a leave situation is both expected and appreciated and you have a duty to contact HR personally when such an absence is needed. Leave of absence is covered in detail in the "Legal Compliance" section of this manual. Ask for the Human Resources Administrator at 210-558-5005. Prolonged absence typically will not be counted as "active" employment for purposes of determining PTO eligibility.

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TEMPORARY LIMITED DUTY (AKA "LIGHT DUTY" OR "MODIFIED DUTY")

For your safety and that of your peers, if you've been absent due to a personal temporary disability or illness or you are prescribed medication which is known or advertised to be a potential risk, you may be asked to present a note from your healthcare provider in order to be at work. This will only be to determine your ability to safely perform job related tasks and consistent with business necessity. If an exam is needed, it will not be overly broad in scope and will be limited only to the extent necessary to determine an employee's ability to perform work safely and/or address specific concerns about job performance and/or may be necessary for individuals in determining whether fit for duty in a physically demanding job. Example: The ability to drive following a car accident or that your doctor says you are no longer contagious after a serious staph infection (i.e., that your present condition will not cause an undesirable risk to you or others).

In many cases, the Fitness for Duty may include work accommodations relating to your return to work. This requires the review of Human Resources in order to ensure the safety of the workplace and compliance with current laws. **The dealership's management has no authority for administering or determining eligibility under the ADA or reasonableness of an accommodation.**

Employees are invited to call the Corporate HR office directly when needed: 210-558-5005 / 888-876-4344 and to pursue the next higher authority's attention if your request is not clearly understood or fairly addressed. In coordination with approval from your medical provider, and in concert with rights and responsibilities afforded under the Americans with Disabilities Act, return to work and reasonable accommodation will be evaluated through an interactive process as needed. Your safety/health and that of your peers will be our first concern in evaluating such options and finding appropriate solutions is most successful with your active involvement. **Employees are invited to call HR directly if a need arises or is expected: 210-558-5005 / 888-876-4344 and to pursue the next higher authority's attention if your request is not clearly understood or fairly addressed.**

NOTE: The Employee is SOLELY RESPONSIBLE at all times TO PROVIDE ONGOING CERTIFICATIONS and/or HEALTHCARE PROVIDER CERTIFICATIONS to the EMPLOYER FOR THE DURATION OF YOUR CONDITION/REASON FOR ACCOMMODATION and to engage in the interactive process to assure legal compliance.

PRESCRIPTION MEDICATION: If you are prescribed medication that temporarily prevents you from being able to safely do your job, speak with your supervisor and provide him/her with your doctor's specific work restrictions and expected duration/time for recovery.

WORK RELATED INJURY is managed based upon obligations the employer has with the insurance carrier. If you are recovering from a work-related illness/injury, the Team Ancira Works policy and its provisions are used as the initial authority.

DURATION OF EMPLOYMENT

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

If resigning, it's in your best interest to offer notice and is a welcome professional courtesy. Know the employer may choose to accept your resignation immediately or at any point thereafter. This should not be taken personally. It's a simple business decision.

REHIRE

For a variety of reasons including to discourage turnover and the "greener pastures" risk, the company subscribes to a standard, no fault, "No-Rehire" policy. In rare circumstances, economic and employment factors may leave room for special consideration and the employer may elect to do so on a discretionary basis. Your reasons for leaving, along with the way you treated your employer, manager, and co-workers while you were here (and when you left) will play a definitive role in the decision process. All rehires are subject to final endorsement by the the VP of Operations. Rehire of any individual is no indication of additional rehire of the same or any other individual.

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

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HOLIDAYS

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

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

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

HOLIDAY PAY:

Hourly paid AND non-commission employees AND Technicians* of Service and Collision centers: To receive holiday pay (1 day = 8 hours @ regular hourly rate; ½ day holiday is 4 hours; Technicians @ 70% of prior year's daily avg earnings x #hrs) when taking the "observed holiday" off, you must work* the day before and the day after an "observed holiday" and be officially classified as Full Time for the preceding 6-month period to be eligible. You also must be actively employed on the day payroll processes for it to be paid.

*Absence due to approved pto is treated as though you're "at work" and won't affect holiday pay.

All other positions: Holidays do not receive separate compensation. If you are paid under a pay plan your compensation is already structured to provide opportunity for income regardless of holidays. Holiday pay is typically not due. Exceptions are only permitted by separate authorization to payroll from the store's General Manager on a specific job-title basis and only if approved by Corporate Officer.

***Commission-Flag Hour Detailers/Body/Paint/Technicians: Join the Tech Company Match Program to maximize every dollar!**

NEPOTISM & CONFLICT OF INTEREST

Employment of Relatives

Your employer encourages hiring relatives and friends but avoids hiring relatives or close friends into positions that can cause conflict of interest or cause morale issues to arise. This can easily occur depending on specific circumstances. For this reason, you have a duty to inform the GM or corporate authority (or HR) of such a relationship. The employer reserves the right to determine when job placement for a relative or close friend will or will not be appropriate, but we encourage you to be open to the idea of inviting friends and family to apply. We are an equal opportunity employer. As of Jan 2025, Executive Employee's relatives will not be hired nor eligible for promotion opportunities.

Employee Dating & Marriage

Long hours in a high-stress work environment tend to create friendship and camaraderie. In fact, it's encouraged here. But when romance blossoms in the workplace, it becomes a valid business concern. Because of the potential ramifications that can stem from workplace romance, **any employee who becomes involved in a workplace romance is required by company policy to disclose the relationship to the department manager, GM, and/or Human Resources** and may be asked to provide written confirmation of the consensual status of the relationship "for the record" to ensure anti-harassment policies remain intact.

Employees (including management at any level) are barred from evaluating the work of others with whom they have a dating, marriage, financial connection with (i.e. roommate or Tenant) and/or romantic interest and from making hiring, promotion, payroll, salary or other financial, work location or work related decisions of any kind concerning such persons.

Although not always necessary, **the employer reserves the right IN ANY CASE and AT ANY TIME** to determine its best interests involving any relationship (whether existing at time of hire or transfer or otherwise), including selective transfer, denial of promotion or of transfer, AND/OR dismissal of one or both/all associated employees. Your acceptance of and continuing employment is your consent to all terms, including your agreement that at the company's sole discretion, it can at any time decide whether a personal relationship interferes with the business, or invites unwelcome morale or nepotism concerns. You also grant the company the right to address the concern in the manner it sees fit based upon the prevailing circumstances at the time. **As an employee, it is your duty to inform your employer of any situations of this nature (self included). See also, Ethics & Decision Making, p. 17.**

NO SMOKING

Our facilities are smoke-free. Your employer has no obligation to provide smoking facilities but elected to designate specific smoking areas away from customers, flammables, and fueling stations. Use only designated areas and receptacles when smoking. E-devices and vaping are prohibited in the workplace outside of designated areas the same as tobacco smoking products. No butts or matches should be thrown on the ground – even if it's out completely, it's littering our premises. Use designated, fire-safe receptacles.

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

Don't use tobacco – or even electronic cigarettes or vaping -- in the presence of customers (even if they are smokers). It's unprofessional and discourteous. All forms of smoking are equally prohibited inside the buildings. Use only designated outdoor areas.

SOLICITING AND/OR DISTRIBUTING EMPLOYEES

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

NON-EMPLOYEES

1. We are entrusted with customer valuables left in their vehicles, financial and bank account information, keys to vehicles, and in the case of RVs -- literally with someone's home! (Imagine a competitor or a thief freely roaming with everyone presuming s/he's a friend of someone's.) We cannot afford to compromise our customer's, lender's, nor factory's trust or take it lightly. **In ALL CASES, non-employees are restricted to only common customer areas and are not allowed in ANY employee or work areas for safety and security reasons.** Also: **They must first check in with the department manager or GM and receive authorization to be here.** If they are engaged in distribution of goods such as tools or food, they **must be registered** on the APPROVED VENDOR LIST and **must observe access restrictions.** No exceptions.
2. **Note that your friends and family must also observe these restrictions.** Your personal guest/s cannot enter the shop area to deliver your lunch, for example. They cannot sit in your office and chat. This is not to prevent you receiving guests (see #1); it is to protect your guests from risk of injury and ensure our primary focus here is our CUSTOMERS. Visits should always be short. Have your guest call you to meet them in an approved, common customer area [not walk into the shop OR walk behind the stalls to find you; not go to your office to hang out; not follow you around the lot, etc.] If you're going to be eating in the employee lunchroom together, have your manager's approval first. This is first and foremost a secure workplace and these simple rules can help ensure order. *See also Safety & Security and Moonlighting/Business Conflict.*

MOONLIGHTING/BUSINESS CONFLICT

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

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

Military service is of course excluded from this policy.

THREATS, DISRUPTION, OR CONFLICT

- Inform your manager, general manager, or HR of any disruptions, conflicts, bullying, or threats you become concerned with. You may also report anonymously via the Reporting Hotline: 800-232-5602
- The employer reserves the right to determine what constitutes reason for action and what action, if any, will be taken.
- Any relationships outside of employment that cause disruption or conflict (or threat of conflict) in the workplace either by personal calls, visitation, or otherwise invite employment action (including dismissal) and involvement of appropriate authorities.
- Any relationships within the workplace that cause disruption to work, are considered a risk, conflict of interest, or become a source of distraction within the group may likewise invite employment action including dismissal at the employer's discretion.
- Inform your manager of any legal protective orders that relate to you so preventive measures can be taken when/where practical.

SEARCH/MONITOR

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

The company reserves the right to conduct investigations related to any claims made, reasonable suspicion, or suspected fraud, the means of which may include surveillance, videography, or any other means available. If you obstruct an investigation, create or submit false or misleading information, fail to report for duty when able to do so, or similarly fail to share information that becomes materially relevant for evaluation of an insurance, injury, leave, loss, or any other claim, it's cause for dismissal from employment. Also see page 29.

COMPANY COMMUNICATIONS POLICY

AS A CONDITION OF EMPLOYMENT, EMPLOYEE CONSENTS TO DELIVERY OF POLICIES, TRAINING, NOTICES, ALERTS, ETC. VIA PERSONAL & BUSINESS EMAIL ADDRESS AND/OR PERSONAL CELL# TEXT MESSAGING AND IS RESPONSIBLE FOR COMPLIANCE WITH POLICIES DELIVERED BY ANY METHOD WHETHER PROVIDED IN-PERSON, POSTED MATERIALLY, AND/OR SENT DIGITALLY OR ANY OTHER REASONABLE METHOD UTILIZED.

