



Selection, Price & Great Service.
Why Go Anywhere Else?

EMPLOYEE HANDBOOK



Preface

IN THIS SECTION

Preface.....	
WELCOME TO HOLLIS FORD	iii
A MESSAGE FROM RICK HOLLIS.....	iii
MISSION STATEMENT.....	iii
OUR HISTORY.....	iv
A WORD ABOUT THIS HANDBOOK	v
ACKNOWLEDGEMENT	vi

WELCOME TO HOLLIS FORD

At **Hollis Ford**, we value our employees as an important resource. Over the years, we have established policies and developed programs and practices to ensure our continued success. Our team is innovative and cooperative and I know that you will enjoy growing with us.

This employee handbook will provide you with information about your employment and give you an inside look at the philosophy and culture of our Dealership. For additional information, do not hesitate to contact your Manager or the Controller.

A MESSAGE FROM RICK HOLLIS

In accepting employment at Hollis Ford, you have joined a dynamic team of co-workers together to uphold traditions begun by the Hollis Family years ago. We are proud of our reputation that we have built over the years, as being Central Nova Scotia's automotive leader through ethical business practices.

To all of our employees who, over the years, have contributed to our growth and success, thank you. To our new members, we say welcome to **Hollis Ford**. We hope that you will find job satisfaction with us in an environment that is pleasant and supportive.

WELCOME TO THE TEAM!

Rick Hollis
Dealer Principal

MISSION STATEMENT

The purpose of the mission statement is to define the overall objective of an organization. We believe that each employee will better understand his or her responsibilities by being familiar with our mission statement, as reproduced below:

“To provide the industry's best automotive-related services by training, empowering and rewarding exceptional people; to earn the loyalty and exceed the expectations of every customer; and to give back to the communities that supported the company's success.”

We ask that all employees live up to our mission statement. It was developed by our employees to remind us first of a respectful work environment, along with integrity, quality products and dedicated service our customers will benefit and will be loyal to us for years to come.

"Every visitor to our dealership is an honored guest in our home, every day, every time, without fail, no exceptions."

OUR HISTORY

Welcome to **Hollis Ford Inc.**, a long-standing Ford Dealership with plenty of history to look back on with pride.

The servicing and selling of automobiles has been the lifeblood of the Hollis family since the turn of the century.

Rick's Great Grandfather was a franchised auto dealer in the early 1920's and had three Great Uncles who operated Studebaker, Graham Paige and Chevrolet franchises in the 30's, 40's and 50's. In, 1947, Al Hollis began his automotive career in Springhill, operating out of a service garage where he sold new Hillman automobiles along with used vehicles, and later had a sub-franchise for Ford. In the late 50's he moved to Moncton to open a Chrysler operation and by 1963 had a Ford store in Moncton, a Mercury store in Fredericton and a Mercury store in Truro (located on Willow Street known as Willow Mercury). In the 1970's Al also opened a Chrysler/Plymouth dealership in Truro.

Hollis Ford Inc. was founded at its original location in the fall of 1977 when Rick Hollis and his uncle, Jim Hall opened their first new vehicle dealership in Truro under the name of Juniper Mercury Sales. Awaiting the construction of our new facility on Juniper Street, they started their business operating out of a vacant Fina gas station on Willow Street. By the time they moved into the Juniper building the following spring, they had increased to a total of five staff on payroll; Rick and Jim sold the vehicles, plus an office manager, plus one mechanic and one sales representative (who they never originally hired, he just showed up for work one morning). Everyone chipped in to handle the Parts and Service management. Within one year people on staff totaled fifteen.

After a brief illness Jim Hall, who was still operator of Juniper Mercury, passed away in 1989. Shortly thereafter, Al Hollis Purchased Jim's shares and became Dealer Principal.

In 1992 Ford Motor Company granted the Juniper Mercury team "Dual Line" status enabling both Mercury and Ford Products to be sold under the same roof. January of 1993 the company name was changed to Hollis Ford Mercury Sales Limited and at that point Rick, who had a Lincoln Mercury store in Moncton, moved back to Truro to become partners with Al and became Dealer Principal and operator of the newly formed operation. The Moncton store, owned by the Hollis brothers, continued its operation until it's sale in the fall of 2000. In October 1999 the company name was changed to Hollis Ford Inc to be in accordance with Ford of Canada's Custom Franchise initiative; which converted all Mercury and Dual Line Ford/Mercury Dealers across Canada become Ford Dealers.

The growth process continues today, continually exceeding parts and service sales and goals and vehicle sales and leasing volume. All with a constant focus on Customer Satisfaction.

The long line of success is due to their genuine commitment in satisfying their customers and for a good reason. They learned years ago, in order to continue company growth, it took the creation of customer loyalty. To win customers you must be armed with the right set of skills to meet customer's needs with excellence. If a customer was satisfied with their service work or their purchase, they would be back.

Hollis Ford Inc. is a huge supporter of the community with contributions to the Colchester East Hants Health Centre, sport teams, local events and fund raisers.

A WORD ABOUT THIS HANDBOOK

This Employee Handbook contains information about the employment policies and practices of **Hollis Ford**. We expect each employee to read this Employee Handbook carefully. It is a valuable reference for understanding your job. The company reserves the right to modify the provisions of this Employee Handbook.

Hollis Ford is under obligation to comply with regulated policies issued by various governing bodies that are subject to amendments, updates and revision. These governing bodies include but are not limited to:

- The human rights code
- The criminal code of NS
- Provincial and Federal laws
- Municipal Bi-laws
- The workers compensation act and WorksafeNS

To keep the context of this hand book simple, an important decision was made to distinguish between Policy and Guiding Principle.

Many of these policies need to be reviewed at least annually or as required by the regulating authorities. Based on the out come of the reviews, these policies may need to be updated, amended or otherwise altered to kept current.

To stay within the context and the intent of this employee handbook, the mission statements of these policies are included in this text as guiding principles.

In case of differences between the context of this document and the above mentioned laws and regulations, it is important to note that these laws, legislation and jurisdictions will always take precedence over the guiding principles in this Handbook.

This Employee Handbook is designed to answer many questions you may have with **Hollis Ford** and your employment with our Dealership and will also explain our policies and procedures. We ask that you keep this information confidential outside of the workplace.

This handbook and articles contained within supercede all prior Employee Handbooks issued by Hollis Ford Inc. but does not supercede any collective agreements or legislation; they always take precedence.

Should you have any questions or concerns, please do not hesitate to contact your Department Manager, the General Manager, the Controller or the Safety Coordinator.

ACKNOWLEDGEMENT

I have received a copy of the **Hollis Ford** Employee Handbook and acknowledge my obligation to read and understand its contents.

I understand and agree that the handbook is intended to provide an overview of the Dealership's employee policies and does not necessarily represent all such policies in force. I also understand that the enclosed Dealership policies and practices do not create or express an implied contract or covenant of any type between the Dealership and myself.

I am aware that during the course of my employment confidential information will be made available to me, for instance, product designs, marketing strategies, customer lists, pricing policies, pay plans and other related information. I understand that this information is proprietary and critical to the success of the Dealership and must not be given out or used outside of Dealership premises or with non-Dealership employees. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or company.

The Dealership may at any time, add, change or rescind any policy or practice at its sole discretion, without notice.

I agree that employment and compensation are for no fixed term and may be terminated by the Dealership at any time with or without cause or notice, except as prescribed by law. Likewise, I may resign at any time with sufficient notice.

For those employees governed under a Collective Agreement, the defined process within the Agreement will be followed.

Employee Name (Please Print)

Employee Signature

Date

Manager Name (Please Print)

Manager Signature

Checklist

- ☐ Enroll in Stars
- ☐ Copy of valid Driver's License
- ☐ Attach Driver's License Abstract
- ☐ Demonstrator Agreement (if applicable)
- ☐ Criminal Check (if applicable)
- ☐ Copy of Pay Plan
- ☐ Enroll in Employee Database

TRAINING

- ☐ WHMIS
- ☐ First aid/CPR
- ☐ Forklift

Emergency Contacts

Name _____

Phone _____

Name _____

Phone _____

Table of Contents

Preface.....	3
WELCOME TO HOLLIS FORD	iii
MISSION STATEMENT.....	iii
OUR HISTORY.....	iv
A WORD ABOUT THIS HANDBOOK	v
ACKNOWLEDGEMENT	vi
Table of Contents.....	8
Section 1 Guiding Principles and Standard Practices.....	12
OUR HUMAN RIGHTS CODE.....	12
EQUAL EMPLOYMENT OPPOR.TUNITY.....	12
OPEN DOOR POLICY	12
THE CODE OF BUSINESS CONDUCT.....	12
GUIDELINES-ETHICS.....	12
BREACH OF THE CODE.....	13
SILENT WITNESS POLICY	13
EMPLOYEE RIGHTS.....	13
DISCRIMINATION POLICY	13
SEXUAL HARASSMENT.....	13
PSYCHOLOGICAL HARASSMENT.....	14
EMPLOYMENT APPLICATIONS.....	14
PROBATIONARY PERIOD.....	15
PROBATIONARY PERIOD/NEW POSITION.....	15
PERFORMANCE MANAGEMENT.....	15
MANAGING PERFORMANCE.....	15
PERFORMANCE APPRAISAL	16
ONGOING PERIODIC DISCUSSION.....	16
TRAINING.....	16
SEMINARS, CONFERENCES, WORKSHOPS, ETC.....	16
PROGRESSIVE DISCIPLINE.....	16
WHEN INVOLVING SAFETY VIOLATIONS.....	17
DOCUMENTED DISCIPLINE REPORTS.....	17
CONFLICT OF INTEREST.....	17
MOONLIGHTING.....	17
SCHEDULED BRAKES.....	18
WORK SCHEDULES.....	18
SHIFT SWITCHING.....	18
ON CALL.....	18
OVERTIME.....	18
EMPLOYEES-SALERIED.....	18
PAYROLL PROCESSING.....	19
VACATION PLAN.....	20
ALL EMPLOYEES.....	20
VACATION PLAN FOR ALL EMPLOYEES: (HOURLY & SALARIED).....	20
VACATION SCHEDULE.....	21
VACATION DEFERRAL.....	21
VACATION PAY ADVANCES.....	21
HOLIDAYS.....	21
STATUTORY HOLIDAY PAY.....	22
RELIGIOUS ACCOMMODATION.....	22

