

Janssen

AUTO GROUP

Friendliness
Respect
Reliability
Knowledge
Honesty

Customer

The Team

The Company

Grow and Serve Your Family

Welcome

We at The Janssen Dealerships would like to welcome you to our team. As you become acclimated to your job, we feel certain you will begin to feel at home, enjoy your work and find your employment with The Janssen Dealerships both satisfying and rewarding. Our solid reputation for quality products, fair dealing and reliable service is a source of pride for all our employees and the many professionals who have been and are associated with our firm. We are sure that you will want to be an active and positive participant in our organization and you will contribute significantly to the quality, professionalism, growth and success of our business.

You will attend an initial meeting with your immediate supervisor shortly after your employment begins to discuss your specific job duties. This Handbook will assist you in becoming acquainted with those duties and responsibilities that you share with all the members of our staff. Once you've read through this book, we ask you to turn to the last page of this handbook and sign the acknowledgment of receipt of these policies.

In your initial meeting with your supervisor, the benefits and privileges you will receive, as an employee of The Janssen Dealerships, will be enumerated. At that time, you will receive a description of our benefits for easy reference. Please refer to "New Hire Orientation" page 3, for additional information.

Your immediate supervisor should be able to answer or find the answer to any questions you might have about your employment with The Janssen Dealerships.

The Janssen Dealerships make every effort to offer our Associates wages, benefits and working conditions equal to, or better than, those of employees of similar companies of similar size. We want our employees to be content and satisfied with their work environment and compensation package since our employees are the very heart of our organization.

You represent The Janssen Dealerships to all the customers you serve. Our reputation, success and future growth is directly dependent on your skills, cooperation and team effort. It is vital to our success and productivity that all employees work together harmoniously and with mutual respect and goodwill.

Welcome again to The Janssen Dealerships and thank you for joining us.

Sincerely,

President

General Manager

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History

The Janssen Dealerships began as a Chrysler Plymouth dealership in downtown McCook in 1971. That dealership began with 4 employees. The Janssen family is proud of the growth The Janssen Dealerships have experienced since 1971.

The Janssen Dealerships are committed to the following core values.

Friendliness
Respect
Reliability
Knowledge
Honesty

It is our belief and experience that by acting in this manner, our Organization will continue to grow and prosper.

Introduction

The policies and benefits listed in this Handbook, which is designed as a guide for employees of The Janssen Dealerships, are the ones in effect at the time it was written and may be changed at any time. No exception to any general policy or benefit may be made without the approval of the General Manager. Notice of policy changes will be issued as they occur.

You will be given this Handbook at the start of your employment and will be required to sign the acknowledgment that you will find at the end of this book. You will be required to return this handbook in the event you leave our employ. It is your responsibility to read this Handbook, familiarize yourself with its contents and refer to it as needed to verify operational procedures. It must be understood that failure to follow these guidelines and our Core Values can result in discipline up to and including termination.

This Handbook is not a contract of employment, nor is it intended to be so. Its purpose is to provide you with information concerning general guidelines, which affect you at the workplace. Since every Associate is an individual, no general policy can, or should, necessarily be applied to every situation. Because of this, occasionally specific circumstances or problems may require or deserve special attention, often dictating reanalysis and reinterpretation of our general rules.

We cannot guarantee anyone's employment for any specific period of time, but we hope that, through the individualism of our relationships, you will find The Janssen Dealerships an enjoyable place to work. However, you have the right to terminate your employment at any time, for any reason and we maintain the same right.

Any questions, comments or suggestions you may have concerning this Handbook are encouraged and you may discuss them with your supervisor, manager or the General Manager of the Dealership.

For New Associates

We selected you for a position with The Janssen Dealerships because we felt you possess certain qualifications that are needed by our organization.

During your 90 day Introductory Period, your supervisor will assist you in orienting yourself to The Janssen Dealership's policies, procedures, and practices and in learning your responsibilities.

This Introductory Period allows you to evaluate your new relationship with The Janssen Dealerships and decide whether or not your employment with us fulfills your expectations. Because of this, it is understood that during or at the conclusion of your Introductory Period you may terminate your employment with us with no detrimental effect on your employment record. Conversely, we will assist you in making your time as an employee of our organization beneficial to you and to us and we will evaluate your performance to allow us to determine whether it is in the best interest of our dealership to continue our close association.

In order to continue your employment with The Janssen Dealerships after your Introductory Period, an overall satisfactory rating on a formal performance review will be required. The satisfactory conclusion of the introductory period (90 DAY REVIEW) in no way constitutes a guarantee of your employment with The Janssen Dealerships for any specific period of time.

There are certain benefits that are not available to employees within the Introductory Period. Therefore, it is essential that you acclimate yourself with the contents of this Handbook.

New Hire Orientation

The supervisor responsible for hiring a new employee will be responsible for the orientation process. Your supervisor will be responsible for making sure you:

1. Have met with the office manager who will review applicable employee programs with you
2. Have been given an employee handbook and reviewed it with you
3. Have familiarized yourself with The Janssen Dealership Information Safeguards Manual. (See page 5 of this manual)
4. Have uniforms ordered if applicable
5. Are introduced to your coworkers
6. Have signed the deposit form, as it has to do with company owned materials and other items furnished by The Janssen Dealerships. Example: for uniforms, employee handbooks, company-owned property, keys, etc.
7. Have been given a job description
8. Have been given an opportunity to sign up for our 401k retirement program
9. Have been given the opportunity to sign up for the Christmas fund
10. Reviewed the New hire orientation handbook.

Grow and Serve Your Family

Health and Safety

Our Responsibilities

Part of our responsibility as an employer involves providing all Associates with a safe and healthful work environment that is free from exposures to harmful substances and unsafe conditions.

The Janssen Dealerships take this responsibility seriously. Your willingness to actively assist us in maintaining a safe and healthful environment is just as important as the company's responsibility to establish and enforce appropriate workplace safety standards. Your duties in this area include reporting of hazardous conditions and circumstances, which may cause injury and/or illness to yourself, customers, visitors and other Associates. Remember, **SAFETY IS EVERYONE'S RESPONSIBILITY!**

You are responsible for keeping your immediate work area and the furnishings and equipment assigned to you in an orderly fashion. You are also responsible for helping to keep common areas provided for your comfort and conveniences (e.g. lounges, break rooms, rest rooms) clean.

Safety rules will be aggressively enforced, and violations of health, safety and security rules will result in appropriate disciplinary action. Under no circumstances will an associate work on or be under any vehicle being lifted by a jack without appropriate jack stands.