PHONE USE

We strive to keep our culture friendly. Consistent with this, it's understood personal calls during your work time occasionally may be needed. Whether using a personal cell phone or the employer's phone, this is a privilege that will be lost if your employer thinks it's being abused or misused. There's typically no shortage of work to be done. Taking a few minutes here or there throughout your day for personal calls distracts you from your work and can be a distraction to your co-workers. Phone privileges may be revoked on either an individual or group basis. Your manager has been given full authority to manage the productivity of his/her department. This includes the latitude to apply restrictions to any personal phone use on an individual or a collective basis.

Fair Warning: If you're taking or making too many personal calls at work, either you alone may lose phone privileges and/or you may cause your co-workers to lose their phone privileges along with you in order to refocus the department on the priorities of the workplace. In addition, in cases involving simple business preferences, work quality, or/and safety concerns, cell phones (and any other similar personal devices) may be banned during your work time.

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

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

Misuse or abuse of phones and/or phone privileges (whether yours or the company's) may cause dismissal at the company's discretion. Please do your part to protect this privilege.

CELL PHONE USE: DRIVING RESTRICTION

THE EMPLOYER STRONGLY DISCOURAGES USE OF CELL PHONES WHILE DRIVING UNDER ANY CIRCUMSTANCES. Employees are responsible for ensuring safe cell phone use consistent with current laws. Note that even if you're using hands-free equipment, you must end any call if you find yourself in traffic, hazardous conditions, school zones, or when your emotions or concentration may distract you from absolute attention to the road and/or others on the road.

If your cell phone is required by the employer and you do not have your own hands-free equipment, your employer will provide it to you upon your request (ask your manager or call the Safety Manager directly at 210-558-5330). Employees who are not assigned a cell phone as a requirement of the position are not eligible. NOTE: If you're driving, even with hands-free phone features, you are required to pull to a safe location and PARK your vehicle prior to taking a call, making a call, or taking notes. Don't allow cell calls to interrupt your care of the customer, distract you, or take precedent over SAFETY or your work. (See also p.7)

SOCIAL MEDIA

Our definition of social media includes (but is not limited to) websites on the internet, networking websites, blogs, chat rooms, personal websites, texts, and bulletin boards that you post information/opinions to. We encourage employees to be friendly, polite, and positive with the opportunities social media presents. Post Responsibly. You are expected to display courtesy, avoid profanity, and use common sense. Content posted through social media can be seen by anyone and even traced, so careful consideration should be used. NOTE: Use of the name "Ancira" or its affiliated trade names or images is protected exclusively for use by the company and/or only with company authorization. Examples: You cannot use the brand name "Ancira" in your Facebook, email, address or similar publicity, even when you consider it a benefit to the company. Only the company can use it for its purposes (so although you're welcome to brag that you're a member of the Team, and even offer to help someone find a car or a job here, etc., you can't have, for example, an email of BobWhiteatAnciraSellsCars@gmail.com or Roland_Sells_Ancira Facebook address).

The employer does not apply controls against you for exercising your individual rights, but *if you are identifying yourself as in any way associated with Ancira* and choose to use this outlet to share reckless, negative, or provocative content, you must state that your views expressed are your own. Think, too, about whether your post may reflect negatively on your workplace or peers. You must also observe the rights of co-workers, managers, customers, and any others you have knowledge of through your association with Ancira, to protect their privacy, their reputation, and their safety, as well.

Regardless of your association with Ancira, your decision to display your views publicly can make you personally liable for defamation, libel, slander, or other serious consequences.

Finally, remember there are many people who depend on the success of this company as a source of income to provide for their families. There are appropriate internal channels you have to receive private attention in the event you have a complaint. Publishing your negativity will have an impact on every one who works here. ***Likewise, publishing positive messages expands the company's presence and helps foster trust and familiarity among our communities.***

ETHICS & DECISION MAKING

Team Ancira has been built on a foundation of integrity and fair business dealing. We don't lie to our customers, our lenders, manufacturers, vendors, or to each other and we actively pursue self-respect and honorable business dealings. When you are going about your day doing your work, it should help you to fulfill the expectations of your employer knowing that integrity and fair dealing are fundamental beliefs that guide our decisions/actions with one another. Make decisions that take the law, your future, and the best interests of the company into account. i.e. If you are offered special personal benefit or favors from a vendor in exchange for purchasing its product or service, it is expected you will decline it and ask the offer be converted into the form of a discount instead. CONFLICTS OF INTEREST [WHETHER REAL OR SIMPLY "POSSIBLE"] CREATE AN OBLIGATION ON YOUR PART TO REPORT IT TO THE NEXT LEVEL AUTHORITY UP TO AND INCLUDING A CORPORATE OFFICER PERSONALLY. EXAMPLES INCLUDE: One involved in payables, audits, sales pricing/discounts/credit lines, receivables/billing, check signing, bonus check issuing and/or cashing, cash handling, Repair Order adjudication, Warranty Claims, access to parts inventory, Accounting, DMS data, Contract Negotiations, Purchasing, Vehicle/Trade Valuations, Keys, Security, Computer Systems, etc. must immediately disclose potential conflicts of judgment, offers of incentives, personal relationships, or benefits to the GM or next higher authority to assure the best interests of Ancira.

Think about your actions and how your choices will appear.

- what people think of our group/you in the future;
- how the Ancira family would feel/respond knowing of the decision/action;
- how co-workers are treated or thought of – and how they think of YOU;
- our guiding principle: TRUST;
- the organization as a whole/including our other dealerships and departments;
- **are you benefiting in ways nobody else will benefit or arranging favorable treatment others don't receive;**
- is your decision is lawful and does it meet the employer's expectations;
- what would a jury say about your story;
- if it's found out, will you lose trust/credibility by peers.

PAYROLL/COMPENSATION PRIVACY

Although many agree disclosure of pay information between employees at any level will likely cause discouragement and resentment at least with one of the parties to the conversation, your employer will not deny your right to discuss your own pay with another employee. However, employees who have access to and/or receive any compensation information of other employees or applicants in the course of their job duty cannot disclose any of the elements of compensation of other employees or applicants to individuals who do not have a direct need-to-know, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the employer's legal duty to furnish information. A violation of this policy may result in immediate dismissal.

Some positions may not be eligible for transfer/promotion due to potential conflicts of interest related to payroll/compensation privacy.

PROMOTION AND TRANSFER

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

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

Ancira strives to promote from within, but please understand there are no entitlements. Your successful results over time may earn you the opportunity for consideration, but know it is rare that only one qualified candidate will exist, and tenure does not necessarily equate to being the most qualified. Selection of the "most qualified" candidate is at the discretion of the company.

Note: It is considered a discourtesy and violation of company standards for a manager to speak with an employee about a potential transfer without that employee first obtaining approval from his/her current manager (or as may be otherwise arranged through a GM or HR). If an employee is interested in being considered for a different position/transfer, s/he must first discuss the interest they have with their current manager and obtain their permission to approach the other manager. **Newly hired employees are expected to contribute a minimum of 6 months working in/for the dealership which hires them before seeking transfers elsewhere within the organization.**

Benefits

This summary is provided simply as a reference tool to you. Any benefit/s may be amended or discontinued at any time with or without prior notice, although providing notice is a courtesy we hope to always afford. The applicable Plan Documents are the authority governing how benefits are administered. Some benefits are only offered to full-time employees. Contact Team Services if you have specific questions.

OPEN DIALOG POLICY (ODP)

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

Rank is as follows:

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

Every supervisor and manager is expected to assume PERSONAL RESPONSIBILITY for modeling, implementation, fair enforcement, and knowledgeable leadership with respect to legal obligations, policies, and procedures and should always be ready to talk over and help resolve any concern that's brought to their attention by an employee. As an expected courtesy, you should seek an appointment for attention in any matter you want addressed.

For serious disputes, such as those involving a legally protected right or report, you may contact your employer's designated HR consultant directly who will act as liaison to help you reach an agreeable outcome. The courtesy of an advance phone call to discuss your concern and/or request a future appointment are expected.

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

BIRD DOG BONUS PROGRAM

Current employees receive a bonus for vehicle purchase referrals. See instructions at ancira.ORG website > Forms/Reference

NOTE: PAYMENTS RECEIVED UNDER THIS PROGRAM MUST BE CASHED WITHIN 6 MONTHS OR WILL BE FORFEIT BACK TO COMPANY INCOME.

BIRTHDAY BONUS

- If you're employed 90+ days prior to your birthday and "Full Time", you may be eligible for the Birthday Bonus.
- When eligible, you do **NOT** have to take your birthday off to receive the \$100.
- You must request **prior approval** of your manager for taking your birthday off.
- Your manager may substitute another day, if needed.
- You are responsible for informing your manager in advance of your birthday for the bonus and/or day off.

If you are Full Time/Active Duty and paid:

- **Hourly Pay/Individual Commission**
(accounting, sales, techs, etc.)
Employee will be paid \$100 for that day.
- **Salary or Department Commission**
Normal Pay, No Bonus
If you take your day off, normal pay continues.

Also:

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

ANNIVERSARY BONUS

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

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

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

CHRISTMAS BONUS PLAN

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

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

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

EMPLOYEE PURCHASE

Parts and Service: See also Ethics, p. 17!

You and your immediate family can purchase Parts and Service for your personal vehicle from any of the dealers within Ancira Auto Group at discount pricing. Service work will be performed at the current employee internal labor rate. Parts are figured at cost-plus-10%. If you are in Service or Parts Management position, obtain GM sign-off on any exceptions you take/make for yourself or family/friends. If you are GM, involve the VP of Operations. Violations whether willful or not may result in swift dismissal.

Vehicles for you or immediate family's personal use (not for profit purposes of resale and not for extended family, etc.) from any of the dealers within Ancira Auto Group are often available at favorable pricing.

1. **To begin your car shopping, you must first go through the dealer's general manager or general sales manager to arrange initial contacts.** (GM must involve VP of Operations!)
2. Due to market demand, some new models may be restricted from the employee incentive purchase at the General Manager's discretion.
3. New motor home and trailer purchases are invoice plus pack and make-ready/PDI.
4. Used motor home and trailer purchases must be addressed with the dealer's General Manager.
5. Used cars on the lot less than 45 days will be available at \$500 over net cost. Those on the lot more than 45 days will be available at \$300 over net cost (OR the lower advertised price, if applicable).
6. Wholesale units are determined at the sole discretion of the Used Vehicle Sales Manager and these are available at \$100 over net cost (OR advertised price, if that is lower).
7. The General Manager will resolve any disputes arising over the purchase of used vehicles.
8. You are limited to 2 used vehicle purchases within a rolling 12-month period (includes transfers & trades).
9. The employee purchase benefit is intended to allow you to purchase a vehicle at fair pricing for your personal use or that of your family, but NOT FOR YOU TO PROFIT FROM. "Curbing"; or buying from Ancira for the purpose of selling for profit is CONTRARY TO THE INTENT OF THIS POLICY.
10. If you make use of this great benefit, ***STOP AT 2 and don't try to manipulate the system!*** Abuses may be addressed on an individual or dealer-wide basis and may include dismissal. See also *Moonlighting/Business Conflict, p. 14& Ethics p. 17.*

ETHICS NOTE: If you are in Service or Parts, you don't sell yourself your service work or parts. If you are a cashier, you don't cashier your own ticket. If you are in Management or in Sales or Finance and you personally have a vehicle to sell, trade, or purchase. In any of these cases, you INVOLVE A HIGHER AUTHORITY to oversee and manage the transaction to assure it is in the company's best interest and EXCLUDE YOURSELF FROM THE ACTUAL PROCESS, including trade/market value and payoff of your vehicle.