ABSENTEEISM POLICY.....	23
PUNCTUALITY.....	23
SICK DAYS.....	23
PERSONAL BUSINESS.....	24
REQUEST TO LEAVE WORK EARLY/ARRIVE LATE.....	24
RESIGNATION.....	24
TERMINATION OF EMPLOYMENT.....	24
RETIREMENT.....	24
OTHER BUSINESS ACTIVITIES AND OTHER INTERESTS.....	25
GIFTS FROM BUSINESS CONTACTS.....	25
REIMBURSEMENT OF EXPENSES.....	25
BUSINESS TRAVEL EXPENSES.....	25
RECORDS AND REPORTING.....	25
ACCOUNTING, AUDITING OR DISCLOSURE PROCEDURES.....	26
CASH HANDLING.....	26
RECEIPTS OF CASH AND DEPOSITS FROM CUSTOMERS.....	26
CASH REGISTERS.....	26
CASH SHORTAGES.....	27
CASH BOX.....	27
Section 2 Vehicles.....	28
COMPANY / LOANER AND CUSTOMER VEHICLES.....	28
OPERATION OF DEALERSHIP VEHICLES.....	28
OPERATION OF CUSTOMER VEHICLES.....	29
REPORTING DAMAGE.....	29
Dealer Plates/DEMOS.....	29
GASOLINE.....	29
SAFE DRIVING POLICY.....	29
Section 3 PARKING.....	30
Section 4 Information Resources.....	32
PROTECTION OF PRIVACY.....	32
GENERAL APPLICATION.....	32
EMPLOYEE FILES.....	32
IMPROPER USES OF CONFIDENTIAL INFORMATION.....	33
DOCUMENT AND RECORD RETENTION AND DISPOSITION.....	33
COMPUTER SOFTWARE POLICY.....	34
PERSONAL COMPUTER (PC) AND LAPTOP SOFTWARE POLICY.....	34
USE OF COMPUTERS.....	34
INTERNET ACCESS POLICY.....	35
SENSITIVE AND/OR CONFIDENTIAL INFORMATION.....	35
PERSONAL USE.....	35
TELEPHONES.....	35
ANSWERING THE PHONES.....	35
PERSONAL LONG DISTANCE CALLS.....	36
VOICE-MAIL.....	36
FAXES AND MAIL.....	36
E-MAIL.....	36
CELLULAR PHONE POLICY.....	36
USE OF PERSONAL CELLULAR PHONES/ELECTRONIC DEVICES.....	36
SOCIAL MEDIA.....	36
Section 5 FIRST AID/HEALTH.....	38
FIRSTAID.....	38
SERIOUS OR LIFE-THREATENING ILLNESSES.....	38
INFECTIOUS ILLNESSES.....	38
PERSONAL HYGIENE.....	39

Section 6 Occupational Health Policies.....	40
GENERAL SAFETY POLICIES.....	40
Section 7 Employment Benefits.....	41
EMPLOYMENT BENEFITS.....	41
HEALTH BENEFITS TERMINATION.....	41
EMPLOYEE DISCOUNT PROGRAM.....	42
REFERRAL FEES.....	41
ADVANCEMENT OPPORTUNITIES.....	41
EMPLOYEE CHARGE ACCOUNT.....	42
BEREAVMENT LEAVE.....	43
DEALERSHIP LEAVES OF ABSENCE	43
CITIZENSHIP LEAVE.....	43
EDUCATIONAL LEAVE.....	43
PERSONAL LEAVE.....	44
MEDICAL LEAVE.....	44
Section 8 Health and Safety.....	48
OUR HEALTH & SAFETY COMMITMENT.....	48
GENERAL HEALTH AND SAFETY PHILOSOPHY STATEMENT	48
EMPLOYEE INJURY.....	48
ORIENTATION PROGRAM.....	49
BULLETIN BOARDS.....	49
DUTIES OF THE HEALTH & SAFETY COMMITTEE.....	49
WORKPLACE HAZARDOUS MATERIAL (WHMIS).....	49
ALCOHOL AND SUBSTANCE ABUSE.....	49
SAFETY REGULATIONS.....	50
OFFICE SAFETY RULES.....	50
SERVICE, PARTS AND SHOP SAFETY RULES.....	50
FIRE SAFETY.....	51
Section 9 Security.....	52
DEALERSHIP SECURITY.....	52
ACCESS TO THE DEALERSHIP.....	52
VISITORS.....	52
WORKPLACE VIOLENCE PREVENTION POLICY.....	52
VIDEO SURVEILLANCE POLICY.....	53
VEHICLE SECURITY.....	53
TOOLS/EQUIPMENT/PROPERTY.....	53
Section 10 Miscellaneous.....	54
DEALERSHIP ACTIVITIES & PARTIES.....	54
THE DEALERSHIP AND ALCOHOL.....	54
STAFF PARKING.....	54
SEVERE WEATHER: (EMERGENCY CLOSINGS)	54

HOUSEKEEPING.....	55
SERVICE PARTS AND SHOP AREA:.....	55
OFFICE.....	55
LUNCHROOM.....	55
WASHROOM.....	55
DRESS POLICY.....	55
OFFICE, SALES PUBLIC AREAS.....	55
SERVICE, PARTS AND SHOP EMPLOYEES.....	56
LOT ATTENDANTS.....	56
LOST EQUIPMENT OR CLOTHING.....	56
SOLICITATIONS, CAMPAIGNING, CANVASSING , DISTRI BUTIONS.....	56
PRESS RELEASE POLICY.....	56
Alphabetical Index.....	57

CUSTOMER VIEWPOINT (CVP)

Ford Motor Company of Canada, Limited have developed a monitoring process to rate dealer's customer loyalty in service and sales. How do we know how we are doing in our pursuit? Ford Motor Company sends Customer Viewpoint surveys to our service and sales customers. Upon receipt of these surveys, Ford compiles all ratings based upon how we met our customer's expectations and notifies us on a regular basis. These scores are grouped in a category with other Ford dealers our size.

The monthly results tabulated by Ford of Canada represents our dealership report card along with your personal performance when handling with our customers..

To be in the top ranking winthinin our group, it takes a large amount of co-operation and teamwork to must earn our customer's loyalty through our continued customer satisfaction efforts. Please ask your customer to complete the survey when they receive it.

TEAMWORK....

**Coming together is a beginning...keeping together is progress...
working together is success. - Henry Ford**

Section 1 Guiding Principles and Standard Practices

OUR HUMAN RIGHTS CODE

We guarantee that every person has the right to be treated without discrimination on the job or while applying for a position.

EQUAL EMPLOYMENT OPPORTUNITY

We ensure there is equal employment opportunity for all our employees and applicants for employment without regard to race, disability or any other prohibited ground under the governing human rights legislation; including religion, sex, sexual orientation, age, marital status, family status or handicap.

OPEN DOOR POLICY

An "**Open Door Policy**" is maintained in our Dealership which means that we value your input and want to know your concerns in order to deal with them effectively.

Good "two way" communications are necessary in order for each employee and the Company to be successful. We want to keep employees informed about matters, which affect their job, and likewise please speak up when you have questions or concerns about job responsibilities or work assignments.

Hollis Ford maintains an Open Door Policy and encourages employees to speak openly with management personnel. Your ideas or suggestions on improved work methods and procedures are welcomed. If your manager is unable to provide assistance, you may request to speak with a higher-level manager. We will do our best to provide a fair and timely response.

THE CODE OF BUSINESS CONDUCT

At **Hollis Ford**, we are committed to maintaining a professional work environment of the highest quality and integrity by providing a Code of Business Conduct for our employees.

The Code of Business Conduct applies to all our employees.

- It is your responsibility to conduct business in such a manner as to inspire public confidence through fair and honourable dealings. All dealings with the public must be without any form of prejudice or favouritism.
- The Code of Business Conduct governs individuals acting in their capacity as employees of the Dealership. As our valued employees, you are expected to conduct yourselves with integrity and to avoid any act which could embarrass, or otherwise harm, the reputation of the Dealership.

GUIDELINES-ETHICS

As employees of **Hollis Ford** or buying agents representing our Dealership, you are expected to abide by the following guidelines, as well as the general principles outlined in the Code of Business Conduct.

- You shall consider first the interests of the Dealership in all transactions and carry out and believe in its established policies.
- You shall not use your authority or office for personal gain.
- You shall buy without prejudice, seeking to obtain the maximum value for each dollar of expenditure.
- You shall subscribe to and work for honesty in buying and selling and refuse to take part in all forms of improper business practice.

- You must comply with any legal requirements of the location in which you practice and with all contractual obligations.

BREACH OF THE CODE

Full compliance with this Policy is expected of all employees. If you become aware of, or suspect, a contravention of the Code of Business Conduct, you must report the facts promptly to the General Manager. All reports will be kept confidential, except to the extent necessary for appropriate review and action.

- Breaches of the Code will be dealt with promptly after an investigation has been undertaken. The investigation will include an opportunity for the employee who has allegedly breached a term of the Code to explain his or her position.
- In the event that, after an investigation, it has been determined that a breach of the Code exists, a decision will be made as to what appropriate discipline must be imposed and such discipline could include progressive discipline up to and including termination of employment.
- If you are concerned that some action that you are about to take may breach the Code, speak to your immediate Manager and obtain an opinion in writing as to whether such action would or would not constitute a breach.
- Be vigilant, act promptly and you will probably avoid any possible conflict with the Code.

SILENT WITNESS POLICY

A silent witness is defined by this policy as an employee of **Hollis Ford** who reports an activity that he/she considers to be illegal or dishonest to one or more of the parties specified in this Policy. We will not retaliate against any silent witness.

The right of a silent witness for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated. ***All reports of illegal and dishonest activities will be promptly submitted to the General Manager who is responsible for investigating and coordinating corrective action.***

EMPLOYEE RIGHTS

At **Hollis Ford**, we respect the rights of each employee and will comply with all legislation designed to protect employee rights. You have the right to freedom from discrimination and Harassment in the workplace at **Hollis Ford** or our agents (suppliers, customers, contract workers, etc.) or by another employee whether on the grounds of race, ancestry, place of origin, religion, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences for which a pardon has been granted, marital status, family status **or any other prohibited ground** under the governing human rights legislation.

DISCRIMINATION POLICY

Hollis Ford, in accordance with its corporate values and human rights law, prohibits any form of discrimination in the workplace, including direct discrimination, discrimination because of association, and systemic discrimination. Hollis Ford policy applies to discrimination in any aspect of employment, including, but not limited to, recruitment, promotion, self-nomination, training, job transfer, receipt of benefits, dismissal, lay-off, performance evaluation, and working conditions (including overtime, shift work, travel, etc.).

SEXUAL HARASSMENT

Like other forms of Harassment in the workplace, sexual Harassment is against the law. It is also against our policy which is to encourage respect and courtesy among us all. Also, such conduct creates a negative impact on work performance and creates an intimidating, hostile and/or offensive working environment.

