



AUTOMOTIVE GROUP INC.

**PROCEDURE
MANUAL**



Values *Driven*
COMMITTED TO EXCELLENCE & TEAMWORK



PURPOSE, MISSION AND VALUES

Our Purpose:

Serve our Customers by providing the Region's best dealership experience.

Our Mission:

Develop our Team Members and our performance enhancing our company, our families and our communities.

Our Values:

All organizations are guided by core values that shape the way they conduct their business. We, too, trace our success to these basic principles, which honor God and provide a foundation for all we do.

HONESTY: Truthful, Sincere

DILIGENCE: Persistent Effort, Attentive Care

TEAMWORK: Cooperating to Achieve our Purpose

PERFORMANCE: Exceed Expectations with Superior Quality

GOLDEN RULE: Treat Others as We Want to be Treated



TEAM MEMBER SAFETY

SAFETY IS EVERYONE'S JOB.

Safety must always be our top priority.

It is the responsibility of all Reed Team Members to maintain a safe work and business environment. Should at any time you notice a potential hazard, please stop and remove, fix or protect the hazard. Take the initiative to correct problems as you notice them or if you are unsure go immediately to your Manager. Use extra caution when operating any type of power equipment to prevent accidents. Always use the proper protective equipment.

SAFETY – You are to report all accidents and resulting injuries to your Manager, no matter how minor they may appear. By reporting possible safety hazards, you are reducing the possibility of future injury to yourself and fellow Team Members. We provide a Safety Video with a test for you to view and complete with your new hire packet.

WORKING ON OWN VEHICLES – Department head approval is required and will only be allowed during off duty time other than the dealership's normal hours. Company supplies will not be used on your personal vehicle.

DISASTER PLAN – In the event of severe weather and a Tornado Warning has been issued on the radio or by siren; seek shelter immediately. Our designated shelter area is posted on the Notice Board in the Team Member breakroom. It is recommended that you lie low with your hands covering the back of your head to reduce neck injury. In the event of a fire or a need to evacuate the building, exit the building at the door closest to your area and meet at the new car display lot in front of the building for further directions.

DISCOVERY OF A WEAPON – Should a Team Member discover a firearm or any other weapon in a customer's vehicle, the Team Member should not touch or handle the weapon in any way. If a weapon is in such a way as to prevent the Team Member from completing whatever work is being done to the vehicle, then the Team Member needs to get the department Manager involved.

RESPIRATOR POLICY – Any Team Member whose job duties require the use of a respirator will be required to adhere to the procedures provided in the Reed Automotive Group Safety Manual.

PARKING AND TRAFFIC FLOW

Parking areas are provided for the convenience of our Team Members. Your Manager will show you your parking area.

Our company cannot be liable for fire, theft, damage or personal injury involving Team Member's automobiles. Protect your property by locking your car doors. Courtesy and common sense in parking



and driving will avoid accidents, personal injuries, and damage to your car and those of others. If you accidentally damage another automobile while parking or leaving, report it along with the license number of the car you damaged to the General Manager.

The following safety guidelines should always be followed:

- Team Member vehicles should be parked according to their designated area. All Team Members assigned a company owned vehicle should use the exit closest to their assigned parking place.
- Customer owned cars or company vehicles driven by service technicians for test drive purposes should enter and exit via the closest exit available and accomplish test drives on public streets.
- All vehicles operated on the dealership premises by a Team Member will be operated in a safe manner not to exceed 10 mph at any time.

DRIVING SAFETY

The purpose of this policy is to ensure the safety of those individuals who drive company vehicles. Vehicle accidents are costly to our company, but more importantly, they may result in injury to you or others. It is the driver's responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage.

Should a Team Member not follow the guidelines listed below, *the result may be progressive disciplinary action up to and including termination.*

1. Company vehicles are to be driven by authorized Team Members only.
2. Any Team Member who has a driver's license revoked or suspended must immediately notify their Manager, General Manager and Human Resources.
3. All accidents in company vehicles, regardless of severity, must be reported to the Department Manager and General Manager immediately. Accidents involving a Team Member's personal injury must be reported to Human Resources for Worker's Compensation purposes.
4. Drivers must report all ticket violations received while operating a company vehicle as soon as possible not to exceed 24 hours.
5. Motor Vehicle Records will be obtained on all Team Members prior to employment and no less than once a year after employment.
6. Team Members must have a valid and current Driver's license to operate a company vehicle, or a personal vehicle with current auto insurance while on company business.
7. Driving under the influence of intoxicants and other drugs (which could impair driving ability) is forbidden and is cause for discipline, up to and including termination of employment.



8. Cellphone calls while driving are illegal and fineable offences in Missouri and Kansas unless it is completely on hands-free mode. Drivers are advised to pull off the road to answer calls / return calls if hands free mode is not available.
9. Absolutely NO texting and driving.
10. All drivers and passengers operating or riding in a company vehicle **must** wear seat belts, even if air bags are available.