Your Right to Know

The Janssen Dealerships comply with all applicable federal Occupational Health and Safety regulations. Your supervisor or the member of management who is administratively responsible for workplace health and safety at your location can supply you with additional information.

Smoking Regulations

Medical research has established that smoking poses significant and serious risks to the health of the smoker. Second hand smoke may also be irritating and is harmful to the health of smokers and non-smokers alike.

In accordance with Nebraska State Law smoking is prohibited inside any of the buildings as Janssen Auto Group have designated their businesses as "smoke free".

Smoking is permitted only in outside areas of the dealership.

Supervisors are responsible for addressing conflicts concerning smoking, which arise among staff members and among groups sharing common areas (e.g., lounge and break area) keeping uppermost in his/her mind the rights of non-smokers and the fact that smoke cannot be contained. Issues of this nature, which cannot be resolved at the supervisory level, should be directed to the General Manager.

Smoking outside the building is permitted during designated break and lunch periods.

Reporting Unsafe Conditions and On The Job Accidents/Illnesses

Notify your supervisor immediately if you become aware of any out of the ordinary situations or occurrences, which may threaten the well-being and safety of Associates, customers or visitors.

If you are injured in the course of your duties, it is important that you notify your supervisor immediately so you may receive the appropriate level of medical care as soon as possible.

Similarly, events, which may adversely affect the security of our staff, our customers or the workplace, must be reported directly to your supervisor.

Employment Classifications, Hours of Work and Payroll Procedures

Employment Classification

Based on your job title, job description and the nature of your duties, you will be assigned one of the following employment classifications:

- Exempt Associates: This group is composed of executives, administrative employees and professionals and certain other employees. These Associates are not eligible for overtime payments.

- Non-Exempt Associates: This group is composed of Associates whose job duties qualify them for coverage under the Fair Labor Standards Act (Wage and Hour Law) and these employees are eligible for overtime payments.

Based on the number of hours your regularly work, you will be classified as Regular Full-Time (30-40 hours per week), Regular Part-Time or Temporary (less than 30 hours a week).

Working Hours

Because of the nature of our business, however, the structure of specific jobs often makes it impossible to adequately serve our customers within the constraints of a standard workweek. Therefore, as part of your job, you may be required to work on weekends, to have different starting times from week to week or day to day, or be assigned irregular work hours or work weeks. That is just to be expected from being in the retail and service industry.

Payroll Procedure and Payroll Deductions

Along with your paycheck, you will receive your personal statement of earnings and deductions. This statement describes all deductions made for the particular pay period including taxes and voluntary deductions authorized by you.

The following payroll deductions are required by law:

1. Federal Income Tax
2. Social Security Tax
3. State Income Tax
4. Unemployment Tax
5. Local Taxes as required

Your paycheck is your personal business. Only those management employees with a "need to know" have knowledge of your pay level. If you have any questions about your pay, please speak with your immediate supervisor.

Performance Appraisals and Pay Adjustments

Your pay rate will be established at the time of your hire based on an objective evaluation of your prior experience, skills, and education given the nature of your job's duties and responsibilities within the framework of our Organization.

At the conclusion of the New-Hire Introductory Period and periodically thereafter, your supervisors will provide you with a formal appraisal of your performance. The appraisal will describe in an objective fashion how your job performance "measures up" to our company's standards. In the performance appraisal, job-related factors including technical competence, attendance, punctuality, efficiency, your demonstrated ability to extend courteous and professional service to our customers, and your effectiveness in working as a member of The Janssen Dealerships team will be considered. In addition to emphasizing your strengths, areas that require improvement will be noted and suggestions will be made to assist you in developing to your full potential.

Promotions and Transfers

Staff vacancies and open positions occurring throughout our organization are sometimes filled from within. Notify your supervisor if you are interested in a specific opportunity. Job descriptions and qualifications will be furnished upon your request.

The Janssen Dealerships prefer to promote Associates from within. Vacancies may be filled by promotion from a lower-ranking position provided the Associate interested in the opportunity is the most-qualified candidate for the job. Qualifications for promotion include:

1. Your ability to meet all the demands of the job;
2. Your successful completion of appropriate professional or technical training;
3. Proof of any required licensure/certification;
4. Your record of attendance and punctuality in reporting for work;
5. Your cooperation with supervisors and other Associates;
6. Your demonstrated attitude and ability to provide quality service to our customers and to our Organization.

Any adjustments in compensation connected with the promotion will take effect with your change of position.

In the event you are promoted to a more responsible position, you will begin an Evaluation Period of 60 days. This period provides you with an opportunity to receive special training and to become familiar with your new duties and increased responsibilities. During this period, The Janssen Dealerships have an opportunity for a concentrated review of your ability to meet the challenges of and to acquire the new skills required for your new position.

At the conclusion of the Evaluation Period, you will receive a formal appraisal of your performance. During, or at the conclusion of your Evaluation Period, should you or The Janssen Dealerships determine that it is not beneficial for you to remain in your new position; you will be offered an opportunity to return to your previous position, or an equivalent position, if such a position is available. If there is no such position available, your employment with us will be terminated without any detrimental impact on your employment record.

Recording Time Worked

All Associates are required to accurately record the time they start and end their work each day. Since a number of different ways have been established to record time worked, your supervisor will instruct you in the proper manner by which hours worked and benefit time taken (for example, vacation or personal leave) are to be recorded at your location.

Non-Exempt Associates are paid a specific rate for all time actually worked in a work day and are eligible for overtime pay at the rate of one-and-one-half times regular hourly rate of pay for all hours worked in excess of forty (40) hours in each work week.

Meal Periods

Your supervisor will specify the length of your Meal Period and will schedule your meal break. Meal Periods are unpaid. You must clock in and out during meal times. Skipping lunch and being paid must be authorized by your supervisor and initialed on your time card. In the rare and extenuating circumstances where you are required to work during your meal break, you will be paid for such time.

Reporting In

If you are unable to report to work because of illness or other unavoidable cause, you must telephone your supervisor within one hour of the commencement of your shift. If your absence continues for more than one day, you are required to continue to telephone on a day-to-day basis until the probable duration of your absence is established.

Break Periods

Breaks for purposes other than meals will be arranged by your supervisor. Breaks will be approved and scheduled at the discretion of your supervisor if the workload is light and other staff members are available to cover.

Loans and Pay Advances

During the Dealership's years in business, we have learned that loans to employees or advances in pay do little in the long run to help an employee meet his or her financial obligation. At the same time, we may be put in a very difficult and unpleasant position if we were required to collect a past due loan. For these reasons, it is our policy not to make loans or advances of pay to employees, except in extreme emergencies. If you feel you have such an emergency you should talk to your supervisor.