Examples of sexual Harassment include, but are not limited to:

- Gender-related comments about an individual's physical attributes, mannerisms or characteristics.
- Unwelcome physical contact such as patting, touching, pinching, petting, etc.

- Suggestive or offensive remarks.
- Unwelcome propositions of physical intimacy.
- Gender-related verbal abuse, threats or taunting.
- Leering. (A side glance expressive of malignity, amorousness or some unworthy feeling)
- Bragging about sexual prowess. Demands for dates or sexual favours.
- Offensive jokes or comments of a sexual nature about an employee.
- Display of sexually offensive pictures.
- Unwelcome questions or discussions about sexual activities. Sexual assault.
- Unwelcome language related to gender.

PSYCHOLOGICAL HARASSMENT

At **Hollis Ford**, we are committed to providing you with a work environment free from psychological Harassment. You have the responsibility to conduct yourselves accordingly.

DEFINITION OF PSYCHOLOGICAL HARASSMENT

Psychological Harassment is behaviour that is repetitive, hostile or unwanted, damaging to a person's dignity and results in a harmful work environment.

Examples of psychological Harassment include, but are not limited to:

- Making rude, degrading or offensive remarks
- Discrediting the person; spreading rumours, ridiculing him/her, humiliating him/her, calling into question their convictions or their private life, shouting abuse, or harassing that person based on any ground prohibited by human rights legislation, including race, colour, sex, sexual orientation, pregnancy, civil status, age, religion, political convictions, language, ethnic or national origin, social condition or handicap.
- Belittling the person; forcing him/her to perform tasks that are belittling or below his/her skills, simulating professional misconduct.
- Refusing to speak to or work with someone or treating someone differently because of their ethnic or racial background, sexual orientation, social condition, political convictions or first language.

As an employee of Hollis Ford, you have the following responsibilities to our workplace. We expect all of our employees to help us maintain a workplace free of Harassment. General Harassment Policy is included in Hollis Ford Safety Manual.

EMPLOYMENT APPLICATIONS

At **Hollis Ford**, we rely on the accuracy of information contained in your employment application as well as the accuracy of other data presented throughout the hiring process and during the course of your employment with our Dealership.

- Any misrepresentation, falsification or material omission of information presented throughout the hiring process and during the course of your employment with our Dealership will result in progressive discipline up to, and including termination.
- Applications may not be considered for a position requiring the use of a Dealership vehicle if the applicant does not have a valid drivers licence.

The company may request a Driver's Abstract at the time of hire and may periodically request additional abstracts during active employment.

PROBATIONARY PERIOD

At **Hollis Ford**, our new hires must undergo a probationary period. If we, in our sole discretion, determine the probationary employee is not suitable, then the employment relationship will be terminated, with no notice or compensation in lieu of notice.

- The probationary period for our new employees lasts for 90 days from the date of hire.
- During this time, we evaluate qualifications, skills and "fit" within our Dealership. This also gives new employees the opportunity to decide if **Hollis Ford** is a place they feel comfortable and would like to work.
- The given time frame stated above does not constitute an obligation on our part to retain a new employee until the end of the probationary period.
- During this time, or at any time of employment, the Dealership or the new employee may terminate the working relationship without cause and/or without advance notice.
- Upon satisfactory completion of the probationary period, the new employee will officially achieve regular employee status and as such, will be eligible for most of our benefits. Part-time employees do not qualify for the extended benefits.
- Employees terminated after the completion of the "Probationary Period" will be given notice or pay as specified in the governing employment legislation.

PROBATIONARY PERIOD/NEW POSITION

Each employee filling a new position will serve up to a three (3) month trial period depending upon the job in question.

- A performance review will be conducted at the end of the trial period.
- For existing employees who are in a trial period for a new position, there will be no interruption in their benefit coverage or seniority within the Dealership.

PERFORMANCE MANAGEMENT

At **Hollis Ford**, we believe in encouraging you to perform to the best of your abilities and to develop your full potential through an objective, ongoing and participatory performance management process.

- Our success depends on your performance, Your Manager will set out performance expectations and will give you regular feedback about how you are doing,

MANAGING PERFORMANCE

The purposes of managing performance are to:

- Clarify Job descriptions, work goals and performance standards
- Provide feedback on performance and results
- Identify and discuss improvements to your performance and results
- Establish work goals that are endorsed by both you and your Manager
- Promote career development by discussing long-range plans for your development and progression through the organization

PERFORMANCE APPRAISAL

- Performance appraisals will be conducted periodical for all employees,
- The appraisal meeting is for you and your Manager to discuss your performance over the previous review period and to establish objectives for the next review period.

ONGOING PERIODIC DISCUSSION

Appraising your performance is an ongoing process and not restricted to just once a year. You and your Manager should discuss your work and your progress at regular intervals throughout the year.

- These informal discussions are the key to removing any doubt and misunderstanding and to prevent serious problems from arising.
- During these discussions, you and your Department Manager are free to modify the duties/goals if changes in your needs or the needs of the Dealership make this necessary.

TRAINING

We succeed at **Hollis Ford** because we adhere to high standards. The foundation for success is based on having organized and well-trained employees.

- A supervised training program is provided for all new employees, most of which is on-the-job training.
 - General Training Policy is found in Hollis Ford's Safety Manual.

SEMINARS, CONFERENCES, WORKSHOPS, ETC

- From time-to-time, we may request that you undertake special training necessary for your job function. Your attendance at any seminar, conference, workshop, etc. will be subject to the approval of your Manager.
- You may also request special training yourself.

PROGRESSIVE DISCIPLINE

Progressive discipline is at management desgression and is a process for dealing with job-related behaviour that does not meet expected and communicated performance standards. The primary purpose for progressive discipline is to assist you tounderstand that a performance problem or opportunity for improvement exists.

At **Hollis Ford**, we will follow a pattern of progressive discipline for any infraction against the Dealership Management, customer or co-worker.

This will consist of a 4-step process:

1. *Verbal Warning Session* - This meeting is designed for you and your Manager to discuss the incident, the reasons for its occurrence and explore possible solutions.
2. *Written Warning Report* - Provides a summary of the incident, a review of any verbal counselling meetings, an action plan with timeliness and next steps.
3. *Second Written Warning Report* - Provides a follow-up to the initial written warning, with strict action plan, timeliness and further consequences.
4. *Termination* - Managers are required to work closely with the General Manager when planning any terminations.

WHEN INVOLVING SAFETY VIOLATIONS

Certain infractions of a more serious nature may begin at an advanced level of the progressive discipline scale,

moving beyond the initial meeting and/or the first written warning. This will be at the discretion of the Department Manager, based on discussions with the General Manager regarding the incident.

All facts are carefully reviewed and you will be given a full opportunity to explain your conduct before any decision is reached.

All discipline levels followed will be documented and a copy will be kept in your employee file.

WHEN INVOLVING THEFT OR FRAUD

Charges will be laid in all cases of either theft or fraud and termination will be immediate

DOCUMENTED DISCIPLINE REPORTS

At **Hollis Ford**, it is important that any employee who receives a warning, but who improves thereafter, not be constantly in fear of further disciplinary action based on antiquated reports. As a result, the following guidelines should be followed:

It is important to remember that the purpose of issuing "written warnings" is not to precipitate your termination, but to:

- Inform you that you are not meeting the required standards of employment,
- Formally recommend procedures that must be followed, and
- Formally relate the consequences to you if these recommendations are not followed within a specified time-line.

CONFLICT OF INTEREST

As employees of **Hollis Ford**, you are expected to be independent with respect to your actions, decisions and judgments respecting all Dealership business. As such, you are expected to have no relationship, no activities and no personal financial interests that might possibly impair or affect your judgment or influence your decisions concerning Dealership business.

- Dealership information concerning financial matters, prospects, and business ventures is to be treated as confidential and you are not to disclose it to anyone other than those who are authorized to have the information to carry out their responsibilities.
- You are expected to comply with all governing legislation relating to such matters as bribes, secret commissions and political contributions.

MOONLIGHTING

- 'Moonlighting' is defined as the practice of working after-hours in a similar field as one's main occupation or for a direct or indirect competitor of one's employer and is strictly prohibited.
- The Dealership does not allow employees to undertake work or employment outside of their main occupation that could lead to a conflict of interest, or is directly or indirectly in competition with our business interests.
- Examples of Moonlighting include (but are not limited to):
 - Working part-time for a competing dealership;
 - Performing service work for customers solicited through your connection with **Hollis Ford**;
 - Consulting for other dealerships, vendors or suppliers.

If you believe that you may have a conflict, it is appropriate to discuss the matter with your immediate Manager, or alternatively, the General Manager.

The Dealership has the right to terminate any employee found to be 'Moonlighting'.

SCHEDULED BREAKS

- Meals/snacks are to be eaten away from the Public Areas and not in office or work areas.

WORK SCHEDULES

- Work schedules *vary* throughout **Hollis Ford**. Your Manager will advise you of your individual work schedule.
- Changes in work schedules will be announced as far in *advance* as possible. However, due to changing business conditions, the hours, shifts and days of your normal week must remain flexible.
- Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.
- When scheduled, you are expected to be at your normal workstation prepared for work, unless otherwise directed by your Manager.

SHIFT SWITCHING

If you want to switch shifts with a co-worker, that person must be trained to do the work *involved* and rated as equal to or better than you. The switch must be approved by the Department Manager.

ON CALL

Due to the nature of our business, it may be necessary for some of our employees to be "On Call" outside of their regular scheduled working hours.

- It is our policy to compensate "On Call" employees fairly for this effort.
- *Union members should refer to their Collective Bargaining Agreement.*

OVERTIME

At **Hollis Ford**, overtime is sometimes necessary to meet schedules and the needs of our customers. Our Management has the right to determine and schedule overtime and shall give notice of overtime as far in advance as possible. If possible, overtime shall be distributed on a voluntary basis. However compulsory overtime may be required to meet legitimate business needs.

- Overtime pay must have prior approval of Management and must be accurately recorded and reported.
- The practice of working on a regular basis prior to your official starting hour, through lunch hour, or after official closing hour, as a result of an unusual commuting schedule will not be recognized as overtime.

Note: For overtime, employees may request time in lieu of pay or bank their hours for future use.

If overtime requires to work after normal business hours, procedures for working alone apply for the shop area.

EMPLOYEES-SALERIED

Salaried employees, who are not exempt from overtime by provincial legislation, are entitled to receive overtime pay for overtime work in accordance with the above noted policy.

EMPLOYEE TIME PUNCH

Having someone else log in for you or you for someone else is cause for termination.