DAMAGE TO VEHICLES

When an accident occurs involving a Team Member in a customer's vehicle or a vehicle owned by the company causing or not causing damage, that Team Member is expected to report the accident immediately. A post-accident substance abuse test will be required regardless of who is at fault.

Any Team Member who damages a company or customer's vehicle by no fault of their own, while in the scope of their duty, will not be responsible for the cost of damages. However, if a Team Member should damage a vehicle when not in the scope of duty, he/she will be charged the full cost of repairs.

If the Team Member is responsible for damage to a company or customer vehicle due to carelessness or negligence, they may be responsible for the cost of repairs. The Team Member discount plan may be used in such cases.

When a vehicle is damaged while being driven by, or in possession of a Team Member, an inspection will be done to be fair in determining who was at fault and if the accident was caused through negligence or carelessness. The General Manager will oversee/perform the investigation.

The following procedures must be followed should an accident occur. Failure to do so will result in disciplinary action up to and including termination.

PROCEDURE FOR ON PROPERTY ACCIDENT WITHOUT CUSTOMER VEHICLE

1. Notify Department Manager and General Manager
2. Fill out an accident form
3. Report to Concentra for a drug and alcohol screening
4. Email the Controller and Human Resources with details of the accident
5. Contact Body Shop for estimate of damages
6. Forward estimate to the Controller and Human Resources



PROCEDURE FOR ANY ACCIDENT WITH A NON-REED VEHICLE

1. Call Law Enforcement for a police report
2. Take photos of damages of all vehicles involved
3. Notify Department Manager and General Manager
4. Fill out an accident form
5. Report to Concentra for a drug and alcohol screening
6. Email the Controller and Human Resources with details of the accident
7. Contact Body Shop for estimate of damages
8. Forward estimate to the Controller and Human Resources

BUSINESS MANAGEMENT PROCEDURES

DEPARTMENT PROCEDURES

Although every department is a part of the total company operation, each may have unique differences. Your Manager will detail your duties. Listen carefully to their explanations, but do not hesitate to ask for clarification.

PURCHASING

All purchasing of any item related to our company must be done through a Manager. For most items, purchasing should be accomplished through the Parts Department. Any item that is bought by the company must have a Purchase Order (PO) filled out at the time the purchase is made. All POs should be fully completed and must include the price agreed for the item being purchased. All POs should be electronic PO's through the operating system. Please document your PO number on all invoices, packing slips, etc. In all cases, if something is needed either to purchase or to repair something, General Manager approval must be obtained before any commitment is made from any person in the company. Repairs to our facility or equipment must have a PO with proper approval.

CHECK REQUEST

Only Managers are authorized to sign check requests. An individual cannot sign a check request written for themselves or a family member.



EXPENSE CONTROL

Waste of time and materials is costly to all of us. You can help through the amount of material you save as well as the amount and quality of work you offer. Please make every effort to eliminate waste whenever possible.

Company Travel and Expense Procedure

When a Team Member must travel on company business for training or business meetings the dealership department Manager will notify our travel coordinator at Reed Automotive. Your airline ticket and hotel room with tax will be pre-paid by the dealership in advance. **We will provide you a cash Per Diem of \$50 to cover meals and transportation (the dealership does not cover any alcohol expense) and reasonable tipping.** If a free shuttle service isn't available an additional cash amount will be provided to cover taxi expenses. All receipts and change must be turned in to the accounting office when you return. You must account for all money advanced to you with either reimbursable expense receipts or any remaining cash. Please use the Company Travel and Expense Checklist to ensure proper tracking of expenses.

DEPARTMENT MANAGER

The first person you will associate with as a Reed Team Member is your Department Manager. You will find this person courteous, considerate, and interested in helping you. You can look to them for guidance and help in all matters. One of their most important jobs is helping you work effectively and to the best of your ability.

We encourage you to consult your Manager when you have problems or need advice. Through experience, this person has learned to solve many of the problems which may confront you.

Customer Slip and Fall Procedure

In the instance of a customer slip and fall on dealership property the following procedure needs to be followed.

1. Assist the customer immediately, while having a Team Member call the non-emergency fire department number listed below. Advise the dispatcher that we had a slip and fall on our business property and need to have our customer assessed. Please send an ambulance.
2. If the customer is refusing medical treatment, that is fine. However, the customer needs to refuse the medical treatment to the medical professional, not a dealership Team Member.
3. As soon as the customer is cared for and situation is resolved, please email Sara Villarin at Sara.Villarin@ReedAuto.com with the details of the incident and the customer contact information (name and phone number). It is imperative that the insurance company reaches out to the customer on the day the incident occurs.



RJ

Merriam Non-Emergency Fire Department Phone Number: 913-888-6066

RBG

Kansas City Non-Emergency Fire Department Phone Number: 816-234-5111

RC & RJH

St. Joseph Non-Emergency Fire Department Phone Number: 816-271-4777