Garnishments

If your payroll account is to be garnished, you will be advised of the summons in order that you may pay the creditor immediately and arrange to have the garnishment withdrawn.

Any attachment of wages will be carried out pursuant to applicable Federal and/or State laws and only to the extent required by those laws.

Insurance Benefits

The Janssen Dealerships may provide certain insurance benefits programs. Information will be provided to you upon request. Feel free to ask questions regarding any benefits of your supervisor, the office manager or the General Manager

The existence of any benefit plan and the legal enforce ability of any provision or benefit covered by a benefit plan does not create any express or implied promise of continued employment. Any taxes incurred by the payment or guarantee of payment through a benefit plan for an Associate or dependent are solely the responsibility of the Associate.

The Company intends to continue its employee benefits plans indefinitely. However, it reserves the right to amend, modify or terminate any benefit plan at its sole discretion for the proper business reasons.

A brief description of the various coverage programs follows:

Group Health Coverage

All Regular Full-time Associates may be eligible to participate in the Company's Group Health coverage. To participate, you must complete an insurance form which is included in the employment packet.

Coverage under the program is on a shared cost basis. Applicable insurance coverage begins the month following your date of employment as a Regular Full-Time Associate.

Additionally, The Janssen Dealership's policy allows you, your spouse and your eligible dependents to continue to participate in the Company's Group Health, supplementary insurance will be made available for your participation at your own expense, when, for certain specified reasons, you, your spouse or your eligible dependents become ineligible for employer sponsored coverage (e.g. termination of employment other than for willful misconduct). Consult your Plan Booklet for further information.

Disability Coverage

The Janssen Dealerships provide Disability Coverage to Regular Full-Time Associates. To qualify for this benefit, the Associate's disability must meet the insurance carrier's guidelines.

This insurance provides for payment of weekly benefits during such periods of disability. Benefits under this plan begin on the eighth day of illness/injury; however, you may use any available Personal Leave to cover this seven-day waiting period. For coverage limitations refer to policy.

Coverage under this program becomes effective upon completion of your first 90 days of employment.

Benefits payable under this program may be offset by Workers' Compensation payments, Social Security Benefits, and/or any other disability income you may receive from any other source.

The insurance certificate and insurance policy provide the sole basis for determining the specific benefits under this program, and details concerning this benefit may be obtained from the Summary Plan Description or from you supervisor.

Workers' Compensation Coverage

Your employment with The Janssen Dealerships is covered by Workers' Compensation Insurance from your first day on the job.

It is essential that you report any accident or injury that occurs in the course of your work, no matter how minor, to your supervisor so the proper forms and incident reports may be completed in a timely fashion. This will assure your protection under the Workers' Compensation Program as administered by the state in which you work.

Paid Leave Time

Holidays

Regular Full-Time Associates who have completed the New Hire Introductory Period are entitled to (6) paid legal Holidays each year. These (6) Holidays are as follows:

New Year's Day
Memorial Day
July 4th
Labor Day
Thanksgiving Day
Christmas Day

In order to be eligible for Holiday benefits, you must have worked your entire last scheduled workday before and the entire first schedule workday after the Holiday except for approved vacation or personal days. Eight Hours will be paid for all Holidays for all eligible employees with the exception of sales personnel and commissioned employees.

Christmas Club

All full time employees are encouraged to participate in our Christmas club as follows:

1. Flat rate technicians, whether body shop or repair, may contribute \$.15 per billed flat rate hour.
2. Hourly paid employees may contribute \$.10 per worked hour.
3. Commissioned sales personnel may contribute \$2.00 for each vehicle sold or leased.
4. Manager including F& I (business managers) and salaried employees may contribute \$12.50 per paycheck (max. 2 pay checks per month).

The Janssen Dealerships will match all monies contributed 100%. With the exception of death, no funds will be paid until the 1st Monday following Thanksgiving each year. Employee must be an employee in good standing on that date to receive the 100% matching funds.

Vacation

The Janssen Dealerships provide all Regular Full-Time Associates paid Vacation benefits. Vacation is intended as a time for rest, relaxation and a change of pace.

Vacation benefits begin to accumulate for all Regular Full-Time Associates on the date employment begins. You may take your Vacation benefits at any time mutually agreed to by you and your supervisor following the first anniversary date of employment. Vacation is earned as follows:

Number of Years Completed:

1 year
4 years

Annual Benefit:

6 vacation days
12 vacation days

Vacation time off is paid at the employee's base pay rate at the time of vacation, eight hours will be paid. It does not include overtime. Efficiency rates will be used to figure the vacation rate per hour for all non-hourly personnel, such as technicians and sales personnel.

You are encouraged to take a Vacation every year. You may accumulate up to 6 days a year vacation for those with 4 years may accumulate up to 12 days of vacation. Any vacation time accumulated over 12 days and not used at the end of the year will be paid to the employee.

Workload and staff availability are carefully reviewed when considering Vacation requests. With the exception of religious observance, preference for conflicting times will be given according to length of service with The Janssen Dealerships.

If a legal Holiday falls during the week of approved Vacation, your Vacation will be extended by one (1) day for each legal Holiday.

NOTE: Only service as a Regular Full-Time Associate qualifies towards your Vacation benefits. Periods of Part Time or Temporary work will not be counted towards the accrual of these benefits.

Vacation benefits will be paid at the time the Vacation is taken. Salaried employees receive Vacation pay based on their current pay rate. Commissioned Sales Associates and technicians receive Vacation pay based on the average earned compensation for the quarter immediately preceding their most recent anniversary date of employment. Managers do not receive vacation pay the time off is just subtracted from their accumulated time.

Cash payment will be paid at the time of separation from employment for any earned Vacation that remains unused.

Personal Leave

Regular full time employees will accumulate personal leave at the rate of ½ day per month's employment after the 90 day introductory period and may be used for any purpose, i.e. sick, bereavement, jury duty, vacation, etc. Unused personal leave does not carry over from year to year.

Cling of the Business Due to Extreme Weather Conditions

There will be times that the business may have to be closed due to extreme weather conditions. If the owners' decide to close, the employees will have to take a personal or vacation time to be paid for this time off. This will include all department managers, who will have to take a personal or vacation day or their pay will be docked for the time missed.

Time Off to Vote and/or Donate Blood

The Janssen Dealerships encourage employees to fulfill their civic responsibilities by participating in elections and the Red Cross Blood Mobile. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are unable to vote in an election or donate blood during their nonworking hours, The Janssen Dealerships will grant up to 1 hour of paid time off to vote or participate in the Red Cross blood drive with the exception of sales people.