PAYROLL PROCESSING

- A pay stub noting the hours worked, gross pay, deductions and deposit amount will be available on pay day. All employees are paid weekly on Fridays for the previous weeks work.
- If payday falls on a holiday, you will be paid on the preceding workday.
- New employees will be advised of their starting rate at the time of hire. Statutory deductions for federal and provincial taxes, Canada Pension Plan and Federal Employment Insurance, all required by law, are deducted from your earnings.
- These deductions may change, from time to time, as they are affected by changes in the amount you earn and by governing legislation. All such changes will be communicated to you in a timely manner.
- We offer our employees programs and benefits beyond those required by law. If you are eligible, you may voluntarily authorize deductions from your earnings to cover the costs of participation in these programs.
- We normally do not facilitate "Pay Advances." However, should you require a pay advance, please speak with your immediate Manager to seek approval from the Controller.
- We do not cash personal or business cheques.

Should you have any questions regarding your payroll, please contact the Controller.



Value #1

Honesty & Integrity

Since 1977 our actions and behaviours that have supported the Hollis culture have been built upon a foundation of honesty and integrity. Employees should do the right thing all the time. Doing what's right all the time is simple. Think about the "correctness" of your decisions and planned activities before acting upon them.



VALUES

Since 1977

values@HollisFord.com

VACATION PLAN

At **Hollis Ford**, we encourage you to take your vacation time every year. The following vacation plan is designed to provide you with the opportunity for adequate rest and relaxation.

ALL EMPLOYEES

Your vacation time is based on the length of continuous service with the Dealership:

- Your vacation pay is based on the wages earned in the prior year.
- The vacation year is defined to be the 12-month period between June 1 to May 31 for all employees.
- Selection of vacation time will be made on a seniority basis within each Department. We reserve the right to limit the number of employees who can be off at anyone time.
- You must obtain vacation request approval from your Department Manager before you commit to any travel arrangements or other commitments.
- Vacations should normally be taken in no less than one (1)-week periods. However, you may request permission, from your Department Manager to take vacation time in days rather than weeks.
- Employees entitled to more than two (2) weeks vacation should not take more than two (2) weeks at a time except as specifically approved by their Department Manager.
- If a statutory holiday occurs during your vacation, you may take an extra day off at the time of your vacation or at a later date as agreed to by your Department Manager.

If you are a new employee, vacation entitlement accrues during the standard probationary period but may not be taken until you have successfully completed your probationary period.

Should you have any questions or concerns, please contact the Controller.

VACATION PLAN FOR ALL EMPLOYEES: *Excluding Unionized Employees*

Less than 1 year of employment	Pro-rated on a monthly basis
Completion of 1 year but less than 8 years	10 days
Completion of 8 years but less than 20 years	15 days
Completion of 20 years but less than 25 years	20 days
Completion of 25 years and more	25 days

The above are based on full years of employment.

VACATION SCHEDULE

Hollis Ford uses a Vacation Schedule in an attempt to accommodate all vacation requests.

- Vacation requests from all employees are expected to be in their department manager's hands prior to April 1st of that vacation year. Schedules for Shop employees will be posted in the Service Manager's Office. Other employees' schedules are maintained by their Department Managers.
- This vacation period cannot be taken consecutively, during the peak vacation period. If an employee wishes to use the three weeks consecutively, it can be done during the off-season, with management's permission.

VACATION DEFERRAL

- All vacations earned in a year must be taken prior to November 30th of that vacation year and not carried forward into another year or banked for later use.
- Any unused vacation time from the previous year will be paid out at the employee's request.

VACATION PAY ADVANCES

- If you plan to be away on vacation during a pay week, you may request that an advance pay be included with the one preceding your vacation. You must notify your immediate Manager or the Controller at least two (2) weeks in advance in order to process this advance pay.
- The unused portion of Vacation Pay is regularly paid to hourly employees on or before December 31st each year, or when an employee leaves the Dealership.

HOLIDAYS

The following days are considered official holidays under the Nova Scotia's *Employment Standards Act*, and the Dealership will be closed on these days:

HOLIDAY	DATE
New Year's Day	Jan-01
Heritage Day	3rd Monday in February
Good Friday	Friday before Easter Sunday
Victoria Day	May
Canada Day	July 1st
Natal Day	1st Monday in August
Labour Day	1st Monday in September
Thanksgiving	2nd Monday in October
Remembrance Day*	November 11th
Christmas Day	December 25
Boxing Day**	December 26

*If falls on workweek

**Unionized employees see collective agreement

All Employees:

- To qualify for pay on above holidays, you must have worked the full regular scheduled day preceding and following the holiday (unavoidable lateness on the qualifying days shall not disentitle you).
- A health care practitioner's certificate indicating ill health for either of the qualifying days will provide justification for payment.
- If the holiday falls within your vacation period, you shall be entitled to and may choose an extra day's vacation with pay. This day must be agreed upon with Management.
- Statutory holiday pay will not be paid during a leave of absence. Statutory holiday pay will not be paid when you are being paid under our sickness and accident policy.
- At the discretion of our Management, a holiday may be observed on a day other than as proclaimed. A notice will be posted and/or handed out ahead of time.

STATUTORY HOLIDAY PAY

Hollis Ford will abide by all applicable provincial legislation with regards to payment of holiday pay.

To qualify for Statutory Holiday Pay, an employee must have been employed with Hollis Ford for a minimum of 30 calendar days before the statutory holiday and has:

- worked or earned wages for 15 of the 30 calendar days preceding the statutory holiday.
- Employees who are off work on a statutory holiday and would normally be working will receive straight time for the regular work hours as scheduled for that day.
- The regular rates of wages of an employee whose hours of work differ from day to day shall be the average of the employee's daily earnings exclusive of overtime for the days worked in the 30 calendar day period immediately preceding a public holiday.

The average days' pay applies whether or not the statutory holiday falls on the employee's regularly scheduled day off.

RELIGIOUS ACCOMMODATION

Hollis Ford will accommodate your specific religious beliefs by allowing you to take time off work to observe religious holidays when required to do so by your faith.

- Absence from work will be allowed unless your attendance on the day(s) in question is vital and essential to the continuing operation of the Dealership, and would constitute an undue hardship, as decided by Senior Management.

- You must notify your Department Manager at least ten (10) days in advance of your intention to be absent from work due to your need to celebrate a specific religious holiday or period of religious celebration.
- You will, at all times, be given the option of either using part of your currently earned vacation day(s) or to make up your absence through overtime, as governed by employment standards legislation, or through work schedule changes, as mutually agreed upon by both yourself and Management.

ABSENTEEISM POLICY

At **Hollis Ford**, regular and consistent attendance is critical to the success of our business. The absenteeism policy defined below will be consistently applied to all our employees and will be fairly enforced. No exceptions will be made unless agreed to by Management and documented to the employee with a copy placed in the employee's file.

- If you are ill and cannot come into work that day, call your Manager as soon as possible prior to your scheduled start time.
- Always speak with your immediate Manager. If he/she is unavailable, speak with a more senior Manager in your department or the General Manager. Do not leave messages with the receptionist or on your Department Manager's voice mail.
- If you are too ill or unable to call in yourself, have someone else call in for you.
- Absences, due to illness or injury, of three (3) working days or more must be documented by a health care practitioner's note confirming:
 - Date of examination;
 - That you are unable to attend work for medical reasons (Please ensure your health care practitioner does not write in a diagnosis); and
 - The estimated recovery time before you may return to work.

Attendance is monitored regularly by Management. If you have an unsatisfactory attendance record, you will be contacted by your Manager to discuss the situation. Disciplinary actions may be applied.

IF YOU ARE ABSENT FOR TWO (2) CONSECUTIVE WORKING DAYS without notifying the Dealership it will be deemed that you have abandoned your position and have resigned from your employment with **Hollis Ford**.

PUNCTUALITY

To be successful, you are expected to be at work, on time, each day. Habitual tardiness and absenteeism will be reviewed by your Manager for prompt correction or remedy.

All Employees:

- If a pattern of lateness develops, your Department Manager will discuss the situation with you.
- You will be subject to disciplinary action.
- Written records of attendance, absenteeism and tardiness are maintained in our employee files.

SICK DAYS

Hollis Ford will pay up to three (3) sick days per calendar year.

Should you have any questions or concerns, please contact the Controller.

PERSONAL BUSINESS

For the purpose of sick leave and/or emergencies:

- If you require time off from work (without pay), you must notify your Manager no later than one (1) full working day(s) in advance before you require the time off.
- The circumstances must be discussed with your Department Manager and a decision will be made as to whether this is an excusable absence.

REQUEST TO LEAVE WORK EARLY/ARRIVE LATE

At **Hollis Ford**, we understand that, on occasion, you may need to request to leave work early or arrive late due to illness, for appointments which could not be made at any other time and for other emergencies.

- You should make a request to leave early, or arrive late, to the Department Manager at least one (1) full working day(s) in advance, if possible.
- Each request will be dealt with on an individual basis. Based on workload, scheduling, etc., permission may or may not be granted.
- If you request to leave early for non-emergency purposes, you must discuss your request with the Department Manager and receive permission prior to leaving.

RESIGNATION

At **Hollis Ford**, if you wish to terminate your employment, we request that you submit a written, signed resignation letter to your Department Manager.

- The resignation letter should include the effective date your employment will cease.
- The Dealership requests that you provide at least two (2) weeks (for non-Management positions) notice prior to the date that employment will cease.
- Your Manager may accept the notice as offered and request that the employee work throughout the notice period. Alternatively, under certain circumstances we may elect to pay you for all or part of your notice period and not require you to report to work during that time (in particular, this applies where an employee is leaving us in order to join a direct competitor).

TERMINATION OF EMPLOYMENT

At **Hollis Ford**, we are committed to giving you a completely fair opportunity to fulfill the requirements of your position and to terminate employment only when there is no alternative course of action. Should that step become necessary, we will abide by the governing employment legislation.

- For permanent and part-time employees, Hollis Ford will either offer the advance period of notice of termination required by law or, at its discretion, compensation in lieu thereof. Should you still be in your probationary period, no advance notice or compensation in lieu will apply.
- All benefits cease on the date of termination.

RETIREMENT

If you are planning to retire, we request that you discuss such matters with your Manager no later than three (3) months before the intended date. This will allow the Dealership time to plan for the vacancy.

OTHER BUSINESS ACTIVITIES AND OTHER INTERESTS

As an employee of **Hollis Ford**, you are expected to commit your full-time attention to your work responsibilities.