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

VACATION / PAID TIME OFF

All Vacation is considered "PTO". Paid Time Off (PTO) allowance is not classified as compensation or wages. If employment separation occurs before payroll processes for the time taken, it is not due/paid to you. PTO is an excused period of absence that requires ADVANCE APPROVAL BY YOUR MANAGER. Submit your request a minimum of 10 days in advance and not more than 30. Your manager can deny PTO. The Employer can apply or deny available PTO to any absence. When PTO is used up, you can request UNPAID time for significant needs that may arise (it will be up to your manager & GM to approve or deny based upon prevailing circumstances at the time). PTO is accounted for in FMLA/ADA absence also.

Question 1: When can I be off work for PTO?

A: Some employees have a fixed schedule like M-F with their scheduled days off being Saturday and Sunday. Others work Saturdays and therefore receive a scheduled day off during the week to compensate. If you are in the latter category, don't get 'crafty' with your time off. Recognize that we are a TEAM with a business to run TOGETHER so we're all expected to play fair. This means you either take 5-days-straight of PTO (Sundays we're closed, plus 5 days PTO, plus your scheduled day off) or when taking less than 5 days straight you adhere to the following: 1. Your scheduled day off the week before, the week of, and the week after shall be FIXED to make it clear for payroll purposes which days are actual PTO. You are not allowed to put a scheduled day off on both the front and back end of PTO time.

Manipulating PTO to create unfair extended absence may result in denial of the privilege altogether or on an individual basis. It is at the General Manager's discretion to define abuse. Management and the GM are subject to the same limitations. Holidays may also cause special limitations on PTO/scheduled days off. **SALES: MANDATORY NO PTO LAST WEEK OF THE YEAR!**

Question 2: How do I use Paid Time Off?

A: Complete/Submit the PTO Request to your manager 15-30 days before your planned absence. The form is posted at ancira.org>Forms.

- **All Cash-Handling, Finance, Supervisory, and Management Positions** are required to take 5-days consecutive OFF each year beginning your first full year of being employed with Ancira. Always coordinate with another employee/manager who will be designated to manage necessities in your absence.
- **Non-cash-handling positions** (in general this will be Sales, Painters, or Technicians and similar) may take their PAID TIME OFF intermittently, but still remember, you are encouraged to take a good length of time OFF and AWAY FROM THE DEALERSHIP to recharge your batteries. Use the time you have to forget about work for a while! You may be required to take 5-days-consecutive for any position.

PAID TIME OFF is intended to be used for any absence needs other than brief personal illness or in the case of a funeral for an immediate family member. So, as the rule, available PTO is automatically applied for all other absences. ANY/ALL absence that extends longer than 3 days may be administered retroactively or prospectively **as PAID TIME OFF** in accordance with the Leave policy without your specific approval/request.

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

A: The 5-Day-Consecutive/5-Day-Straight rule applies to those in a cash-handling, supervisory, or management position. Each year, one of your PTO periods must be for 5 days straight. If you neglect to schedule your PAID TIME OFF in accordance with this policy, you will still have to comply -- **even if it means some time unpaid**; contact your manager promptly if you have failed to comply with this policy.

Question 4: How does PAID TIME OFF accrue?

A: PAID TIME OFF is NOT an "accrued" benefit. As such, you're not due payment if you quit or are dismissed.

Question 5: When can I take PAID TIME OFF?

A: When you meet the eligibility points outlined above and obtain the signed approval of your manager. When within your control, your timing must be considerate of your peers and business demands (holidays are our most busy -- **remember our TEAM PRIORITY is to MEET OUR CUSTOMERS NEEDS!**). Schedule personal appointments during PTO when foreseeable.

- If rehired, any time taken within the 12-months preceding rehire is applied against any new PTO eligibility (you don't get a fresh bank of PTO).

SPECIAL POINTS

- PTO-rollover at Year End is only for new hires. **No PTO will be rolled-over after "10-Days Calendar-Year PTO" is achieved.**
- You also must be actively employed on the day payroll processes for it to be paid.
- Holidays in which your department is closed will not be counted against your PTO allowance.
- Birthday Bonus is separate from the PTO program.
- For funeral absence, PTO is automatically applied unless it is due to a loss within your immediate family (in which case, use of PTO is your choice)
- **Due to retail business demands, NO time-off for Sales is enforced at the dealership level the day after Christmas through year-end. Exceptions for non-Sales employees are only made in extremely rare circumstances that will not create any employer hardship.**
- Seek manager's approval with 15 - 30 days notice when foreseen. The department manager has complete discretion in approving or denying time off -- whether it's "paid" or "unpaid" -- due to specific timing concerns, job title, employment history, a marketing campaign, or otherwise.

10-Yr Plus, NON-MANAGEMENT Employees* of Ancira may elect to cash-out PTO time rather than take an actual work absence during the year. Upon reaching 10-Year Anniversary, you may cash-out 40 hours annually (not less). Upon reaching your 15-Year Anniversary, you may cash-out a yearly total of 80 hours PTO annually, only in 40 hr increments and not within 6 months of a prior cash-out event. If you want to request a cash-out, please see your supervisor. The request is subject to final approval by the general manager and other management and is dependent on a variety of factors. Management reserves the right to approve/deny any request.

***Department Commission-paid and salaried employees are not eligible to cash-out PTO time as their pay is unaffected by absence.**

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

How Vacation/PTO pay works:

After 6 months active, full-time employment, you become eligible for 40 hours PAID TIME OFF from that time through to the next 6 month period when an additional 40 hours will be allowed [EX: Hired Feb 4, 2024 = 40 hrs. PTO available upon Aug 5, 2024; plus an additional 40 hours February 5, 2025; 80 total calendar year hours as of January 1 2026 and annually thru year 9; 120 total calendar year hours following 10 year anniversary; and total of 160 calendar year hours following 15 year anniversary. **IMPORTANT:** Once you achieve "10 Days Per Calendar Year PTO Time", it's use it or lose it (IT CANNOT BE ROLLED OVER). Although permitted with proper authorization, absences of more than 40 hours for vacation or similar "PTO" at one time is discouraged because of the burden it causes to the department, but exceptions do occasionally apply under exceptional circumstances with the approval of the Store's GM AND the VP of Operations.

- × Commission Sales/Advisors: PTO rates TYPICALLY* are based on prior year's earnings, but pay plans are structured by individual employer, job title, etc. and are subject to many variables. In the event of transfer/promotion or demotion, PTO will be calculated based upon the position you are in at the time of taking PTO. See your manager with any questions!
- × Hourly, Full Time, Regular Duty: based upon your regular hourly rate x normal scheduled daily work hours.
- × Salary & Departmental Commission-Paid: Pay based on current salary/pay plan and normal scheduled daily work hours.
- × Consultants, Part Time, Seasonal, Contract, and Temporary workers: ineligible
- × If you were Hired Full-Time (40+ Hours/week) Feb 4, 2023 = 40 hrs. PTO available upon Aug 5, 2023; plus an additional 40 hours February 5, 2024; 80 total calendar year hours as of January 1 of calendar year 2 and annually thru year 9. 120 total calendar year hours after hitting your 10-year anniversary; and total of 160 calendar year hours after hitting your 15-year anniversary date.

INCENTIVE TRIPS

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

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

JURY DUTY

Serving on a jury is a privilege and responsibility we want you to willingly accept. If you're called to jury service, take your orders to your supervisor as soon as you get them. We need time to make any schedule changes to accommodate your absence. To be eligible to receive jury duty subsidy, you must provide verifiable evidence of your jury duty service to your manager and payroll and report to work each day before/after actual jury service if your work schedule extends beyond court hours. If approved, Salaried and Hourly employees are paid the difference between their normal pay and what the court pays. Commission employees are paid the difference between the court's pay and an average of their daily earnings for the period of time they serve, to a maximum of two weeks.

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

INCENTIVES/BONUSES BY MANUFACTURERS/VENDORS

Payment/award of any of these incentives is reserved to the discretion of and subject to consent of the General Manager, as is the method of payment/award. Any incentives or bonuses offered/paid to/received by you in relation to your sale of their product or achievement of their goal *that are not accounted for through your employer or made a part of your pay*, you must disclose to your department director and General Manager. It's recommended you do so in writing. (see also Final Pay and Taxes)

PAYROLL DEDUCTION

To assist employees with unplanned auto repair costs and similar, the employer has designed a payroll deduction plan that enables you to promise to pay in increments of the total bill for a specified period of time. **Amounts under \$100 will not be allowed simply due to the administrative burden these allowances cause to accounting and payroll departments.** Deductions are not permitted in excess of \$1,000. Deductions will be divided in a way that is commensurate with an employee's income, but must be paid within 30 days. Even those authorized in December of a given year cannot be extended beyond 12/31. Any payroll deduction must be paid in full before seeking approval for another one. Payroll Deduction should always be ARRANGED IN ADVANCE and authorizations are always subject to final approval by both your manager and the general manager. This privilege may be revoked or denied on an individual or group basis at the discretion of management. **PAYROLL DEDUCTIONS CANNOT BE MADE for VEHICLE PURCHASE or DOWN PAYMENTS applied to financing.**

TRAINING

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

ADVANCEMENT

See also, *Establishing your value on the Team* and Promotion and Transfer

Accountability is the first stepping stone to "Advancement". Do the work that is entrusted to you and do it well. When you consistently excel at your responsibilities, help others to excel at theirs. It's a violation of company policy to talk to another manager/employee about a potential for transfer without FIRST speaking with the current Manager and GM to receive their ok first. HR will not approve such a transfer.