Employees should request time off as per above from their supervisor at least two working days prior to the Election Day or the scheduled Bloodmobile visit date. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift; whichever provides the least disruption to the normal work schedule.

Leaves for Military Service

Eligibility for an Extended Leave for Military Service including Military Reserve or National Guard duty will be determined by applicable law.

Life Threatening Illnesses in the Workplace

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. The Janssen Dealerships support these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, The Janssen Dealerships will make reasonable

accommodations in accordance with all legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. The Janssen Dealerships will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

Employees with questions or concerns about life-threatening illnesses are encouraged to contact the Office Manager or General Manager for information and referral to appropriate services and resources.

Employee Purchases (Parts, Accessories, Labor)

Employees are encouraged to fill all their automotive needs through the company. Parts and accessories may be purchased at cost plus 10%, shop labor will be charged at a rate to be negotiated with the Service Manager but never less than 50% posted customer rate per hour as per the applicable flat rate schedule. Purchasing from a competitor is discouraged. Let's take care of our own first. Any such purchases must be paid for at time of delivery. Menu item e.g.: tire rotations, oil change, etc. will be charged as normal or 50% off full labor rate and 10% over cost on parts.

Employee Purchases (Vehicles)

As a benefit of employment with The Janssen Dealerships you have the privilege of purchasing and financing vehicles at a cost well below that normally available to the average consumer. We hope this privilege makes it easy and enjoyable for you to own your company's products.

How often? – You may use your special Employee Purchase privilege once each calendar year. If you choose not to use your Employee Purchase privilege in a given year, you may transfer that privilege to your spouse or child. No one else. Vehicles purchased under this program must remain in your or the transferee's ownership for not less than 1 year. Resale for profit could result in the loss of the privilege.

How much? – New vehicles may be purchased from stock or ordered to your specifications at a purchase price of the dealership employee price or dealers invoice whichever is less. If allowable under the manufacturer employee purchase program then the employee price may be discounted to no less than cost plus dealer holdback. Dealer installed accessories are additional and will be added to the final purchase price. Manufacturer's rebate or other consumer/employee purchase incentives will be used to reduce the final purchase price. The actual wholesale, appraised value of any trade-in could be subtracted from the purchase price as a down payment. Special (hot) new vehicles must be ordered. Any employee being with the company for six (6) months or longer will qualify to purchase a new vehicle at employee purchase price.

Used vehicles that have been in inventory for less than thirty days may be purchased for fair market value as negotiated with the Sales Manager. Used vehicles that have been in inventory over thirty days may be purchased for "Dealer Cost". "Dealer Cost" would include reconditioning, inventory adjustments, "Pack", detailing, etc. Trade-ins would be treated the same as with new vehicle purchases.

Purchases by sales managers, general managers or their families must be approved by the dealer principal/owner prior to final delivery.

Financing – The Business Manager will assist you in arranging financing for your purchase. The rate being ½ point over wholesale finance rate.

Warranty – Of course, you will have the same rights and privileges to any manufacturer’s warranty as any other consumer. The various Extended Service Contracts have proven to be of great value to our customers. We urge you to purchase one also. If you choose to purchase an Extended Service Contract, your purchase price will be \$100.00 above the Net Dealer Cost for the coverage selected.

All employee purchases should be arranged thru the Sales Manager. Such purchases are “House Deals” and will not accrue to any salesperson’s commission.

We hope this employee benefit assists you in owning one of the fine vehicles sold by The Janssen Dealerships.

Retirement Savings Plan

The Janssen Dealerships encourage eligible employees to participate in our established 401k-retirement plan. In general any employee contributing 4% of their gross pay into their 401k plan will receive a 1% match from the dealership for a total of a 5% contribution. Any employee choosing to contribute 6% will receive a 2% match or an 8% contribution. Please see your supervisor or the office manager for additional information about our retirement savings plan.

Social Security

Regardless of one’s personal views on social security you are required by law to participate in the Federal Social Security Program from the day your employment begins.

As required by law, The Janssen Dealerships matches the deduction made from your paycheck with an equal contribution. The combined amount is deposited to your Social Security Account, and you earn credits toward eligibility for retirement and/or disability benefits, coverage for hospitalization benefits under Medicare, as well as insurance for your family in the event of your death.

Unemployment Compensation

With the exception of those employees who resign or who are discharged for willful misconduct, unemployment compensation is a statutory benefit available to assist certain individuals who are unemployed.

Grow and Serve the Company

Immigration Law Compliance

The Janssen Dealerships is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with The Janssen Dealerships within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Office Manager. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Equal Employment Opportunity Policy

The Janssen Dealerships complies in every respect to the Equal Employment Opportunity arising under the Civil Rights Act of 1964, the Age Discrimination in Employment Act, Executive Order 11246, and all applicable state and local fair employment practice laws.

The Janssen Dealership's intent is that all employees contribute to the overall growth and success of our Organization as they help to create an atmosphere in which all Associates are able to derive the maximum satisfaction from their work. We make every effort to select new Associates with great care. Our policies also clearly state that these selections and decisions affecting Associates are made without regard for race, religion, age, sex, national origin, non-job-related handicap or disability or other such factors. In a very real sense, your progress with our Organization depends only on your ability, willingness, effort and other job related factors.

We at The Janssen Dealerships share the responsibility to make every effort to ensure conformity with equal employment opportunity principles in all decisions, programs and personnel actions within our organization and we consider this obligation just as important as our duty to accomplish our business objectives.

Toward this end, any offensive language or conduct, including any form of harassment, which is an affront to any race, color, religion, age, sex, national origin, handicap or other such trait will be subject to disciplinary action up to and including discharge. Supervisory employees who allow such language or conduct without appropriately disciplining the offender will also be subject to disciplinary action. Humorous intention in this matter is no defense; offensive language or conduct done in jest or fun will be treated as if it were intentional.

No Harassment Policy

The Janssen Dealerships do not tolerate harassment of any of our employees, customers, vendors, or suppliers. Any form of harassment which violates federal, state, or local law including but not limited to harassment related to an individual's race, religion, color, sex, national origin, ancestry, citizenship status, pregnancy, age, medical condition (cancer-related or HIV/AIDS-related), handicap or disability is a violation of this policy and will be treated as a disciplinary matter. For these purposes the term "harassment" includes slurs and any other offensive remarks, jokes, other verbal, graphic, or physical conduct.