- You may not accept or maintain employment or make or maintain business interests in entities who compete with us.
- If outside activities adversely affect your employment or performance at **Hollis Ford**, your employment with our Dealership may be terminated.

GIFTS FROM BUSINESS CONTACTS

In order to ensure that business is conducted in a professional and ethical manner, we have established guidelines regarding the receiving and giving of gifts from business contacts.

- *Advance approval from the General Manager is required before you may give or receive a gift of any kind from a business contact. Disregarding this rule may be considered a conflict of interest.*

REIMBURSEMENT OF EXPENSES

At **Hollis Ford**, we will pay for all reasonable expenses incurred by employees while doing business for the Dealership.

Hollis Ford does not pay any personal expenses.

- When incurring business expenses you are expected to:
 - Exercise good judgment with respect to all expenses.
 - Spend the Dealership's money carefully and judiciously.
 - Check for accuracy of the bills and other documents before paying or accepting them.

All expenses must be pre-authorized by your Manager and receipts are required before any expenses will be reimbursed.

BUSINESS TRAVEL EXPENSES

At **Hollis Ford**, we will reimburse our employees for reasonable business travel expenses incurred while on assignments away from the normal work location.

- All business travel must be approved in advance by Management. Including but not restricted to form of transportation, hotel accommodation and allowed meal expense.
- Once your travel plans have been approved, you are required to use the most cost effective way of reserving and/or acquiring travel & accommodation.
- The actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by **Hollis Ford** after the expense report has been completed with attached receipts and signed by your Manager.
- If you are involved in an accident while travelling on business, you must promptly report the incident to your immediate Manager.

RECORDS AND REPORTING

At **Hollis Ford**, we have a corporate responsibility to ensure that all assets, debts and business are accurately and promptly recorded and reported.

- Unrecorded, undisclosed or 'off the books' funds or assets are not allowed under any circumstances.
- All required communications will be complete, accurate and reliable.

- All books, records, and accounts (including time sheets, sales reports, invoices, bills and expense reports) must be complete, accurate and reliable.
- You will never falsify any document or distort the facts relating to a particular transaction.
- *Financial records that reflect our activities and transactions should be maintained in accordance with Canadian Generally Accepted Accounting Principles (GAAP) and in compliance with governing legislation.*

ACCOUNTING, AUDITING OR DISCLOSURE PROCEDURES

At **Hollis Ford**, we have a responsibility to submit good faith questions and concerns regarding questionable accounting, auditing or disclosure matters or controls and we have established procedures to that effect.

- You will follow the established procedures for the receipt, retention and treatment of complaints at all times.
- Any concerns you may have regarding questionable accounting, auditing matters or disclosure controls may be submitted anonymously to Management but, in all cases, will be treated with confidentiality.
- You may not fraudulently influence, coerce, manipulate or mislead any independent public or certified accountant who is auditing our financial statements.

CASH HANDLING

RECEIPTS OF CASH AND DEPOSITS FROM CUSTOMERS

All deposits by the Dealership, whether cash, credit card or cheque, are the property of the Dealership.

- You are required to safeguard these funds until you are able to turn these over to the appropriate cashier and ensure that a receipt is issued for payments received.
- Any shortages will be the responsibility of the individual receiving the funds from the customer.

CASH REGISTERS

- State the amount of every transaction and the amount of currency being received in a loud, clear voice and do not put money in the cash drawer until the change has been made to customer.
- Keep the cash drawer closed except when receiving payment for a transaction.
- Only operate the register assigned to you.
- Call your immediate Manager if money must be refunded to a customer, for any reason. Your immediate Manager may complete the transaction.
- Never complete a transaction or make change for your personal use.
- Call a Manager if money is left behind by a customer.
- No checks are cashed at **Hollis Ford**. We will, however, accept travellers checks. Call a Manager if a customer presents one to verify personal ID and signatures.
- Cashiers should not accept any large numbers of large bills (e.g. \$50 or \$100 bills) without an immediate Manager's approval. No single cash transaction can amount to over \$10,000 without proper disclosure documentation.

If you are unsure of how to correctly complete any transaction or unsure of a procedure, ask an immediate manager.

CASH SHORTAGES

Hollis Ford realizes that people occasionally make mistakes and that the possibility of a shortage in our cash registers does exist.

- Where error or inability is the cause.
However this is a serious matter and if you have a significant cash shortage, you will be notified and your cash register procedures will be reviewed.
- Report any discrepancies immediately to your supervisor.

Note: Only authorized employees will have access to tills.

CASH PAYOUTS

Hollis Ford may have cash receipts from the previous days work. If there are no Cash Payouts all monies will be deposited daily.

All Cash Payouts must be pre-approved by your Manager and receipts must be presented for all cash disbursements.



Value #2

Dedication to Exceptional Customer Service

As Hollis employees, we need to be dedicated to providing each customer with a positive experience each time they enter our facility. We need to do whatever it takes to make sure our customers are satisfied. Our jobs exist because our customers exist. If we fail to serve them properly and put our needs before theirs, we won't keep them as customers.



VALUES

Since 1977

values@HollisFord.com

Section 2 Vehicles

COMPANY / RENTAL CARS AND CUSTOMER VEHICLES

Treatment and Use:

Employees who operate Company vehicles are reminded that care must always be taken when driving. Remember - you are representing **Hollis Ford** to our public and our customers.

- Company vehicles must be clean at all times and any required repairs must be reported to the manager or to the general manager. Please remember that all Company vehicles are for sale at all times and should be ready for immediate retail delivery.
- Use of Sales or Service Department 'loaner' vehicles for personal use is not permitted without the expressed consent of the General Manager. Vehicles from either new or used inventory are not permitted for personal use. Unauthorized use of Company vehicles will be subject to disciplinary action.

OPERATION OF DEALERSHIP VEHICLES

Employees who are allowed to operate a Dealership vehicle as part of their employment requirement must maintain and keep it in a saleable condition at all times.

- In the unfortunate situation where an employee has been involved in an accident while driving a Dealership vehicle, it is the responsibility of the employee to obtain complete insurance information, including name, address, telephone number, insurance company and policy number of all drivers involved, as well as names and addresses of witnesses to the accident; if possible.
- Where there is no apparent injury, you are required to report the accident immediately to your manager.
- Do not admit liability to those involved in the accident or any witnesses at the scene. Let the investigating officer determine who is at fault.
- A copy of the vehicle ownership and an insurance certificate must be carried at all times in the vehicle being actively driven.
- All employees must carry a valid NS Driver's License

DEMO DRIVES

A proper vehicle demonstration drive is an integral part of the selling process. For any and all employees who may have occasion to be involved in the sale of a vehicle. No vehicle owned by our company is to leave the property of Hollis Ford Inc. without an employee accompanying that vehicle. A photocopy of the customer's valid driver's license is required prior to the demo drive.

Our insurance company requires the above items. If an employee allows an individual to take a demo drive by themselves, without a dealership employee and vehicle is stolen or involved in an accident, the employee will be held responsible for the deductible portion of the insurance claim.

OPERATION OF CUSTOMER VEHICLES

Only authorized employees may operate customer-owned vehicles. When customers leave their vehicles with us, we are responsible for their care and safekeeping.

- Customer vehicles should be moved only for parking, test-driving, appraisal, or for repairs authorized by the customers.
- Eating or smoking in customer vehicles is strictly prohibited.

PERSONAL PROPERTY OF CUSTOMERS

Personal items in customer's vehicles which are being serviced or repaired are not to be removed or tampered with; e.g. radios, telephones, etc.

- Items found in vehicles taken in trade belong to either the customer who traded the vehicle, or to the Dealership. If anything is found, please give it to your Department Manager who will arrange the return of these items to the customer.

ACCIDENTS/DEDUCTIBLES

If you are involved in an accident with either a customer's vehicle or a company vehicle and it is determined to be your fault, you will be charged for the deductible portion of the claim. Management will review accident reports and the employees involved. If it is deemed to be carelessness on the part of the employee, disciplinary action may be taken which may result in outright dismissal.

Hollis Ford Inc will perform all repairs to either customer vehicles or company vehicles.

Hollis Ford Inc. carries all insurance as required by law, with the following exception. No personnel property of any kind is insured for any employee which may be left on or in the property of Hollis Ford Inc. Technician's tools are considered personal property and we recommend that the technician insure them.



Value #3

Teamwork, Mutual Support and Respect for Each Other

Business, like many athletic games, is a team sport. Each team member has a role and if the roles are not carried out, the team can fail. Our success will depend on our ability and willingness to work together as a team toward our common goals. Cooperation, mutual support and respect by and between each and every employee, department and dealership create the foundation for achievement.



VALUES

Since 1977

values@HollisFord.com

REPORTING DAMAGE

From time-to-time scratches and "dings" appear on customer and Dealership-owned vehicles parked on our premises.

- If this occurs, Management must be notified immediately. The Dealership realizes that in handling hundreds of vehicles, accidents are bound to happen. However, if you fail to notify Management, the Dealership will consider termination of employment if evidence is subsequently produced to prove you are responsible.
- The reason for this rule is very simple - if the Dealership is aware of damage to a customer's vehicle, the customer can be notified, the situation explained and the vehicle fixed at our expense.
- If the Dealership is unaware of the damage, we are placed in a most embarrassing position when the customer brings it to our attention. Great care and caution should be exercised when moving vehicles on our premises at all times.

Dealer Plates/DEMOS

Dealer plate use is restricted to vehicles belonging to the Dealership. Should a plate become lost or stolen, the staff member assigned to the plate will be responsible for replacement costs.

- A dealer plate must be affixed to the vehicle.
- Administration of Demo Plates will be controlled through Sales Management.
- Failure to produce the Demo Plate, or the misuse of a Demo plate, is subject to progressive discipline up to, and including, termination.

GASOLINE

Employees charged with the responsibility of putting gasoline in vehicles are in a position of trust with the Dealership.

- Gasoline purchases should be handled with the same care and control as a cash transaction of your own would be handled. As such, the Dealership has implemented a set of handling procedures for all gas purchases, to be followed by all employees.
- A Purchase Order is to be written, and signed by the Department Manager, noting the stock number or company unit, brief description of the vehicle, date of purchase, and the amount of purchase to be made.
- Purchase orders and a copy of the fuel bill must be given to your immediate manager.

SAFE DRIVING POLICY

Hollis Ford is committed to public safety. We expect our employees with driving responsibilities to adhere to all applicable rules and regulations as they pertain to the safe operation of a **Hollis Ford** vehicle.

Requirements:

- You are required to have a valid driver's license and adequate automotive and/or personal insurance.
- Vehicles are not to be driven in excess of 30 km/hr on Dealership property.
- Where safety equipment is supplied for the safe operation of a vehicle (including seat belts) it is to be used at all times.