INSURANCE COVERAGE

NOTE: AS EXPLAINED IN THE FINAL PAY SECTION OF THIS MANUAL, if you are covered under the Ancira insurance, and you are employed on the 1st of a month, the premiums collected the month prior are PAID TO THE INSURER and are non-refundable. This is WHY the premiums are collected “a month in advance”: Because they are due on all employees who are employed/insured the 1st of each month. Benefits terminate the same day as ‘Last Day Employed’, or sooner if you’ve neglected to pay YOUR insurance premiums.

Employees working 30 or more hours weekly and 130 hours monthly are considered eligible for health insurance. Active, Part-time employees working 30 to less than 40 hours and 130 hours monthly will have an initial measurement period (IME) of 12 months and will be expected to apply to the corporate Benefits Office (Team Services; 210-558-5005 or teamservices@ancira.com) when eligibility for health insurance is sought. Inactive employment periods will not count toward 12 months IME. Health Insurance may be converted to COBRA at a higher expense to the insured upon exhaustion of FMLA or other leave.

Dental, Vision, Disability Income Insurance, and Group Life are reserved for employees classified as full time (40 or more hours weekly), regular duty employees (as officially designated in payroll/HR). All employees are expected to enroll in the health insurance as a condition of employment when it’s offered, or supply evidence of/obtain other coverage elsewhere.

Although the company’s employees and representatives handling the benefits and payroll deductions strive for 100% accuracy with all benefits-related matters, the company assumes no liability for errors. It is ultimately the EMPLOYEE’S duty to identify discrepancies promptly and the company, its agents, representatives, and assigns reserve the right to make corrections as needed, whether retroactively and/or as discovered. Please monitor your pay statements regularly, verify the deductions and their labels reflect your elections and changes timely, and see your supervisor (or contact Human Resources) with any concern so correction can be made promptly.

Annual renewal meetings are held to allow you the opportunity to enroll or change your medical or dental elections, which are only offered under the group’s Section 125 (Cafeteria) plan (this does not affect any of the other benefits). The **Section 125** plan offers you favorable tax savings but limits your opportunities to make changes to “qualified events” such as divorce, no-fault loss of coverage, marriage, birth, adoption, custody changes, and similar. If you experience such a change or “qualified event” IT IS YOUR DUTY to call your employer’s designated HR consultant within 30 days to request the required forms for changes to be made. If you miss this deadline, you’ll have to wait for open enrollment and the employer legally has no room to make exceptions for your oversight. Failure to inform insurance within 31 days of a DEPENDENT STATUS CHANGE (such as divorce) is fraud and may cause both employment action and denial of claims by the carrier!

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

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

As an expectation and condition of employment, all full-time, regular duty employees who do not have health insurance elsewhere participate in the Medical Insurance, SINGLE Level, but may add eligible dependents for additional cost. In most cases, the group medical insurance will be at a cost that is at or below the required “affordable cost” designated by the federal healthcare reform mandates for most employees. If you apply for a subsidy through the government’s healthcare program, you will need to contact the Team Services office ahead of time to learn the current value / employer funding in effect (you will need this in order to satisfy your requirements when applying for government health insurance or subsidy).

EMPLOYEES ON LEAVE (AND ANY COVERED DEPENDENT/S)

The Employee/Insured is SOLELY RESPONSIBLE at all times and remains subject to the governing policies and plan documents of each insurance carrier, including all requirements for premium payment, coverage eligibility, coverage conclusion, coverage cancellation, coverage continuation or non-continuation/termination, coverage exclusions, coverage and/or premium adjustments/increase/decrease of benefits, age, health, and/or active/inactive employment stipulations, etc. AFTER 6 MONTHS “INACTIVE” EMPLOYED, YOU ARE NO LONGER ELIGIBLE FOR EMPLOYER HEALTH INSURANCE COVERAGE UNLESS AN EXTENSION IS OFFERED. YOUR COVERAGE WILL BECOME SUBJECT TO COBRA based on date of last premium payment paid-thru date and last date of active service.

GROUP TERM LIFE INSURANCE

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

Other than proper accounting of your enrollment in payroll or to the carrier, the employee is 100% responsible for his/her group life insurance policy and Ancira assumes no liability with regard to your election/decline of the policy, beneficiary designation, failure to designate beneficiary or update beneficiary due to life changes, failure to maintain required insurance premiums during leave, or otherwise. If you elect life insurance through your employer's plan and later coverage terminates, **BUT YOU WANT TO CONTINUE YOUR POLICY**, it is **SOLELY YOUR RESPONSIBILITY** to contact the **CARRIER** within its required timelines to seek conversion of your policy. Because the carrier and/or rules may change at any time, the employer assumes no liability and makes no guarantees for your policy portability or conversion rights. Availability, approval, or denial, benefit eligibility, etc. is at the discretion of the life insurance provider.

RETIREMENT

The company doesn't have an obligatory policy regarding retirement. We firmly believe (and it has proven itself repeatedly) that employees of "typical retirement age" can remain equally productive. Some of our most productive employees are. If you have consistently excelled in your performance with the company and are self-motivated to continue that level of performance, when you begin to consider retiring, you may talk to your manager about what flexibility may be permitted in your work schedule. For example, most seasoned sales people can easily sell at or above minimum sales quotas without necessarily being at the dealership 14-hour days. Or, you may be a brilliantly productive master technician who is ready to train others to be the next great masters. If enabling a gentle transition into retirement is beneficial to the company, it will be considered.

In any case, flexibility may not be available. It will always depend on a variety of factors including economic viability, current staffing levels, and potential benefits or negatives that must be carefully evaluated, as well as your current/recent level of productivity.

401(K) RETIREMENT SAVINGS PLAN

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

Transactions and investments are managed by Principal and governed by the Plan Document. Customer Service hours are 7 a.m. -9 p.m. at 800-547-7754 if you ever need more information or you can go online to ancira.org > My 401K for online access. Call your Ancira Team Services office or email benefits@ancira.com if you need further assistance.

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

**WARNING: If you are in the 401(k) plan and are in the process of divorce,
you have a duty to call Principal to advise them of this event.**

800-547-7754

LEGAL COMPLIANCE

FAIR WARNING: The Employer may dismiss a manager or an employee for violating policy.

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

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

EQUAL EMPLOYMENT OPPORTUNITY

Persons are given equal opportunity for hire, placement, promotion, demotion, transfer, recruiting, advertising/business solicitation, employer sponsored benefits, compensation, employer sponsored training/ education, apprenticeship, layoff, termination, social and recreational function access, and use of employee facilities without regard to any defined "protected" legal status, REGARDLESS OF ENFORCING AUTHORITY. For example, the EEOC may enforce age discrimination protections, and the Department of Veterans Affairs may enforce USERRA/Uniformed Services protections, but the employer's intent is to comply with all laws, whether federal or state, and any apparent oversight with the employer's recognition of protections is accidental and shall be immediately remedied upon verification of the reported oversight.

FAIR LABOR STANDARDS ACT (FLSA)

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

Any questions regarding your FLSA status may be directed to your General Manager or directly to your employer's designated HR consultant. See also *Misconduct*, pg. 8 and *Time clock Use*, pg. 11. Managers cannot correct time keeper legally without knowing policy!

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

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

FAIR CREDIT REPORTING ACT and

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

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

ACTIVE AND RESERVE MILITARY

Your employer highly respects your service to our country and in accordance with existing laws has established procedures to ensure your rights (and peace of mind) are protected during military training or service. There are time limits for benefits and returns to work that vary according to your circumstances. If you are a reservist or are called to active duty, call the Team Services Office (210.558.5005 or 888.876.4344) or your base ombudsman for information about the protections afforded you during your service and any applicable limitations for accommodating your absence. See also *Leave, pg. 31-32*

SUPERVISOR ALERT: Managers must ensure the job rights of individuals who voluntarily or involuntarily leave employment positions to perform service in the uniformed services (to include intermittent training such as with the National Guard or Reserves, and certain types of service in the National Disaster Medical System and the Commissioned Corps of the Public Health Service), as well as to ensure persons who serve or have served in the Armed Forces, Reserves, National Guard, Coast Guard, or other uniformed services are not disadvantaged in their career, are promptly employed or re-employed, and are in no way discriminated against in employment based on past, present, or even if/when future military service is anticipated. This company whole-heartedly supports our Uniformed Services and expects each manager to faithfully support them and their service. If there is ever any concern related to employment, contact HR for prompt assistance.

DISCRIMINATION & HARASSMENT PREVENTION

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

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

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

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

Your Responsibilities:

Preventing Discrimination & Harassment

Each of us has a personal responsibility to protect our work environment from unwelcome conduct. If a co-worker, supervisor, vendor, or customer offends you – whether verbal, physical, or visual – inform that person of the offense. Our internal code phrase to stop offensive conduct is: **THAT’S OVER THE LINE**. Using this as our standardized warning protects individual rights of both parties and serves as adequate warning to the offender that their conduct must immediately and permanently be corrected. If this phrase does not elicit the required corrective action and the behavior continues, it is your duty to contact your employer’s designated HR consultant immediately at 888-876-4344. Even when the conduct is not sufficiently severe or pervasive to constitute actionable harassment, the employer still discourages such conduct. Our policy is to investigate thoroughly all complaints that by definition involve discrimination or harassment. Findings may result in any one of the following findings: (1) inconclusive; (2) violation confirmed; (3) no violation confirmed. The employer may apply discipline for any inappropriate conduct discovered under this policy, regardless of whether the conduct amounts to a violation of law or even a violation of this policy. If the employer does not employ the person who engaged in harassment/discrimination, then the employer will take whatever corrective action is feasible under the circumstances.

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

ALERT: Withholding knowledge of a violation of this policy until a later date may result in both loss of effectiveness of an investigation and loss of validity of any claim. All managers and employees are advised to strictly enforce/comply with the reporting and anti-retaliation policies. Each employee at every level – whether an operator, sales person, porter, manager, accounting clerk, or VP has a personal duty to prevent harassment and discrimination! Know, support, enforce, and follow the rules!

PRIVACY PROTECTION

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

The employer reserves the right to determine the necessity and extent of any investigation, whether to involve Third-Party investigators or law enforcement, whether to invite statements or affidavits, etc. As an employee, if you are made aware of a fact-finding or investigation being conducted by the company, you are obligated as a condition of your employment to be cooperative, truthful, and maintain absolute confidentiality with respect to the effort. Interim measures may be put in place such as leaves or transfers during a fact-finding or investigation process for the purpose of ensuring the integrity of the investigation itself. Do NOT take it personally and do NOT take it to mean you are in trouble. Findings may result in any one of the following findings: (1) inconclusive; (2) violation confirmed; (3) no violation confirmed. The employer may apply discipline for any inappropriate conduct discovered under this policy, regardless of whether the conduct amounts to a violation of law or even a violation of this policy, as it is written. If an investigation reveals a violation of policy or other inappropriate conduct has occurred then corrective action, including discipline up to and including dismissal (as appropriate under the prevailing circumstances), will result.