In addition to the above-listed conduct, "sexual harassment" can also include the following examples of unacceptable behavior:

1. unwanted sexual advances
2. offering employment benefits in exchange for sexual favors
3. visual conduct -- leering, making sexual gestures, displaying of sexually suggestive
4. objects or pictures, cartoons, or posters
5. verbal sexual advances, propositions, or requests
6. verbal abuse of a sexual nature, graphic verbal commentary about an individual's body,
7. sexually degrading words used to describe an individual, suggestive or obscene letters,
8. notes, or invitations
9. physical conduct -- touching, assault, impeding, or blocking movement

If you have any questions about what constitutes harassing behavior, ask your supervisor or another dealership manager. Violation of this policy will subject an employee to disciplinary action up to and including immediate discharge.

If you feel you are being harassed by another employee, you should immediately notify your supervisor. If you do not feel that the matter can be discussed with your supervisor, you should contact the General Manager and arrange for a meeting to discuss your complaint. You can be assured that you will not be penalized in any way for reporting a harassment problem.

All complaints of harassment which are reported to management will be investigated as promptly as possible. All complaints of harassment which are reported to management will be treated with as much confidentiality as possible.

Harassment of our employees in connection with their work by a non-employee may also be a violation of this policy. Any employee who experiences harassment by a non-employee or who observes such harassment should report the incident to his or her supervisor. Appropriate action will be taken against violations of this policy by non-employees.

Harassment of our customers, vendors, or suppliers, by our employees is strictly prohibited. Any such harassment will subject the offending employee to disciplinary action, up to and including immediate discharge.

Your notification of a problem is essential to us. We cannot help to resolve harassment problems unless know about them. Therefore, it is your responsibility to bring those kinds of problems to our attention.

Personal Behavior

In addition to our no harassment policy, The Janssen Dealerships maintain a personal behavior policy. This policy is directed toward conduct, which may not otherwise fall within the legal definition of harassment, but nonetheless projects image problems for the dealership.

All employees must conduct themselves in a professional manner. Unprofessional behavior in the workplace, such as sexual-related conversations, inappropriate touching (kissing, hugging, massaging, sitting on laps) of another employee or of a customer and any behavior of a sexual nature is prohibited. Employees who fail to observe these standards will be subject to disciplinary action up to and including immediate discharge.

Information Safeguards

Why do The Janssen Dealerships Have a Written Manual on This Subject?

Congress, through Legislation known as the Gramm-Leach-Bliley (GLB) act, enacted a law requiring financial institutions (which dealers extending credit and lease terms qualify as) to take steps to protect the security and confidentiality of personal information collected from customers. Dealers fall under the jurisdiction of the Federal Trade Commission. The FTC has issued a final rule known as the “Safeguards Rule.” Pursuant to this rule The Janssen Dealerships have developed a separate Information Safeguards handbook. This book is available for review and or check out from the office manager. It shall be the responsibility of each employee to familiarize him/herself with the contents of this Information Safeguards Manual. You will be required to sign a form indicating that you have reviewed that manual in its entirety.

Confidentiality Policy

Any and all information concerning The Janssen Dealerships or its business affairs, which Associates acquire in the course of their employment with The Janssen Dealerships, which is not known to the public is considered CONFIDENTIAL. This confidential information includes, but is not limited to the following examples:

1. *Compensation data
2. *Customer lists
3. *Customer preferences
4. *Financial information
5. *Advertising, marketing and sales data and strategies
6. *Technological data
7. *Customer satisfaction and customer survey data
8. *Any and all data that is measured and charted
9. *Management philosophy, vision, mission and core values
10. *Method of doing business
11. *Business, legal and accounting plans
12. *Processes, procedures, and strategies

This confidential information may not be used or disclosed by any employee during their association with the Company or thereafter, except as necessary in the course of their employment with the company and in the furtherance of the Company's interests.

The use or disclosure of confidential information as outlined above in violation of the above outlined Policy will result in appropriate disciplinary action, up to and including discharge. Employees and former employees may be held personally liable for any damages resulting from a violation of this Policy, regardless of whether the breach occurs during or after employment, even if they do not actually benefit from the disclosed information.

Immediately upon termination of employment, whether by discharge, resignation or any other reason, Associates must return all correspondence, documents or other writings relating to the business of The Janssen Dealerships to the Company, retaining no copies, regardless of where or by whom these correspondence, documents or other writings were kept or prepared.

There is no time or place limit to the restrictions set forth in this Policy. It remains in effect during and after your employment with the company.

Conflict of Interest Policy

During the term of your employment with us, you may not work for, provide any services to, or have a direct or indirect interest in a competitor of The Janssen Dealerships.

Gifts From Vendors/Others

Some of our employees are in a position to direct a considerable volume of business to one vendor or another. Thus, the goodwill may be sought by competitive vendors. It is impossible for an employee to make objective decisions in the best interest of the company if he/she has been compromised by the acceptance of gifts or favors. Therefore, no gifts, material considerations, or other items of value with the exception of occasional holiday food trays, etc. to be shared with all employees, pens, pencils, etc. are to be accepted at any time by an employee or by members of his/her family from persons, financial institutions, corporations or vendors or potential vendors with whom we do or may do business with now or in the future except where reported to and authorized by the General Manager in writing.

Safeguarding Company Assets

You are responsible for the care and maintenance of all company equipment assigned to you in the course of your employment with The Janssen Dealerships.

Keys

Keys to portions of the building are issued to responsible designated individuals. Each person is responsible for the keys issued to him/her. They are not to be loaned to anyone. Please refer to "New Hire Associates, New Hire Orientation" for more information.

Handling Company Money

Any money paid to employees for services, parts, materials or automobiles, including deposits are to be turned into the cashier or put in the cash drawer immediately and a receipt will be given to the customer.

Computers, Email and the Internet

Computer security is critically important to all businesses today. Our computers contain the most sensitive information about the company or its customers. In order to ensure that every employee helps protect this most important asset, we have developed this computer policy, which governs the use of all dealership-owned computers and email systems and Internet access via dealership computers and /or data lines. Also see Information Safeguards, page 5.

Dealership property: All dealership computers, email faculties and internet access accounts are the dealership's property to be used solely to facilitate the business of the dealership. In addition, all software that has been installed on dealership computers and any data collected, downloaded and/or created on dealership computers is exclusive property of the dealership and not be copied or transmitted to any outside party or used for any purpose not directly related to the business of the dealership. Upon termination of employment, no employee shall remove any software or data from dealership-owned computers.