Should you have any questions or concerns, please contact your manager.

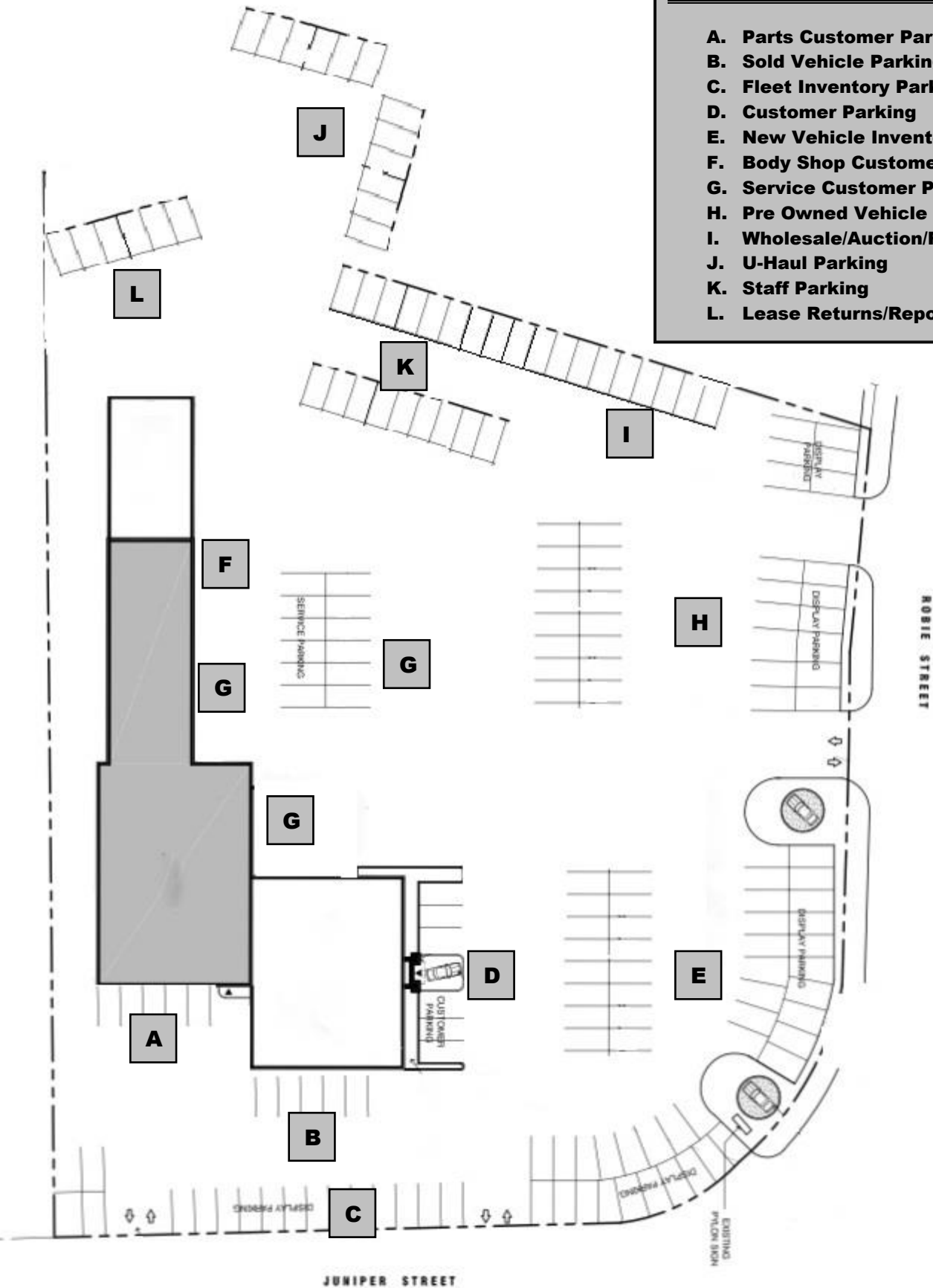
Section 3 PARKING

Hollis Ford has grown in size over the last years. To make it easier for customers to find their vehicles, the following procedures have been adopted (please refer to the map on the next page):

- A. Parts Customers
- B. All sold New and sold Pre Owned are to be placed here.
- C. All new Commercial vehicles are to be placed here
- D. Customer Parking
- E. New Vehicle Inventory Display
- F. Body Shop Parking
- G. Service Vehicle Parking
 - Tow-in's & Dead Vehicle service
 - Push outs waiting for authorization
 - Service completed vehicles and completed fleet
 - Tech's park fleet units or customer units not being picked up right away
 - Customer Done
 - Tech's park waiting customer and customer unit going that day here
 - Awaiting repair
 - Techs' park waiting approval/parts etc. here Ge. If there is an *R/O* and it's not complete, it will be parked here
- H. Pre Owned Inventory
- I. DisplayWholesale/ Auction Vehicles/Recent Trade Ins
 - Used waiting repairs and detail.
 - Anything Hollis Ford used that is not lot ready are here
 - Sales park trades here
- J. U-HAUL Parking
- K. Staff Parking
- L. Lease Returns/Repos

PARKING

- A. Parts Customer Parking**
- B. Sold Vehicle Parking**
- C. Fleet Inventory Parking**
- D. Customer Parking**
- E. New Vehicle Inventory**
- F. Body Shop Customer Parking**
- G. Service Customer Parking & Tow Ins**
- H. Pre Owned Vehicle Inventory**
- I. Wholesale/Auction/Recent Trades**
- J. U-Haul Parking**
- K. Staff Parking**
- L. Lease Returns/Repos**





Value #4

Continuous Focus On Improvement

With the ever-changing complexion of the automotive industry, those who are receptive to change and progress remain in the forefront of our business. All employees must look for ways to improve our processes and systems on an ongoing basis.



VALUES

Since 1977

values@HollisFord.com

Section 4 Information Resources

PROTECTION OF PRIVACY

Hollis Ford recognizes that your right to privacy is an important issue. We understand your interest in maintaining your anonymity and protecting your private information while working with us. As a result, we manage your personal information with great care as reflected through this privacy policy. Our privacy policy provides you with all of the safeguards as standardized in the relevant federal and provincial privacy legislation.

GENERAL APPLICATION

At **Hollis Ford**, our privacy policy applies to all personal information we collect, use or disclose. Examples of personal information which may fall under the policy include, but are not limited to:

- Name, address, telephone numbers, e-mail addresses
- Social Insurance Number, gender, date of birth, driver's license number or
- Other photo-identification
- Family member information (i.e. beneficiary designation)
- Emergency contact names, addresses, telephone numbers and pension information
- Banking information

This personal information may be collected when:

- You are hired.
- You sign a contract.
- You apply for employment.

Should you have any questions or concerns, please contact the Controller.

EMPLOYEE FILES

At **Hollis Ford**, it is important that we keep accurate employee files for your benefit and to comply with government regulations.

The collection, use and disclosure of your personal information by the Dealership will be protected by and dealt with in accordance with the *Personal Information Protection and Electronic Documents act (PIPEDA)* and other applicable provincial privacy legislation.

- Files for former employees will be maintained for the time period required by all applicable legislation.

Please keep your employee file up to date by notifying your Manager of any changes concerning the following:

- Address and telephone number
- Person to be notified in case of emergency
- Legal name
- Marital status
- Number of dependents for income tax exemptions (or for the Benefit Plan)
- Beneficiary (i.e. Life Insurance)
- Driver's License (immediately notify your Manager if any loss of license or suspension occurs)
- Known drug allergies or illnesses (for emergency situations)

You are permitted to examine your personal file with the assistance of the Controller. If you wish to do so, contact the Controller who will accompany you while viewing your file. Documents obtained through an agreement of confidentiality, such as letters of reference may be excluded from your examination.

- You may not remove any documents from the file for photocopying or for any other purpose. If you wish to have a copy of a document, speak to the Controller.
- If you wish to correct any information recorded in your file, you should complete the appropriate form (e.g. for benefits, insurance) and forward it to the Controller. The Controller will inform you of any action taken.
- Outside organizations such as banks, retail stores, and finance companies may, upon your request and written authorization, receive appropriate information from your employee file. Otherwise all calls regarding your employment will only be to verify information they have already received from you and additional information will not be given without your consent.
- Your Manager and/or the General Manager may review your file at any time. If you apply for a position internally, the hiring Department Manager may also review your file.

Your employee file may consist of:

- Your employment application, resume, letter of acceptance, etc.
- Your wage, salary and work history.
- Personal information - hire date, birth date, information for pay deductions, address, home phone number, etc.
- Names of people to contact in case of an accident or illness while at work.
- Awards, commendations, and disciplinary history.
- Attendance records.
- Benefit information.
- Performance evaluations.
- Work incident reports or notices (warnings, etc.).
- Drivers Abstract
- Medical information relating to short and/or long term disability.

IMPROPER USES OF CONFIDENTIAL INFORMATION

We expect our employees to act with discretion and integrity when dealing with confidential information. Business, commercial or competitive information coming to your attention in connection with your duties at **Hollis Ford** is provided for the use of our Dealership and:

- Will be kept confidential;
- Will not be disclosed to any third parties; and
- Will not be used for any purpose or in any manner for the personal gains of any employee who obtains or receives the information.

DOCUMENT AND RECORD RETENTION AND DISPOSITION

At **Hollis Ford**, we recognize that our information and records are valuable corporate assets and must be managed with due diligence. We will comply with all applicable legal and regulatory requirements. You must manage records and information in a manner that ensures:

- Consistently organized filing, storage and retrieval of recorded information

- Records are maintained in accordance with all legal, fiscal, regulatory and operational requirements
- Protection of Dealership records (including backups) is maintained
- Needed documentation in the event of litigation can be located quickly and easily
- Proper and timely disposal of records no longer of value is cleaned out
- All duplicate documents being disposed must be SHREDDED if any PERSONAL information has printed on the document (ie. Name, address, phone number, credit card number)
- Documents having Corporation names, addresses, etc do not require shredding.

If your department has a specific retention schedule that identifies by title each category of records it maintains, you should familiarize yourself with it.

DO NOT DESTROY DOCUMENTS OR E-MAILS IF YOU LEARN OF LITIGATION OR INVESTIGATIONS!!

Should you have any questions or concerns, please contact your immediate Manager.

COMPUTER SOFTWARE POLICY

In order to protect our Dealership from (1) any legal actions that may arise from the wrongful use of illegal software; (2) copyright infringement (making more than one copy); (3) the risk of computer viruses damaging our data or (4) the negative publicity of a lawsuit, only legally purchased software may be copied or downloaded onto a hard disk or to the Local Area Network (LAN).