Ancira has an interest in protecting the privacy of its employees and customers and in protecting the trade secrets and proprietary information of Ancira. To further these interests, the unauthorized taking of photographs or the making of audio, video or data recordings on the premises of Ancira is prohibited and you are herein warned it is a Violation of Company Policy and a first-time firable offense. No secret or surreptitious photographs or audio, video or data recordings of any kind may be made on Ancira's premises. By signing the Duty to Comply Acknowledgement or by entering into or continuing employment with Ancira, you acknowledge and agree that all photographs and all audio, video and data recordings made on Ancira's premises or of its property shall be the sole and exclusive property of Ancira and such photographs and recordings may not be published, disseminated or disclosed to any person or entity without the prior express written authorization of the designated Privacy Officer or dealership General Manager. By signing the Duty to Comply Acknowledgement or by entering into or continuing employment with Ancira you acknowledge and agree that there is a substantial likelihood that the unauthorized taking of photographs or the making of audio, video or data recordings on the premises of Ancira or the publication or dissemination of such photographs or recordings, will cause irreparable injury to Ancira and that, in the event of a violation or threatened violation of this policy, Ancira shall have no adequate remedy at law and shall therefore be entitled to enforce the terms of this policy by temporary or permanent injunctive or mandatory relief obtained in a court of competent jurisdiction in the county of the principal office for Ancira, without the necessity of proving damages, posting any bond or other security, and without prejudice to any other rights and remedies which may be available at law or in equity. Any violation of this policy will result in disciplinary action, which may include immediate termination of employment.

The Privacy Officer for your facility is the dealership's General Manager. In the absence of the General Manager, only a corporate officer will have authority to grant permission. In accordance with current privacy laws regarding employee and customer information, the employer has designed a written policy to address care and handling of private information to include daily operations, need-to-know, security, mitigation, review and modification, record-keeping, and disclosure which is summarized here.

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

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

As a result of this policy, members of Ancira Auto & RV Group do not utilize any business or service relationship that might compromise the use of private or protected data and Artificial Intelligence Eyewear (i.e. Google Glass) and other passive recording devices are prohibited.

Transfer/Sharing/Disclosure of this type of information must conform to current privacy laws to include, as required, Privacy Agreements, hold harmless agreements, or similar contracts to ensure proper management and use of the information by outside parties/service providers.

The custodian of records for personnel data is your employer's Business/Accounting Manager. Questions regarding employee documents must be directed in writing to the Business/Accounting Manager (or Human Resources).

FILE RETENTION & DESTRUCTION POLICY

1. State and federal laws applicable to our business often dictate for how long files / records must be stored. As a matter of policy, the company may choose to store such records longer than the law requires. Because laws vary & reasons for retaining materials may vary, unless otherwise clearly stipulated, you are prohibited from removing or destroying ANY deal or finance records, recordings, Repair

Orders, payment records/copies, or similar documents without written authorization of the Accounting Controller/Business Manager or your Department Manager.

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

2. Destruction orders must be clear to prevent errors. Verify you accurately understand the order before proceeding.

In the event of litigation or upon concluding that a formal dispute is imminent, company policy requires that YOU RETAIN & SAFEGUARD EVERYTHING THAT MAY BE RELEVANT, including all documents, communications, emails, memos, digital information contained in personal phones, laptops, computers, jump-drive, or otherwise, documents or materials maintained in your possession or for which you have knowledge about, on an all-encompassing basis. Any such material may not be destroyed, modified, edited, copied, transferred, or disseminated in any way. You are required under company policy to inform your General Manager and/or Human Resources of all such materials that may be relevant.

Disposing of “Non-Public” Data

Documents and materials, including electronic media containing personal identification, health, or likewise non-readily-accessible personal information must be disposed of in a secure manner consistent with the employer’s current disposal procedures. This may include shredding or similar destruction commensurate with the data in question. Involve your manager and I-T as appropriate.

Transfer / Disclosure of Information Restriction

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

Privacy Breach and Duty to Mitigate

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

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

Classified Access Determination

Jointly, the Privacy Officer (General Manager) and Information Systems Administrator (IS Manager aka “I-T”), as well as the store’s Business Manager/Controller and/or the Corporate Operations Analyst will determine the need-to-know categories of access and assign passwords accordingly, both for employee and customer data. Password access may be modified or withheld on an individual or group basis with or without cause.

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

INFORMATION & DATA SYSTEMS SECURITY

Note: If systems “go down” do NOT phone I-T (Information Technology Dept.!) Check with your manager instead.

The I-T Department is automatically alerted of system failures and a bazillion calls going to I-T isn’t helpful.

- “I-T” identifies our Internet Technology department. The Information Systems (“I-S”) Administrator/Manager runs the department. This department oversees all aspects of our internal e-communication, operating system, web, ancira.com, and similar.
- “Help Desk” enables you to request assistance. ONLY via a MANAGER, a request can be emailed to helpdesk@ancira.com.
- The I-T department can be reached by calling 210-697-3000 (San Antonio).
- I-T only handles our internal computer-related concerns. If you are having issues with phones, electrical, A/C systems, or similar NON-computer related concerns, inform your Department Manager. **DO NOT CONTACT I-T!**

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

- **Sharing of passwords and access codes is FORBIDDEN!** Only I-T has authority to approve a password share. So, there is no circumstance in which you should share it yourself. If you’re asked to share your password, call I-T.
- Internet and email service is provided for business and work-related use. Abuse of the internet and email interferes with our main responsibility: our customers. Each manager (and I-T) is given discretion to deem what constitutes abusive or disruptive use. Managers should work through IT with any such issues.
- Downloading software is prohibited unless you receive signed authorization from the Systems Administrator.
- Unlawful/harassing/disruptive/offensive/non-work-related activity invites serious employment action including first-offense dismissal.
- Electronic transfer AND database/information-base creation using or containing business, customer, and/or employee-related data is prohibited without prior written, joint authorization of both the Information Systems Manager and the General Manager (Privacy Officer). This restriction likewise applies to saving and transferring data by disk, email, cloud upload, jump-drive or via USB connection of any kind.
- Sharing URLs or permissions access to employer websites is prohibited.
- All internet and email transmissions within the employer’s sponsored platforms are subject to regular interception and monitoring without any additional notice. Internet/email privileges may be revoked on a case-by-case basis at any time, with or without notice or cause and abuse may result in serious action, including dismissal for misconduct.

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

- You're responsible for security of both your personal information and the employer's. Your employer is not responsible for personal consequences or harm resulting from your use of the computer.
- Ask your manager to submit an email request to I-T Services when assistance is necessary.
- Use of electronic monitoring, including all forms of video, audio, photographic, communication, and recording devices is strictly prohibited unless established by the employer or authorized in writing by an authorized Officer of the Company. Use of electronic monitoring / recording devices on employer premises or during the course of speaking with employer representatives and/or employees with regard to business matters and/or other employer issues constitutes your personal release and surrendered ownership of any and all recorded material to the authority of the employer.
- All forms of Delivery by the Company of policies, training, or similar obligates you to comply with the contents as a condition of employment (whether In-Person, via Posting materially or digitally to web or sent via Text/Email and/or any other form).
- Due to the possibility of someone (customer, employee, vendor) bringing in unsuitable, objectionable, or unlawful material: playing video, digital, and/or audio material on employer premises or at employer functions without authorization of the department manager or higher management is prohibited.

DATA PROTECTION & SECURITY

Everyone who works for the company has a valuable reason to respect security controls and protect information from being transferred to the wrong hands or out of the company's control: It weakens our competitive ability (and therefore our future viability). Typically, everyone knows this and does their best to protect the network from outsiders. But the company must plan for the 'worst case' scenario, too. You should know that your email or voice mail, and internet trail can be followed at any time and over a period of time without you even knowing. Your computer is a resource to you intended for BUSINESS. To protect yourself and your computer:

1. Use computer, email, and/or network resources for **business-related purposes only**. As a condition of employment, consent is perpetually granted for system monitoring as a business security precaution. In the event your system contains any non-work-related content including photo images, music, documents, videos, or other files, the employer may wipe* content on any device found to be associated with a violation of this policy without additional consent. You consent to reimburse the company for expense associated with such activities. *If reasonable cause is determined, the employer may universally destroy (aka 'wipe') content regardless of whether personal or work-related in order to protect proprietary information which *MAY have been* compromised as a result of your violation.
2. Protect your user ID and system (computer) from unauthorized use. If you're given a password, it should be changed to a unique password promptly. When setting up passwords, use alpha-numeric passwords (letters combined with numbers) that cannot easily be guessed/cracked. **Sharing of passwords is a compromise of security and therefore prohibited. If a vehicle is stolen, a customer's credit is compromised, or an identity theft occurs, PASSWORDS WILL BE TRACED AND YOU MAY BE HELD ACCOUNTABLE and CRIMINALLY LIABLE! Your password is your security clearance and often the best tool to prevent thefts or abuse. Protect it!** You're responsible for all content and activities on your system and that generate under your user access. Activity that monopolizes systems, compromises security, overloads networks or servers with excessive data, degrades services, or wastes computer time, connect time, or other resources is a bad thing and prohibited. I.E. Do NOT charge your phone using your computer's USB or import media files!
3. You may be charged reimbursement costs for mitigation efforts resulting from your misuse of company resources or be dismissed.
4. PERSONAL computers, keyboards, thumb drives, printers, scanners, and all similar devices are prohibited and may be seized. You cannot bring your own digital resources to work without prior written authorization and/or Authorization ID TAG from the Information Systems Manager. Report violations immediately to your General Manager or email helpdesk@ancira.com.

Removal, Deletion/Elimination, Copy/Recording or Transfer of proprietary and/or otherwise private information is against company policy and possibly also illegal. Much of what we store contains "non-public personal information" or information that is legally required to be protected. Here are the simple rules for protecting Proprietary and Private information:

1. If it's about the company, its customers, or its employees – consider it PRIVATE and PROTECTED.
2. Ai or any other passive recording or image collecting technology is prohibited in our workplace (i.e. Google Glass, etc.).
3. If you see someone has either ACCIDENTLY or PURPOSELY transferred information by email, hardcopy, or to a portable method – REPORT IT TO BOTH the General Manager and HR/Team Services. A simple email to teamservices@ancira.com will work.
4. If litigation is underway or imminent, you must retain and safeguard everything that may be relevant, including personally controlled data (for example, stored on a jump drive, phone, or personal computer or laptop), files, emails or other electronically stored information. Deletion, copy, transfer, or disposal is absolutely prohibited.
5. If you leave employment, everything you did during your job belongs to the company. Removing it, Deleting/Eliminating or Transfer/Copying it, etc. can result in legal action against you.
6. You don't share personal passwords and you don't store passwords in obvious places. You are 100% personally accountable to protect your password and everything that's protected "under" it. If someone mis-uses your computer or your password, you are still 100% responsible – no excuses. Immediately report these concerns to helpdesk@ancira.com!