Proper Use: Employees are strictly prohibited from using dealership computers, email systems and Internet access accounts for personal reasons or for any improper purpose. Some specific examples of prohibited uses include but are not limited to:

1. Transmitting, retrieving, downloading or storing messages or images that is offensive, derogatory, and defamatory, off color sexual in content or otherwise inappropriate in a business environment.
2. Making threatening or harassing statements to another employee or to a vendor, customer, or other outside party.
3. Transmitting, retrieving, downloading or storing messages or images relating to race, religion, color, sex, national origin, citizenship status, age handicap, disability, sexual orientation or any other status protected under federal, state, and local laws.
4. Sending or receiving confidential copyrighted materials without prior authorization. Soliciting personal business opportunities or personal advertising. Seeking employment outside the dealership.
5. Gambling, monitoring sports scores or playing electronic games. Downloading of any music, movies, etc.

Monitoring: Employees should expect that all information created, transmitted, downloaded, received or stored in dealership computers may be accessed by the dealership at any time without prior notice. Employees should not assume that they have an expectation of privacy or confidentiality in such messages or information (whether or not such messages or information is password-protected), or that deleted messages are necessarily removed from the system.

Personnel Records and Changes in Personnel Information

Your Personnel Record contains pre-employment data and all subsequent information relating to your employment with us, such as changes in job positions, wages, education, and written evaluations of your job performance.

It is essential for us to keep the information contained within your Personnel Record up to date. For this reason, you are required to notify the Personnel Office when you:

1. Change your legal name
2. Change your address or telephone number
3. Change your marital/dependent status (if you have company sponsored insurance)
4. Change the number of your income-tax exemptions
5. Change the person to be notified in case of emergency
6. Change your insurance beneficiary (ies).

Parts of your Personnel Record are available to you. You may request the opportunity to inspect these items by submitting a written request addressed to your supervisor. You will then be informed of the procedure and conditions of Record inspections. Our policy is that your written approval will generally be required for disclosure of any personnel and payroll information except as required by law or in response to requests from governmental authorities.

Off Duty Use of Company Facilities

You are permitted access to our premises and equipment for non-job related purposes and for work on personal vehicles after hours provided you first discuss your needs with your supervisor, and if he/she approves your request in advance, you receive no monetary payment from any third parties who may benefit from your use of our facilities and under the following conditions:

1. A repair order must be written on the work performed.
2. The work must be scheduled through the Service Manager.
3. Parts and supplies must be procured through the Parts Department and charged out on the repair order.

Employee Use of Company Vehicles

You are responsible for the safe and lawful operation of Company vehicles and customer vehicles in your custody. Personal use of company vehicles is prohibited unless permission is issued by the General Manager. Any sales personnel using one of the company vehicles for personal use and are in an accident will be responsible for ½ of the insurance deductible.

Rental vehicles will be available to all qualified employees at a discounted rate of \$25 per day or \$.20 per mile, plus tax, whichever is greater.

Personal Business/Use of Telephones

Your job responsibilities will keep you busy during the full working day. However, in the event of an emergency, notify your supervisor of the circumstances. Arrangements will be made to allow you to handle the emergency.

Also, your use of business phones or personal cell phones for personal matters during business hours should be limited. Whenever possible, personal phone calls of a non-emergency nature should be made during breaks or lunch periods. You are not to distribute our toll free number for the purpose of receiving personal phone calls.

Solicitation and Distribution of Literature

At no time may persons not employed by us solicit or distribute literature on our premises for any cause or on behalf of any organization.

Associates of The Janssen Dealerships are prohibited from soliciting or distributing literature to other Associates of the Company while on Company premises for any cause or on behalf of any organization, except in non-work areas during non-work time of all involved employees.

Working time is defined as all hours of work exclusive of meal periods and other authorized non-working periods.

Any non-Associates found violating any of the prohibitions listed above will be removed immediately from our premises. Any Associate found violating any of these rules will be subject to disciplinary action.

Visitors in the Workplace

To provide for the safety of employees and the facilities at The Janssen Dealerships, only authorized visitors are allowed in the work place. We cannot allow non-business visitors (including family members and particularly children). Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances. If a visit is required it is to be during approved break/lunch periods and in approved areas away from work areas.

Resignation of Employment

Because employment with The Janssen Dealerships is "at will", you have the right to terminate your employment voluntarily at any time. If you are considering resigning, we encourage you to discuss the matter with your supervisor since problems may be resolved, misunderstandings corrected or there may be opportunities of which you may not be aware. It is generally to our mutual benefit for you to review your situation with us before you make a final decision. Any threats to terminate employment will be taken seriously. It is strongly suggested that you NEVER threaten to terminate employment as a ploy to

gain an advantage in wage/benefit negotiations. In any event, it is imperative that you give us proper notice if you wish to leave in good standing, which is to any Associate's benefit.

You will receive pay for all earned but unused Vacation as of the date you cease active employment.

With the exception of legal Holidays (), you are expected to be present as scheduled for each workday during your notice period.

Leaving Without Notice (Job Abandonment)

Missing consecutively scheduled work days without reporting in will constitute job abandonment, will result in forfeiture of benefits normally paid at termination and may result in your disqualification for Unemployment Compensation benefits and will make you ineligible for rehire.

Discharge

This form of termination of employment (Involuntary Separation from Employment) is initiated by The Janssen Dealerships for violations of policies, procedures and rules or for unsatisfactory job performance. Discharged employees are not eligible for rehire.

Termination Procedure and Exit Interviews

Whatever the reason for your separation, it is necessary that you complete the entire Termination Procedure. Application for termination benefits (unpaid vacation pay), Cobra Insurance documents will be sent to you as enumerated above is part of this procedure.

You must also return this Handbook and all other Company property.

The Janssen Dealerships will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to the Janssen Dealerships or return of The Janssen Dealerships owned property. Suggestions, complaints, and questions can also be voiced.

Since employment with The Janssen Dealerships is based on mutual consent, both the employee and The Janssen Dealerships have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses.

The reason for your separation from The Janssen Dealerships will determine your eligibility for unemployment compensation. You must file a claim with the Department of Labor Unemployment Division of our state to qualify to receive unemployment benefits.

Communicating Changes in Policies or Benefits

This Handbook may be revised at any time. Whenever changes are made, revisions will be published and furnished to all supervisors who will, in turn, make you fully aware of these changes and/or additions. If you have any questions concerning policies and procedures, you are encouraged to discuss them with your supervisor.

Your General Manager is the final authority on questions regarding your employment, work rules or personnel policies. No general policy can be changed except with the express approval of the General Manager.

Grow and Serve the Team

Professional Attitudes and Personal Appearance

Associates of The Janssen Dealerships are expected to serve our customers and to complete their assignments in a manner, which displays self-confidence, professionalism, and pride in their work. Your personal appearance and conduct toward others are the most notable reflections of these qualities.

We expect our Associates to work together courteously and in a professional manner, which encourages positive relationships with customers and co-workers.

Your immediate supervisor can answer any questions concerning the appropriateness of your dress or appearance.