- Immediately, upon cessation of employment for any reason, all information belonging to Hollis Ford, whether stored electronically or in document format, must be returned to the Dealership.

PERSONAL COMPUTER (PC) AND LAPTOP SOFTWARE POLICY

At **Hollis Ford**, we do not allow the use of unauthorized software on our computer equipment or to copy software licensed to our Dealership for personal use. The use of unauthorized software is an infringement of copyright under the federal *Copyright Act* and may constitute a criminal offense under certain circumstances.

In addition to exposing yourself and our Dealership to penalties, the use of unauthorized software increases the risk of introducing viruses to our systems. Because of these issues, if you are found using any unauthorized software on Dealership equipment or copying software licensed to the Dealership for personal use, you will be subject to progressive discipline.

- You will be held responsible for any damage to hardware or software caused by the installation or use of non-approved hardware or software on your business laptop.
- We are not responsible for installing or maintaining your personal hardware or software.

USE OF COMPUTERS

At **Hollis Ford**, we are firmly committed to ensuring that our computer resources are purchased, maintained and protected in full compliance with all governing legislation.

The increasing threats of copyright infringement, computer viruses and the risk of legal action as a result of using illegal software have made this Policy a priority. We are committed to only installing software that has a valid registered license and is pre-approved for installation on your computer by the Dealership's Information Technology (IT) Head.

- You may not download any software or other programs (including media player upgrades or PDF reader upgrades) without prior authorization from your Manager and/or the Information Technology (IT) Head.

INTERNET ACCESS POLICY

At **Hollis Ford**, we recognize the convenience and usefulness of the Internet as an integral information source. However, care and caution must be exercised in order to prevent disturbances to your coworkers. At all times, any governing legislation, restricting the use of the Internet (e.g. prohibited sites), **MUST** be respected and adhered to.

The Dealership maintains a website on the Internet at the following URL: <http://Hollis Ford.com>

- Any connection between the Dealership and the Internet presents the opportunity for unauthorized access to our internal information systems. It is extremely important that such a connection is secure, controlled and monitored.

SENSITIVE AND/OR CONFIDENTIAL INFORMATION

Do not transmit sensitive information without taking reasonable measures to protect its confidentiality and integrity (e.g., encryption). This is because communications, including e-mail and file transfers, transmitted over internal and external networks are not private. Recipients can redistribute messages without your knowledge. In addition, information can be obtained by intercepting the communication line.

- Violation of this Policy will be subject to progressive discipline up to and including termination of employment.
- Contractual or any other agreements must not be entered into or executed over the Internet or any other on-line medium without proper encryption procedures and the authorization of the Controller.
- All out going Dealership electronic correspondence (i.e. fax/e-mail) should be tagged with the standard Company confidentiality clause, as follows:

This message and any attachments are intended only for the use of the addressee and may contain information that is privileged and confidential which is exempt from disclosure under applicable law. If the reader of the message is not the intended recipient or an authorized representative of the intended recipient, you are prohibited from disseminating or distributing this information (other than to the intended recipient) or copying this information. If you have received this communication in error, notify the sender immediately by return email and delete the message and any attachments from your system.

PERSONAL USE

We do not prohibit our employees from accessing the Internet for personal reasons; however, the following rules and procedures must apply:

- Internet access for personal use should be outside your working hours or while on lunch however, the company has the right to monitor the content of company or personal email on company computers.
- Resources (time, disk space, paper, etc.) associated with personal communication must be negligible. In particular, such use must not interfere with your work responsibilities and required business communications.

TELEPHONES

The **Hollis Ford** phone system is a valuable business communication network. Due to the heavy load of business calls on our phone system, you are urged to ask friends and family not to phone during business hours, except in case of an emergency.

- You may make personal calls only during breaks, before or after work and/or during mealtime.

ANSWERING THE PHONES

In providing good customer service, you should respond to all calls within three rings.

The proper procedure for answering an outside line or any line at the switchboard or after 5 p.m. is:

- Thank you for choosing Hollis Ford
- State your name (optional)
- How may I help you?

PERSONAL LONG DISTANCE CALLS

You should not use the Dealership phones to make any personal long distance phone calls (excluding emergency calls).

At **Hollis Ford**, our employees may use the voice mail technology provided for business matters only. Customers, coworkers, Management, etc. require answers to their voice mail requests. In order for our voice-mail system to work efficiently, the following guidelines must be followed:

- All calls should be answered immediately if you are at your workstation and are not in a meeting or on another line.
- All voice mail messages must be acknowledged and calls returned at your earliest opportunity.
- Keep your voicemail greetings up to date with the correct name, hours of work, etc.

FAXES AND EMAIL

At **Hollis Ford**, our fax and mail systems are valuable business communication networks which are not to be used for personal use.

- All fax/e-mail transmittal's must contain Company confidentiality clause tag as found under **Sensitive and/or Confidential Information**. (see "Sensitive and/or Confidential Information:"))

You may use the E-mail facilities that are provided for your business and personal matters. However, personal e-mail should only be accessed on personal time (i.e. breaks and lunch).

- You should be aware that there is **no** reasonable expectation to privacy in use of e-mail or the Internet while in the workplace.

The Dealership reserves the right to randomly monitor the system.

CELLULAR PHONE POLICY

At **Hollis Ford**, we recognize the convenience and usefulness of cellular phones as vital business tools. However, care and caution must be exercised in order to prevent disturbances to your co-workers and customers.

USE OF PERSONAL CELLULAR PHONES/ELECTRONIC DEVICES

- Employees may use only for emergencies or for business purpose.

Personal texting is to be kept to a minimum and not in sight of customers.

Gaming, video streaming slows down our internet for business use. Because of this disruption it is prohibited.

For safety reasons head phones and ear pieces are prohibited.

SOCIAL MEDIA

Social Media is an integral part of our business development.

- Please conduct yourself in an appropriate manner
- Please notify the General Manager if you notice a negative response.



Value #5

**Devotion to
The Community**

Our philosophy has been to give back to the communities that support our success. Whether it is contributions to charitable organizations or coaching your child's sports team, the effort put forth is positive and rewarding in many ways.



VALUES
Since 1977

values@HollisFord.com

Section 5 FIRST AID/HEALTH

FIRSTAID

The Dealership provides First Aid boxes and eye wash stations that can accommodate minor ailments and injuries that may occur while on the job. They are located throughout the facilities. It is your responsibility to become familiar with these locations. If you should become injured on the job you must report the incident no matter the degree of injury to your Manager.

- The Dealership encourages you to take part in recognized First Aid Courses (St. Johns Ambulance or C.P.R. training) and in some cases will help offset the cost of training for such courses.

A list of employees, certified in First Aid/CPR, is posted on the Health and Safety bulletin boards.

SERIOUS OR LIFE-THREATENING ILLNESSES

At **Hollis Ford**, our policy is to maintain a safe and healthy environment for all our employees. If you are diagnosed with a serious or life-threatening illness (including AIDS, HIV) you are expected to continue to work if you are medically able to perform to our standards and do not create a danger to your own health or to the health and safety of your co-workers.

- We treat all medical information as confidential and we assure confidentiality.
- You are under no obligation to discuss your medical information unless the condition is infectious or affects your job performance. If this is the case, you are required to speak to your Manager immediately.

Once disclosed we will, in every reasonable manner, support and facilitate your efforts to continue working.

Any employee who refuses to work with, harasses or discriminates against, a co-worker who has a serious or life-threatening illness will be counselled and educated on the subject.

INFECTIOUS ILLNESSES

Infectious illnesses pose a risk to business, employees in the workplace, their families and the general public. Individual employees may become ill from time to time from common infectious agents, which circulate in our communities.

Generally, these are self-limited illnesses with little or no Implications for co-workers or the business at large. There may be scenarios with wider implications (e.g. SARS, influenza pandemic, etc.) for our workers and our business.

Definition:

Illnesses, which may be severe and possibly life threatening, can be communicated via air, water, environmental surfaces, vector (e.g. mosquitoes) or direct person-to-person contact. These infectious illnesses may threaten to affect a significant portion of the workforce from community exposure (e.g. influenza outbreak) and may be of concern for their potential to spread rapidly in the workplace.

Preventing the spread of infectious illnesses at all times is important to our workplace. This Policy applies to all our employees and is designed to minimize and mitigate these adverse effects. An early, consultative, and coordinated response will sustain our employee wellness and our business continuity.

- You are encouraged to control the spread of infection through regular hand washing.
- You are encouraged to remain at home if you are ill with an infectious illness (you must advise your Manager immediately so that appropriate measures can be taken within your department).

- You are encouraged to return to work once your health care professional indicates you are well. A signed health care professional's statement to that effect is required.
- Violation of this Policy may lead to disciplinary action.

PERSONAL HYGIENE

At Hollis Ford, you are required to maintain the highest standards related to personal hygiene including bathing and use of deodorant, clean hands and nails, with hair cut in acceptable styles. You must be clean and well groomed at all times.

- Jewellery and cosmetics are permitted in office areas when worn in good taste and in moderation. Accessories should be standard items.
- No jewellery (finger rings included) may be worn by anyone working in the Service, Parts, and Shop area.
- For safety reasons, long hair must be kept tied back in a ponytail when working in the Service, Parts, and Body Shop area.
- Nova Scotia public places are typically «Sent Free Zones». Please keep perfumes and frafrances to a bare minimum while on duty.
- Approved Safety Standard footwear must be worn by those working in Parts and Service/Body Shop areas.

Driving Satisfaction Since 1977



Four decades ago on August 31, 1977 our founder Rick Hollis signed a contract with the Ford Motor Company and opened the doors to our company's dealership Juniper Mercury Sales in Truro, Nova Scotia. On that late summer day in 1977, when Rick began what was to become Hollis Ford he began operations with a simple but clear mission.

Our Mission

To provide the industry's best automotive-related services by training, empowering and rewarding exceptional people; to earn the loyalty and exceed the expectations of every customer; and to give back to the communities that supported the company's success.



Section 6 Occupational Health Policies

According to the Workers Compensation Act and the Occupational Health and Safety Regulation, it's the employer's responsibility to implement an occupational health and safety (OHS) program to prevent workplace injury and disease. OHS programs must meet certain standards. The employer must exercise due diligence in taking steps to meet those standards.

These regulations and standards form the basis for all policies and procedures implemented at Hollis Ford and are referred to as "Occupational health and safety policies". An ongoing OHS program that controls specific hazards in the workplace forms the basis of due diligence. The health and safety committee is commissioned to monitor and review these policies on a yearly basis. The following policies are contained in our safety policy manual.