WORKPLACE PROTECTIONS POLICY

Violations of any company policy whether intentional or not may result in dismissal upon a first offense. The company reserves the right to: (1) monitor, search, inspect, or test employees and their personal effects, lockers, purses, sport bags, private vehicles, offices, desks, computers, clothing, any containers located on company premises and as otherwise allowed by law; and (2) investigate any claim made by or related to an employee or due to a reasonable suspicion. Investigation may include, but is not necessarily limited to: search, surveillance, videography, voice recording, closed circuit monitoring, hire of professional outside services, engagement by law enforcement or similar authority, insurance survey & analysis, recorded statements/deposition, etc. Security Monitoring is present throughout our facilities. Monitoring, Surveillance, Search or Inspections may be conducted at the discretion of the company from time to time without prior announcement or additional consent. When appropriate, results of a search and/or inspection may result in the involvement of law enforcement authorities.

Breath, blood, hair, and/or urine samples or other medical tests may be required of employees and screened by an authorized laboratory for the presence of alcohol, drugs, inhalants, and/or controlled substances. Such tests may be required on an individual basis whenever the employee's observed behavior or other reasonable evidence raises any question about the employee's physical condition or fitness to perform his/her job and/or if the employee is involved in an occurrence which results in property damage, personal injury to self or others, or death. Such tests may also be conducted on a random basis on individual employees, or groups of employees, without prior notice or warning, for the purposes of enforcement of this policy. Any employee refusing to submit to search or inspection, who interferes or tampers with a search or inspection, refuses to provide/submit breath, hair, blood and/or urine or other sample, refuses to submit to other testing to determine the presence of prohibited substances, fails to report to their manager prescribed medications with potential work-impairment/safety warnings associated with use, or is found in possession of or under the influence of alcohol, drug, inhalants, illegal drugs, or prohibited substances may be dismissed from employment upon a first offense.

Use, sale, purchase, transfer, receipt, or possession of alcohol, drugs, "look alike" (simulated) drugs, illegal drugs, inhalants, controlled substances, drug paraphernalia, or explosives or "simulated" or mock explosives or any similar contraband on company premises or in company/trusted vehicles, and/or in private vehicles parked on company premises is prohibited.

Any employee taking drug/s or medication (whether or not prescribed by the employee's healthcare provider for a medical condition) which is known or advertised as possibly affecting or impairing judgment, coordination, reaction time, or other senses, or which may adversely affect the ability to work safely in the work environment, is required to notify his/her supervisor or other management official prior to starting the day's shift. Management will then evaluate possible restrictions and possibly involve outside medical consultation to determine appropriate measures. These measures may include restrictions from working during the period of risk. Not only for your own safety, but also for that of your peers and others. Failure to comply with this safety policy may result in dismissal upon a first offense.

With respect to firearms, your employer supports the Constitutional right to keep and bear arms by those legally permitted to do so. This said, by making a decision to bring a firearm into the workplace, you are assuming full responsibility for the possession and security of it. As with any personal property, the company is not responsible for theft or any loss. As a legal carrier, you are expected to comply with possession laws. Be considerate of guests' and peers' sensitivities and practice responsible firearm stewardship. The company's first priority is to be an inviting, safe place to work and do business. **Open** carry is discouraged in the workplace both for your personal safety and the comfort of guests and peers and also may be restricted when performing jobs where safety is an issue (for example, when working around moving parts or during trash compaction) or even on an individual basis if, for example, an employee's irresponsibility or lack of consideration interferes with business. Restrictions can be enforced at the employer's discretion and failure to comply may result in dismissal.

By accepting/continuing employment, you agree and consent to accept these terms as a condition of employment.

"DO NOT CALL" Issues - FTC/FCC No Call Provisions / Essential Elements

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

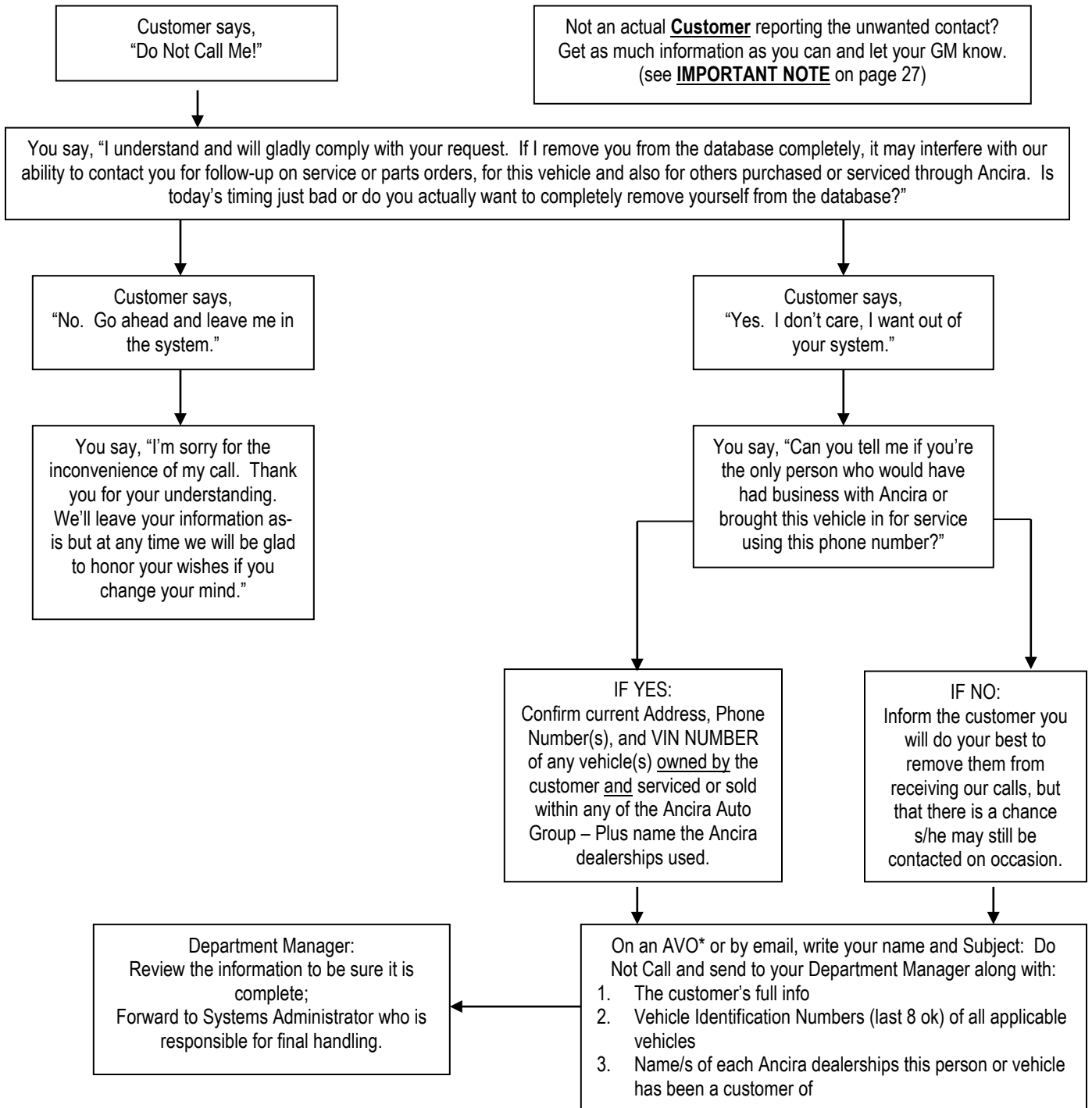
Although regular contact with our customers is important, as a matter of service to our customers, we want to honor their wishes when it comes to our contact with them. If your customer asks to be placed on a do not call list:

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

IMPORTANT NOTE: Due to today's various marketing campaigns from a broad variety of sources we don't necessarily have any control for, it's possible a mailer or other communication may come from the manufacturer (i.e. GM, Nissan, Stellantis, VW, etc.) and may even be directed to a person or address that is NOT/has never been a customer. In this case, we will have very limited abilities to control or correct the problem & you should inform the caller of this just to be safe while assuring him/her you will do your very best to honor their request.

See the next page for an easy-to-follow flow chart of What To Do.

Protocol for “Do Not Call” Requests



*** Avoid Verbal Orders**
 To: (My Dept Mgr)
 Fr: (My Name)
 DO NOT CALL INFO
 Customer: Mr. Don't Call Me
 VIN: R123456789 & N123456789
 Dealer: I-10 Jeep

PAY GARNISHMENTS, COURT ORDERS, & WAGE ASSIGNMENTS

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

Supervisors must ensure all bonuses, spiffs, advances, or similar payments are reported through payroll IMMEDIATELY (in advance of the activity is actually preferred). Failure to do so invites formal action against you personally. **DO NOT CIRCUMVENT PAYROLL PROCEDURE!** You can easily email your notice to centralpayroll@ancira.com or call 210-558-5329.

WORK INJURY AND REHABILITATION

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

The **Team Ancira Works** program is designed to address all phases of the injury and recovery process. Participation in and compliance with the program is a condition of employment. This highly successful program is a result of Ancira's conscientious care for the injured employee and the employee's dedicated compliance with the requirements under the program.

As a condition of employment, you have agreed to fully comply with the Team Ancira Works program, which includes immediate injury reporting, assisting with accident investigation, utilization of a network of designated care providers, acceptance of regular or modified work, temporary transfer and/or adjusted work schedule (when offered), adhering to all restrictions (both on and OFF the job), attending all scheduled treatment & follow-up care, and similar obligations set forth in the program and/or by the insurance carrier.

The company's leave policy, including PTO and FMLA when applicable, will be applied to lost-time absences.
See also *pg. 11* and *pg. 32-33*

Texas Workers Compensation law requires the following information, a copy of which will be given to you in the event of a work-related illness or injury. However, the following does not alter the Team Ancira Works Program.