Uniforms & Personal Appearance

We are in an industry where perception is often more important than fact. At The Janssen Dealerships we want our staff to look like the professionals. Therefore every staff member will be expected to adhere to an appearance standard as detailed in this handbook.

All sales staff, service managers, service writers, parts managers and office staff will be expected to dress in business casual. Men should always wear a collared shirt and dress pants or khaki's (no cargo style pants). Shirts may be button down, polo or rugby style. Shirts will be embroidered with the appropriate Janssen Auto group or dealership logo or the appropriate nametag may be worn instead. Dress shoes will be required for all management and sales staff. Ladies may wear any shirt that is professional business attire and conservative in nature. Revealing clothing is not considered professional and may not be worn at work. Fridays for office staff and Saturdays for sales staff will be considered casual and jeans or shorts may be worn. Jeans may have no holes in them (by design or otherwise) and should be in good condition. Shorts should be khaki's. Jean shorts or baggy shorts are not permitted.

Service technicians will be supplied uniforms that must be worn at work at all times. Uniforms will be turned in and cleaned per our agreement with our uniform supplier. If uniforms are in need of repair please bring that to the attention of your supervisor so they can notify our uniform provider. In summer

months uniform shorts may be worn instead of uniform pants at the technician's preference. The cost of these shorts will be split with the technician and laundered in lieu of uniform pants. Uniform shirts should be kept clean and no more than two buttons may be undone. Uniform shirts that are designed to remain un-tucked may be kept as such.

Tattoos and piercings

All sales staff, service managers, service writers, parts managers and office staff will not be permitted to have tattoos visible in the workplace. Staff members with tattoos will be required to have them covered at work. Pierced jewelry may not be worn in the workplace except that female employees may wear earrings. Female's earrings should be professional and conservative in nature.

Detail staff and service support staff may wear collared polo or rugby style (long sleeve polo) shirts with appropriate Janssen Auto Group or dealership logo or dealership nametag. Shirts should be clean and in good repair. Jeans or shorts may be worn but must be in good condition free of stains or holes and clean. Piercings or gauging of detail staff and service support staff must be approved by their supervisor.

No visible body piercings such as nose, lips, or tongue will be permitted for any employee of the Janssen Auto Group.

Radio/CD/MP3/iPods

Radios, CD players, MP3's and iPods may be permitted in your work area if authorized by your supervisor. When they are permitted, they shall never be so loud as to distract/annoy co-workers or customers.

Bulletin Boards

Bulletin Boards are for use by our dealership to provide you with information related to your job and to the Dealership's operations. You are encouraged to check the Bulletin Boards regularly.

Bulletin Boards are the property of The Janssen Dealerships and for use only by the Dealership to post Company related information. Associates may post materials for non-profit organizations only, but may not remove materials from Company Bulletin Boards unless doing so is part of their job. The Company, at its own discretion, may designate one or more Bulletin Boards for use by Associates. In that event, Associates may post items to the Bulletin Boards with the approval of their supervisor.

Employee Suggestions

We welcome your ideas and suggestions, no matter how unimportant they may seem to you. Sometimes the most unusual or even the simplest suggestions are excellent cost saving or profit producing ideas. Anything that will help to do the job better or more productively, improve working conditions, provide better public relations, eliminate unnecessary expenses, or increase our earnings will receive thorough consideration. Please give any suggestions you might have to your supervisor or, if you prefer, to the

General Manager. Although not all ideas can be adopted, every effort will be made to adopt and utilize any practical suggestion.

In-service Training

You may receive formal training and informal on-the-job instruction on a number of topics related to your work responsibilities throughout the time of your employment with us.

Associates whose attendance at formal training programs is described as mandatory will be paid as though the time spent in training is time worked with the exception of commissioned sales consultants.

If you wish to attend a non-mandatory training program held during your regular working hours, your attendance must be approved by your Manager. If approved you may use vacation/personal days (if available) for non-mandatory training.

If mandatory training is off-site all travel arrangements must be approved by your supervisor. Such arrangements shall include but not be limited to transportation, rooms, meals, etc. The allowance for meals per day is: Breakfast - \$15.00; Lunch - \$15.00; Dinner - \$25.00. It should be understood that under no circumstances will The Janssen Dealerships pay for alcoholic beverages consumed by the Associate while he/she is attending off-site training.

Grow and Serve the Customer

Customer Complaints

We hope that all our customers will be 100% satisfied, but occasionally one will not be. We strive to see that all customer complaints are handled immediately, and when a complaint arises, it should be referred to your department manager. If he/she is unable to satisfy the complaint, it should be immediately referred to the General Manager. Customer satisfaction is one of our most important goals.

Membership in Professional Organizations

Being active in professional associations provides opportunities to further your professional growth and to enhance your knowledge, skills and performance.

Provided your General Manager has approved such fees and expenses in advance and in writing, The Janssen Dealerships will reimburse you for the membership fees and other reasonable expenses associated with your active participation in such professional organizations.

Standards for On-The-Job Conduct and Performance

You were hired by The Janssen Dealerships because your training, prior experience, knowledge and job skills closely matched the specifications for the position you now hold.

As our Associate, customers we serve will view you as The Janssen Dealerships. As you complete your daily assignments, your personal professionalism and technical ability are communicated to our customers and to your co-workers in a number of ways.

When you began employment with us, you accept certain responsibilities. Most of these are common knowledge. They include:

1. Accurate, effective and efficient performance of duties;
2. Regular and prompt attendance;
3. A pleasant and cooperative attitude;
4. Ethical conduct;
5. Compliance with Rules of Conduct.

The Janssen Dealerships consider these responsibilities as the standards by which job performance is judged. These standards have been developed to provide for the orderly accomplishment of work, for the health and safety of everyone, and for compliance with applicable local, state and federal laws.

Our standards are based on the principle that, guidelines and rules, together with proper judgment, create a positive and productive work environment. Since the arbitrary application of rules can be as bad as no rules at all, we will review, revise and replace rules from time to time as necessary.

Rules of Conduct

It would be impractical to try to set forth a list of all activities that are contrary to good Management/Associate relations. The following examples, however, will illustrate the types of serious infractions for which you may be discharged immediately without prior notice as a condition of employment:

1. Verbally or physically threatening, intimidating or coercing a customer, supervisor, business visitor or fellow Associate.
2. Willful participation (that is, non-avoidance or non-defense) in a fight on company property or during working hours.
3. Violation of the Company's Substance Abuse Policy. As a condition of employment any employee maybe asked to submit to drug or alcohol testing.
4. Theft or dishonesty, including willful falsification of any pay, time, business, expense or employment record (including employment applications or personnel records), punching the time card of or reporting the time of another Associate, giving a false excuse for absence from work, misappropriation of Company property or willful misrepresentation to a customer or business associate of The Janssen Dealerships with the express purpose of collecting more money than is due.
5. Conviction of a crime other than a misdemeanor (arrest for the alleged commission of a felony may result in an unpaid suspension until the charge has been investigated by us and a determination is made on the basis of available evidence).

6. Intentional damage to property belonging to the Company or to an Associate, business visitor, customer or contractor of the Company.
7. Willful violation of the Company's Equal Employment Opportunity Policies.
8. Unauthorized possession of firearms or other deadly weapons on Company premises including the conversion or threatened conversion of any tool or other object common to the workplace into a weapon.
9. Absence from work for consecutive workdays without proper notification (Job Abandonment).
10. Willful violation of or reckless disregard for safety rules where such disregard or violation endangers the safety of any person or property.
11. Refusal or direct failure to obey orders or to perform work assigned by a supervisor (unless the assignment would legitimately endanger your safety) or willful disobedience of a reasonable instruction or direction of a supervisor (Insubordination).
12. Deliberate interference with, delaying or restricting your own work or the work of others.
13. Willful misconduct that casts discredit on The Janssen Dealership's reputation or image.
14. Willful neglect of duty.
15. Violation of the Company's Confidentiality Policy and/or the Company's Conflicts of Interest Policy.
16. Operation of a Company vehicle without a valid operator's license or failure to notify one's supervisor upon suspension or revocation of one's operator's license.
17. Loan sharking, gambling, making book or working numbers on Company premises.
18. Any activity on or off duty that could be considered to be in direct competition with The Janssen Dealerships.
19. Other serious misconduct.

The following are examples of less serious misconduct (Non-Summary Infractions) for which you may be disciplined or discharged, at the discretion of the Company, depending on the circumstances and in light of your prior work record:

1. Discourtesy or indifference toward customers or Associates, inability or unwillingness to work harmoniously with other Associates.
2. Intentional waste of time, loitering, unnecessary absence from workstation, or other abuse of working time.

3. Leaving your department or the Dealership prior to the end of your shift without permission of your supervisor.
4. Abusive or profane language or conduct directed at a supervisor, another Associate, a customer or other business associate of The Janssen Dealerships.
5. Horseplay or otherwise disorderly or unsafe conduct on Dealership premises (e.g. fooling around where actions may cause harm to customers, Associates or Company property).
6. Failure to report an accident, personal injury, fire or theft immediately after the occurrence or upon discovery.
7. Excessive Absenteeism and/or Tardiness .
8. Negligence, as it relates to maintenance of equipment, poor housekeeping or carelessness that causes or could cause damage to equipment or create a safety hazard.
9. Non-willful violation of Equal Employment Opportunity Policies.
10. Altering or removing any matter on the Company bulletin boards unless specifically authorized.
11. Violation of the Dealership's Solicitation and Distribution of Literature Policy.
12. Excessive personal use of the Company telephone or personal cell phones during working hours.
13. Failure to report an absence to one's supervisor within one hour of the commencement of one's shift.
14. Unauthorized operation of tools, machinery or equipment; performing personal work on Company time or with Company equipment without permission.
15. Failure to punch one's time card or to record time worked properly.
16. Non-willful or minor violations of safety rules (including smoking in areas where smoking is prohibited).
17. Failure to follow established procedures.
18. Other misconduct which the Company has determined to be inappropriate or unacceptable but does not warrant immediate discharge in view of the circumstances.

DUE PROCESS

Although all of our Associates are classified as "at will," The Janssen Dealerships believe it is important that everyone has the opportunity to have any problem heard by someone with the authority to solve that

problem in a fair and unbiased way. Every supervisor is trained to help resolve your problems. Described below is the Problem Resolution Process, which is used in these situations.

Problem Resolution Process

The Janssen Dealership's underlying approach to Management/Associate relations is the belief that each person must be treated as an individual who deserves the full respect of our organization and of his/her fellow Associates.

We emphasize teamwork and the concept that every employee shares the responsibility for the effectiveness of our operations. Additionally, each member of our organization will contribute to and share in the benefits of a professional climate in a successfully run business.

While it is your supervisor's responsibility to listen to and try to resolve your work related problems, sometimes you may not be entirely satisfied with his/her response to your problem. The Janssen Dealerships feel strongly that you have a right to discuss your concerns with management and any errors or oversights on the part of our Organization will be corrected as quickly as possible.

Step 1: If you have a complaint concerning any aspect of your employment (including evaluation of your performance and discipline) speak with your immediate supervisor first. Your immediate supervisor knows the duties and responsibilities of your job, so he/she will usually know how best to resolve the problem promptly and fairly.

Step 2: If you still feel your problem has not been resolved, you may contact the General Manager soon after your receipt of you Manager's decision. After reviewing the situation, the General Manager will promptly communicate a decision to you.

You should remember that your thoughts and suggestions are welcome at any step of this Problem Resolution Process. If you do not appeal your situation to any of the next Steps, it will be assumed that you have accepted the last step decision.

ADDENDUM 1

June 2, 2017

The Company will pay half of the cost of work-shirts or jackets up to \$20 (maximum of \$20). Work-shirts or jackets must have company logo to receive discount.

ACKNOWLEDGMENT OF RECEIPT OF ASSOCIATE'S HANDBOOK

This is to acknowledge that I have received a copy of The Janssen Dealership's Associate Handbook.

I acknowledge that the value of this book is \$35.00.

I further acknowledge this Handbook is the sole property of the The Janssen Dealerships, reproduction of this Handbook, in total or in part, is permitted only upon written permission of the General Manager. In the event I leave employ of The Janssen Dealerships I do hereby promise to return this handbook to The Janssen Dealerships or in the event I am unable/unwilling to do so, I hereby promise to pay to the Janssen Dealerships the sum of \$35.00 and authorize The Janssen Dealerships to deduct this amount from any monies that may be otherwise due me.

Associate's Name (printed or typed)

Associate's Signature

Date

*Sign and return to the office.

The undersigned employee of The Janssen Dealerships hereby acknowledges that they are in possession of the following items that belong to The Janssen Dealerships.

- Keys
- Uniforms
- Employee handbook
- _____
- _____
- _____
- _____

I _____ do hereby promise to return all the above items to The Janssen Dealerships in the event I leave their employ. If I am unable to return any of the above items for any reason I do hereby promise to pay The Janssen Dealerships for the replacement value of any such item(s)

Signature

Date

Printed Name

*Sign and return to the office.