"I have the information that tells me how to get health care under workers compensation insurance. If I am hurt on the job and I live in the service area described in this information, I know that:

- o I must choose a treating doctor from the list of doctors who contracted with the Carrier or I may ask my HMO primary care physician to agree to serve as my treating doctor.*
- o If I want my HMP primary care physician to be my treating doctor, my HMO doctor must agree to serve as my treating doctor. My doctor is _____ Ph#: _____*
- o I realize that, except for emergencies, I must get all health care, including referrals to specialists, from the designated Carrier facility/treating doctor for my compensable work injury. If I need emergency care, I may go anywhere.*
- o The insurance carrier will pay the treating doctor and other network providers and will not bill me for a compensable injury.*
- o Except for emergencies, if I get health care that is not approved by the Carrier, from a doctor who is not with the Carrier's approved facility/provider, the insurance carrier may not pay for that care. I may have to pay for that care."*

****A copy of your signed agreement to the above will be required to be included when filing a Workers Comp claim.****

TAXES

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

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

Any Manufacturer or Vendor bonuses/incentives paid to any employee (including managers), are separate compensation the employer assumes no responsibility for and no method of accountability through the employer's compensation records. It's your duty to report any such earnings as required under IRS regulations. However, because these incentives only occur through the relationship with the dealership, payment of any of these incentives is reserved to the discretion and subject to final approval of the General Manager.

AMERICANS WITH DISABILITY ACT (ADA/ADAAA)

The employer prohibits discrimination against any employee or applicant for employment on the basis of disability and/or retaliation in violation of the ADA and shall promptly investigate any disability and/or retaliation-based discrimination complaints to provide prompt action which is appropriate and effective to remedy the discrimination.

If you are interested in accommodation or evaluation for accommodation for a permanent or temporary disability, please call the Corporate HR office to discuss your need. Inform HR as soon as accommodation for a disability becomes an issue or when there is a change in the need for accommodation. Even if you are not eligible for FMLA, you may be eligible for similar accommodations, depending on the specific circumstances. Please engage in the interactive process (conversation with HR) to learn what options may be available.

In summary, the ADA protects from discrimination an employee or applicant with a qualified mental or physical disability who is able to perform the essential functions of the job with or without reasonable accommodation. Generally, ADA defines disability as an "impairment" which substantially limits one or more major life activities (and may extend certain rights and responsibilities as defined by the law or as amended under the ADAAA, including work accommodations). When allowable and necessary for the purpose of evaluating a need/accommodation or determining eligibility or existence of a disability under ADA/ADAAA, the employer may request certain medical records and similar documentation and may require assessment by its designated healthcare provider. This will only be to determine your ability to safely perform job related tasks and consistent with business necessity and will not be overly broad in scope. **If you feel your eligibility for ADA/ADAAA -or- interest in being considered for eligibility has been unrecognized by your manager, Human Resources, or other employer representative, you are expected to immediately notify the next higher authority of your concern.** If leave has been granted after a request which did not specify an exact or fairly specific return date, or where you require additional leave beyond that which was originally granted, or if you have had a health crisis causing a spontaneous absence OR limiting your work abilities/schedule, the employer may need to communicate with you during your absence/leave and request information from you and/or your healthcare provider, about your need for absence/restrictions and the likelihood and timing of *return to work, with or without reasonable accommodation*. A full-duty release is not required for return to work if you are able to perform the essential functions of your job, with or without accommodation and temporary re-assignment will be considered when practical & reasonable. If you are granted extended leave with a fixed return date the employer may communicate with you before the return date to check on your progress. Such communications are necessary to support a positive interactive dialog to evaluate your expected return to work and the possible need for additional accommodation, including extending absence.

Know that it is not only our goal to comply with the law, but to provide you with due consideration when the need arises.

We are prepared to engage in the interactive process to determine the necessity and reasonableness for accommodation allowing you to return to work. It is common for the employer to be able to find appropriate accommodation through the interactive process which may involve the employer, the employee, and various healthcare providers. The dealership's management has no authority for administering or determining eligibility under the ADA or reasonableness of an accommodation. Employees are invited to call the Corporate HR office directly when needed: 210-558-5005 / 888-876-4344 and to pursue the next higher authority's attention if your request is not clearly understood or fairly addressed.

The employer shall not retaliate in any manner whatsoever against an employee who in good faith reports a complaint of any employment practice made unlawful by the ADA, or for reporting disability based discrimination, filing a charge of discrimination, giving testimony or assistance, or participating in any lawful manner in any investigation, proceeding, hearing, or action under the ADA. Employees are protected from intimidation, harassment, and/or retaliation and will receive prompt response relative to a complaint. Complaint investigations will include any necessary parties. Participants in such an investigation are all protected under the law. Results/outcomes will be conveyed upon conclusion of an investigation to the extent permitted by law and as deemed appropriate with respect to the security of the workplace and individuals. Findings may result in any one of the following findings: (1) inconclusive; (2) violation confirmed; (3) no violation confirmed. The employer may apply discipline, up to and including dismissal, for any inappropriate conduct discovered under this policy, regardless of whether the conduct amounts to a violation of law or even a violation of this policy.

NOTE: The Employee is SOLELY RESPONSIBLE at all times TO PROVIDE ONGOING CERTIFICATIONS and/or HEALTHCARE PROVIDER CERTIFICATIONS to the EMPLOYER FOR THE DURATION OF YOUR CONDITION/REASON FOR ACCOMMODATION and to engage in the interactive process to assure legal compliance.

EXCHANGE PROGRAM

The Exchange Program is designed to encourage trust and healthy working relationships, to avoid protracted legal debates, and to assure prompt attention to dispute resolution. For any disputes, you are expected and have agreed to utilize the chain-of-command and provide your employer the opportunity to address your concerns directly.

As a condition of employment, all legal disputes, including those related to employment, benefits, injury, or otherwise, are subject to the Exchange Program. Meaning that accepting employment with the company and/or continuing employment with the company constitute your acceptance and binding agreement to learn and be subject to the Exchange Program even after/if employment ends.

The **Exchange program** is detailed for you in a separate book available to you 24-7 at www.ancira.org > Forms / Reference > Exchange dispute resolution book. You can print a copy for yourself or simply access it online as needed. If you don't have internet access, your supervisor or the Team Services (210-558-5005) office is happy to print one for you.

LEAVE

A leave of absence is defined as an unpaid, approved absence from work for a specified period of time (typically 3 days or more and for medical, parental, or personal reasons) and may include any available vacation. **DURING ABSENCE FOR ANY REASON, the Employee/Insured is SOLELY RESPONSIBLE at all times TO PROVIDE ONGOING CERTIFICATIONS and/or RECERTIFICATIONS to the EMPLOYER FOR THE DURATION OF THE ABSENCE. You remain subject to the governing policies and plan documents of each insurance carrier, including all requirements for premium payment, coverage eligibility, coverage conclusion, coverage cancellation, coverage continuation or non-continuation/termination, coverage exclusions, coverage and/or premium adjustments/increase/decrease of benefits, age, health, and/or active/inactive employment stipulations, etc.**

↳ **Supervisor Alert:** These laws are complex and WILL APPLY EVEN IF TAKEN DURING “VACATION” – THEY ARE NOT SEPARATE! Therefore, you are required to report the following to HR...

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

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

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

Any extended time away requires reasonable prior notice when the cause is foreseeable and/or planned. Unforeseeable/emergency absences – even FMLA qualified – require notice be given as soon as practicable, typically within one or two business days of when the leave becomes known. Failure by the employee to provide this notice substantially interferes with the employer’s ability to promptly handle leave requests and creates hardship to co-workers. For this reason, failure to comply with notice requirements may result in denial or postponement of leave authorization, or dismissal due to unauthorized absence. Failure to respond timely to requests by and/or maintain communications with the employer during the absence as well as failure to return following an approved time away will be considered job abandonment.

You are **not** “automatically entitled” to be absent from work and ignore simple channels. **It is your duty to involve your immediate supervisor AND to directly contact your employer’s designated Human Resources consultant when you become aware of the need for such time off.** Communication is critical to prevent misunderstandings and assure the best outcome.

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

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

FAMILY & MEDICAL LEAVE ACT (FMLA)

You’re encouraged to advise your supervisor or to call your employer’s designated HR consultant directly if your absence may be qualified under FMLA. In summary, under FMLA an eligible employee has a right to twelve weeks of unpaid time off in a twelve-month rolling period if: (1) s/he has a serious health condition that makes the employee unable to perform the essential functions of the job; (2) the employee is caring for a spouse, child, or parent with a serious health condition; (3) for various causes associated with Military Active Duty; (4) to care for a child after birth or placement for adoption or foster care and meets the other requirements under FMLA; or (5) due to necessary absence/preparations/care related to Military service. Dual-employed parents share their FMLA allowance; it’s not independent.

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

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

The employer subscribes to a rolling 12-month time period and will apply all time away from active duty, (excluding Military Leave) toward any FMLA eligibility allowance as part of the FMLA allowed time off within that 12-month time period (including vacation used). -cont’d.

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

If you have health insurance through the employer, benefits may be converted to COBRA upon conclusion of FMLA or other leave. COBRA insurance premiums are a higher cost and must be paid directly by the insured to the COBRA Administrator.

For FMLA issues, to request leave, or for answers to related questions, IT IS YOUR DUTY to contact your employer's designated Corporate HR consultant in addition to informing your manager. **DURING ABSENCE FOR ANY REASON, the Employee/Insured is SOLELY RESPONSIBLE at all times TO PROVIDE ONGOING CERTIFICATIONS and/or RECERTIFICATIONS to the EMPLOYER FOR THE DURATION OF THE CONDITION/REASON FOR ABSENCE.**

MILITARY LEAVE

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

If you are a family member who will be affected by a military leave, active duty assignment, training, or similar – OR – if you are yourself a member of the military who has received orders or otherwise has questions concerning your rights, please contact your employer's designated HR consultant for details regarding military leave and return to work or seek advice from your base ombudsman. (See also page 24: Active and Reserve Military)

EMPLOYEE INTERNAL LEAVE

In some cases, you may be eligible for Internal Leave. Typically, the duration of leave will be subtracted from the time counted to earn additional future PTO. Internal leaves are allowed on a limited, discretionary basis under the following criteria:

1. Cause/necessity/urgency
2. Length of employment
3. Work performance and attendance record
4. Prior requests (both from you or another employee with similar circumstances)
5. Impact to employer and department

-and similar (but without regard to any legally protected status).

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

BENEFITS CANCELAN / CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT (COBRA)

All insurance benefits may be canceled and the carrier can refuse a claim if premiums are not maintained timely. **It is the insured's duty to assure premiums are paid timely each 30-days during prolonged absence, or the insurance carrier is legally able to deny any claim BACK TO THE LAST DATE PAID THROUGH. Prolonged absence may result in COBRA being activated.**

COBRA continuation for eligible insureds is permitted with Health and Dental insurance benefits. Upon hire, all employees are provided detailed notice of COBRA rights and sign acknowledgement of (1) receipt and (2) of the legal obligation for any qualified dependents to also be informed of any applicable COBRA benefits continuation. The employer pays zero toward COBRA benefits.

IT IS THE INSURED'S DUTY TO REPORT QUALIFYING EVENTS SUCH AS DIVORCE OR CUSTODY CHANGES TO the Ancira Team Services Office WITHIN 30 DAYS OF OCCURRENCE. An ineligible dependent who continues to receive benefits constitutes fraud and action against you personally may be pursued legally.

The COBRA law allows individuals with a qualifying event (such as divorce, EXTENDED LEAVE OF ABSENCE, dependent eligibility changes, and termination of employment) to elect to continue specific qualified benefits (not all benefits are subject to COBRA). Upon election of COBRA and premium payment receipt by the COBRA administrator, your eligible benefits are reinstated with no lapse (subject to the existing insurance policy). COBRA rates are determined based upon the prior year's claims liability, current administration expense set by the carrier and other expense relevant to the support of the Plan. Your rate will be established for the 12-month rolling period beginning the date of the Qualifying Event. The rates are subject to increase at the end of this time or subsequently as the law allows.

In the event your employment separation is due to gross misconduct*, your rights to COBRA are forfeit. As relating to COBRA, "gross misconduct" is defined as: theft; willful destruction of company/customer property; violation of the Workplace Protections Policy; violation of the Random Drug and Alcohol Policy; violation of state or federal law; or physical injury by assault to another person during the course of employment. Other disqualifying events may also apply.

*gross misconduct as defined here

The Employee/Insured is SOLELY RESPONSIBLE at all times and remains subject to the governing policies and plan documents of each insurance carrier, including all requirements for premium payment, coverage eligibility, coverage conclusion, coverage cancellation, coverage continuation or non-continuation/termination, coverage exclusions, coverage and/or premium adjustments/increase/decrease of benefits, age, health, and/or active/inactive employment stipulations, etc.

RETALIATION PROTECTION

The company opposes any action that is made in retaliation for an applicant and/or employee who in good faith seeks or exercises their legal rights or otherwise participates in a legally protected act and will actively investigate claims of retaliation to the length necessary to determine if rights were infringed upon and to what extent punishment may be necessary to prevent such acts from happening. This includes prompt dismissal of any/all individual/s found to have engaged in the retaliatory act/s. For example, it is unlawful to retaliate against applicants or employees for:

- filing or being a witness in an EEO charge, complaint, investigation, or lawsuit
- participating in the complaint process, i.e. answering questions during an employer investigation of an alleged harassment
- refusing to follow orders that would result in discrimination against a person
- having a disability, or perceived disability
- resisting pervasive sexual advances, or intervening to protect others
- requesting accommodation of a disability
- making a claim in good faith seeking protections under a legally protected status OR alerting management to bad actors

Other acts are protected as long as the employee is acting on a reasonable belief that something in the workplace may violate laws. The policy to protect against Retaliation provides for prompt investigation and prompt remedial and/or conclusionary action that's appropriate and effective to remedy the discrimination, including dismissal of the offender/s.

Engaging in legally protected activity, however, does not shield an employee from all discipline or discharge. Employees still must comply with employer policies and workplace expectations and Employers are free to discipline or terminate workers if motivated by *non-retaliatory and non-discriminatory* reasons that would be potentially foreseeable/ordinary in the absence of a complaint being made (i.e. reprimands, transfers, modifying work duties, and dismissal for other reasons, not due to retaliation/discrimination).

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

Any manager or supervisor who becomes aware of conduct inconsistent with the employer's legal compliance objectives/obligations or who receives a report of conduct inconsistent with the policies MUST report it immediately to the employer's Privacy Officer/General Manager AND designated HR consultant, or directly to a Corporate Officer. Failure to do so invites severe employment action, undermines the trust of our employees, AND hinders our ability to address the conduct. It may also lead to personal legal liability for punitive or other damages.

For serious disputes, such as those involving a legally protected right, employees have a legal right to contact HR directly. Interfering/meddling/restricting this right may invite serious action including prompt dismissal, depending upon prevailing circumstances at the time, but regardless of a person's title, status, or employment duration.

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

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

SPECIAL "SUPERVISOR ALERT" SECTION

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

PERSONAL ACCOUNTABILITY

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

ABSENCE & RETURN TO DUTY REPORTING

All absences – including your own -- whether the absence is due to vacation, illness, golf, or personal reasons; whether it's a manager or an hourly employee; whether they use time clock or not -- must be reported via the ancirainternal.com website "Absence Reporting" feature (**you do it for each day the person is out or weekly when you know they'll be out**). **You must report the following to HR (by phone or email teamservices@ancira.com):**

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

*Military Cause = It's complicated. For these and all similar issues, you must involve HR to be sure we remain compliant with current law.

LEGALITIES

- **You have NO authority to tell an employee s/he can't return to work "without a full duty release".** All issues relating to accommodation of a temporary or a permanent disability/illness (including a resignation for Health Reasons) must involve HR. You can't do this by yourself. **You MUST call HR (210-558-5005)**. Read pgs. 32 and 35 for more details.
- The laws concerning pay are complicated. Involve HR **BEFORE** reducing someone's pay by more than 20% or assigning a hefty payroll deduction penalty OR changing exempt/non-exempt status of an employee (i.e. a transfer from a position that's salaried to one that's commission, hourly to salaried and vice-versa, full to part-time, etc.).
- READ the Legal section of this Handbook in detail. What you don't know can hurt you.

ACCESS RESTRICTED/SECURITY

- ALL Non-employees are restricted to ONLY COMMON CUSTOMER AREAS and are not allowed in ANY employee or work areas for safety and security reasons. Any and all vendors (including street vendors) must seek prior registration with our Approved Vendor List and must observe access restrictions OR THEY MUST BE SENT AWAY. No exceptions! Note that even your friends and family must observe these restrictions!

FILE RETENTION & DESTRUCTION

Under state & federal law, many dealer records are regulated as to storage duration & destruction method. Unless you have obtained clear direction from your General Manager –or- the Accounting Controller/Business Manager, you may not destroy or remove ANY records.

ETHICS & DECISION MAKING

- Team Ancira has been built on a foundation of integrity and fair business dealing. We don't lie to our customers, our lenders, manufacturers, vendors, or to each other and we actively pursue self-respect and honorable business dealings. Make decisions that take your future and that of our employees and the company into account. Remember TRUST is something easy to lose and hard to regain.
- You must personally adhere to company policies and lead by example or you are NOT MEETING the duties of a supervisor.
- You are expected to treat employees fairly and with dignity. This includes giving them the opportunity to explain "their side"/reasons before taking action. Remember our Leadership is expected to ELEVATE OUR PEOPLE TO BE THEIR BEST, never demean or alienate them.
- Each of us has a personal duty to protect information from falling into the wrong hands or being stored or disposed of frivolously. Treat all credit information, social security numbers, payroll/income, account numbers, passwords, and similar data with ABSOLUTE CONFIDENTIALITY. Dispose of such material using shredders or insured & bonded shredding service.

CONFLICTS OF INTEREST

- No employee/manager shall engage in activities or relationships which give the appearance of conflicting with the trustworthy performance of your responsibilities. This includes relationships, loaning/borrowing money, giving apparent preferential attention or autonomy, establishing "discounts", bonusing/pay-plans/setting finance rates, travel accommodations, performing (or *not performing*) counseling, etc.
- If you are in management or in the sales/finance area and you personally have a vehicle to sell or trade, our policy is that you EXCLUDE YOURSELF FROM THE ACTUAL "DEAL" PROCESS, including trade/market value and payoff (GM's deals must involve Jason Thompson).

Team Ancira Standards for Person-to-Person CARE¹

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

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

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

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

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

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

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

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DUTY TO COMPLY ACKNOWLEDGMENT

YOUR SIGNATURE is your acknowledgment that YOU'VE READ AND AGREE TO COMPLY WITH THE TERMS DESCRIBED ON THIS PAGE AND THE POLICIES OF THE COMPANY. SIGN ONLY AFTER YOU'VE READ THIS EXPLANATION! Thank you!

1. You acknowledge your DUTY and PROMISE to promptly familiarize yourself and comply with what's explained in the manual posted at www.ancira.org > Forms/Reference > Team Manual / Handbook.
2. Your employer is specified on your annual W-2 and acts independently. "Ancira" may be used as a general term and does not denote any shared liability or employment relationship on the part of any other dealer using the Ancira name.
3. Because each employer has the ability to structure many of its own policies and programs, those unique to the dealership in which you work are not necessarily listed in the handbook and even when shared, not all policies will be included in the book.
4. The manual is not a contract of employment and does not alter the At-Will relationship between the employer and the employee. Employment is conditional upon a variety of factors and is not guaranteed. No contract or guarantee of continuing or future employment exists. Employment may be ended at any time for no reason.
5. Whether a policy violation is due to ignorance or intentional wrongdoing, violation/s may lead to employment action, including dismissal, with or without any notice in light of facts, circumstances, or employer interpretations that prevail at a given time. The employer does not practice 'progressive discipline'.
6. The handbook is available 24-7 via the WEB at www.ancira.org> Forms & Reference. The posted version replaces any previous manual and its policies and can be changed only by the employer unilaterally at any time through the employer's established change process. The website version is intended to provide easy 24-hour access for all employees. However, you may request a hard copy from your manager if you do not have internet access. Access passwords are published on your pay statement, via posters throughout the dealership, and also available by asking your supervisor or calling Team Services at 210-558-5005.
7. If any provision of this manual is held to be legally unenforceable, then such provision will be modified to reflect the employer's intention. All unrelated remaining provisions of this manual shall be unaffected.
8. The failure by the company to enforce any provision shall not waive, breach, default or infringe upon its right to do so nor shall it create a waiver of any subsequent/future enforcement.
9. The **EXCHANGE** program as originally presented in 2004, along with any/all amendments, remains in effect as a perpetual condition of employment even in the event employment ends unless and until and only upon the date the program is terminated by the employer. The program is posted at www.ancira.org> Forms & Reference.
10. The policies are written in English. You understand English and agree to be bound by all policies of the company. Si usted entiende ingles, entonces acepta que este manual este en ingles y que entiende el contenido de este Manual. Usted acepta acatar todas las políticas de la empresa.

PRINT Your Name: _____ EEID# _____

Signature

Date

Copies of this signed acknowledgment are equally valid to an original.