General Safety Policy

Lockout Policy

Harrassment Policy

Maintenance Policy

Inspection Policy

Investigation Policy

Workplace Violence Policy

Training Policy

Emergency Preparedness Policy

Evacuation Policy

Violent Risk Assessment

Safe Work Proceedures - Robbery

Safe Work Proceedures - Shoplifting

Safe Work Proceedures - Upset Customers

Respiratory Protection Program

Floor Plans

Equipment Lists / Operating Proceedures / Safe Work Practices

Material Safety Data Sheets (MSDS) Located in each department

For detailed information please refer to Hollis Ford Safety Manuals. Speak to your manager regarding location of safety manuals.

Section 7 Employment Benefits

At **Hollis Ford**, we are pleased to offer you, our employees, valuable employment benefits which amount to a considerable number of dollars each year in addition to the wages you earn. Some of these benefits are required by governing legislation while others have been initiated by the Dealership.

- Information on our Dealership Benefit Plan is detailed in the benefits booklet provided by our program carriers.
- The Benefit Plan is available to full time employees only and becomes effective after 3 months of continuous employment.
- All full-time employees **must** participate in the Short-Term Disability and Long-Term Disability plans; however, an employee may opt out of the medical plans if they have alternative coverage (ie. Coverage thru a spouse)
- The benefit program is shared by **Hollis ford** and the employee portion is deducted from payroll.

Should you have any questions or concerns, please contact the Controller.

HEALTH BENEFITS TERMINATION / EXTENTIONS

An employee shall be entitled to an extension of the health care coverages for a period of six (6) months while on lay-off or any other leave of absence which includes, but not limited to personal leave, illness or non-occupational disability if the employee's portion of the premium is paid each month in advance. In the case of occupational disability the employee will have an extension of health benefits for a period of time not to exceed current WCB legislation (currently one year). At the conclusion of the health extension, employees can remain on benefit plans if they pay 100% of the premium costs.

REFERRAL FEES

Hollis Ford will pay \$100.00 for every new customer who you refer to the sales department if we sell them a new or pre-owned vehicle. In addition the customer will receive a \$100.00 discount. In order for you to receive the \$100.00 and for the customer to receive the \$100.00 discount, the referral card must be presented to the sales department prior to the customer talking to our sales representative. This will prevent any of our customers from losing their discount. As for our existing customers the same will apply providing that the sales department is not already working a deal with them. We encourage you to continue handing out referral cards to our existing customers, as the sales department may not be aware that they are in the market for a new or pre-owned vehicle. Referral cards are available from the sales department, so please help yourself to as many as you need. Once the deal has been done and the paper work has flowed through the accounting office then your referral fee will be paid.

ADVANCEMENT OPPORTUNITIES

As the Company continues to grow and expand, there will be more job opportunities for employees. We believe in the idea of promotion from within, and when possible qualified employees are promoted as suitable vacancies occur. We realize, however, that Hollis Ford cannot guarantee promotions; there will be occasions when it is necessary to hire job candidates from outside the company.

EMPLOYEE DISCOUNT PROGRAM

- Employees qualify for the following staff discounts after six (6) months of continuous employment. All purchases of vehicles must be transacted through the Sales Manager.
- Please be advised that purchases made on staff credit do not always qualify for staff discount.
- As an employee of **Hollis Ford**, you may order a new vehicle for personal use at dealer invoice less any current factory incentives, plus a processing fee of \$100.00. There may be some model exceptions. The availability of stock at this discount is at the sole discretion of the General Manager. The cost of transfer fees, transport costs, levies and taxes are the sole responsibility of the employee.
- As an employee of **Hollis Ford**, you qualify for the purchase of a used vehicle for personal use that has been in stock a minimum of 30 days at fair market value. The availability of stock at this discount is at the sole discretion of the General Manager.
- As an employee of **Hollis Ford** you qualify for the purchase of parts for personal use at wholesale price.
- As an employee of **Hollis Ford**, you qualify for a 50% discount on door rate shop labour for work on your personal vehicle

EMPLOYEE CHARGE ACCOUNT

After the completion of your probationary period, you may inquire about a Staff Charge Account with authorization from the Controller.

The following conditions will apply to all employee charge accounts:

- You must be a full-time, regular employee
- Your credit limit will be not greater than your weekly income.
- You must sign an authorization form for a weekly payroll deduction.
- Outstanding balances will be charged interest.

A Staff Charge Account is a privilege and not a right.

DEALERSHIP LEAVES OF ABSENCE

Sometimes unexpected events keep you from attending work as you normally would. In these circumstances, you may be eligible for emergency time off. These Leave(s) of Absence are designed so that if you are having problems, you may request time away from work and still have a job waiting for you when you return. The leaves of absence referred to in this section are privileges and not rights. See Health Benefits Termination / Extension.

BEREAVEMENT LEAVE

In the event of a death in the family, an employee may be permitted time off work as authorized by management to attend funeral matters. Full-time employees may receive up to the following :

The Nova Scotia Department of Labor calls for the following:

Immediate Family member (father, mother, sister or brother) 3 days leave with no pay. Other members of family (grandparents and in-laws) 1 day leave with no pay.

Hollis Ford provides the following:

Immediate Family member (father, mother, children, sister or brother) 3 days leave with pay
Other members of family (grandparents and in-laws) 1 day leave with pay.

You must be on active payroll at the time of payment; funeral leave will not be paid during a leave of absence, vacation, or holiday. Time off without pay will be allowed for part time or temporary employees. Remember to keep your supervisor advised regarding your absence.

CITIZENSHIP LEAVE

Up to **one (1) day** off with pay will be granted if you are absent from work in order to attend your own swearing-in ceremony as a new Canadian citizen.

- To be eligible, you must have successfully completed your probationary period.

EDUCATIONAL LEAVE

Hollis Ford provides educational leaves of absence without pay to eligible employees who wish to take time off from work duties to pursue course work that is applicable to their job duties.

- Only full-time employees are eligible to request educational leave as described in this policy.
- Requests will be evaluated based on a number of factors, including your work record, anticipated workload requirements and staffing considerations during the proposed period of absence.
- Regarding health benefits, refer to Section 7 Employee Benefits.
- Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon your return to active employment.
- When an educational leave ends, every reasonable effort will be made to return you to the same position, if it is available, or to a similar available position for which you are qualified; however, the Dealership cannot guarantee reinstatement in all cases.
- Failure to report to work promptly at the expiration of the approved leave period (without appropriate notification) will be deemed a voluntary resignation, and your employment will be terminated.

Eligible employees, who have completed one year of service, may request educational leave for a period of up to six (6) months.

PERSONAL LEAVE

Beyond leaves which are required by law, The Dealership also provides personal leaves of absence without pay to all eligible employees who wish to take time off from work duties to fulfill personal obligations.

- As soon as you become aware of the need for a personal leave of absence, you should request a leave from your Department Manager.
- Personal leave may be granted for a period of up to 30 calendar days every five (5) years.
- If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than 30 calendar days.

Section 7 Employment Benefits

- Regarding health benefits, refer to Section 7 – Employee Benefits
- When you return from a personal leave, benefits will again be provided by the Dealership according to the applicable plans.
- Benefit accruals, such as vacation pay, sick leave, or holiday benefits, will be suspended during the leave and will resume upon your return to active employment.
- A letter of Intent to return to work must be signed and approved by the Department Manager before the leave may begin.
- Failure to report to work within two (2) days following the expiration of the approved leave period (without appropriate notification) will be deemed a voluntary resignation, and your employment will be terminated.

MEDICAL LEAVE

Our benefits provider provides paid medical leaves of absence short-term or long-term disability to eligible employees who are temporarily unable to work due to a serious health condition or disability.

- Refer to Section 7 – Employment Benefits and your Group Plan Handbook for further details.

Section 8 Health and Safety

OUR HEALTH & SAFETY COMMITMENT

At **Hollis Ford**, we believe that there are few regulations more important than those established to ensure your safety and well-being. Safety ranks equally with quality, production, sales and costs.

- Safety rules exist for the essential purpose of guarding and protecting you from possible physical harm, loss of time and reduced earnings.
- We are committed to maintaining proper standards of safety, health, sanitation and working conditions in the workplace and you will co-operate by observing all health and safety rules.
- "Safety Rules" are for your protection and you must abide by them at all times. Failure to do so will result in disciplinary actions up to and including termination of employment.
- You are required to report any health or safety concerns to your Manager or Safety Coordinator.

The Management of the Dealership is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. The Dealership will make every effort to provide a safe, healthy work environment. All Supervisors and workers must be dedicated to the continuing objective of reducing risk of injury.

The following rules are in addition to the obligations imposed by the governing health and safety legislation.

GENERAL HEALTH AND SAFETY PHILOSOPHY STATEMENT

- It is our goal to have a safe and accident free workplace with your cooperation.
- We will strive to eliminate all foreseeable hazards in the workplace.
- We will give support and assistance to our Health and Safety Committee at all times.
- We will respect your right to refuse work that you believe is dangerous to either your own health and safety, or to that of others.
- We encourage you to disclose to the Safety Coordinator any health issues that may arise to assist in handling situations that may arise. Refer to Safety Manual for further information.

EMPLOYEE INJURY

ALL ACCIDENTS, however minor, which occur on the job, **MUST** be reported to the Department Manager and/or the Safety Coordinator immediately.

ORIENTATION PROGRAM

During your first few days of employment, you will participate in an orientation program conducted by your manager.

The purpose of the orientation is to familiarize yourself with **Hollis Ford** so that you may begin your career with us in a positive manner.

Should you have any questions or concerns, please contact the Department Manager for questions regarding your training or the Controller regarding forms and benefits.

BULLETIN BOARDS

At **Hollis Ford**, we use bulletin boards to communicate important information such as policy changes, promotions, job opportunities, safety notices, other Dealership memos, as well as social information.

- Bulletin boards are located in the Lunchroom and Service Shop.
- You are responsible for reading the information that is posted.

Note: Nothing is to be taped or tacked to our walls. This includes reminders, personal information, photos, awards, etc.

DUTIES OF THE HEALTH & SAFETY COMMITTEE

Refer to safety manual

WORKPLACE HAZARDOUS MATERIAL (WHMIS)

Refer to safety manual

ALCOHOL AND SUBSTANCE ABUSE

It is **Hollis Ford** desire to provide a drug-free and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

- Violations of this Policy may lead to disciplinary action, up to and including immediate termination of employment for cause. Such violations may also have legal consequences.
- While on the premises of Hollis Ford and while conducting business related activities off the premises of Hollis Ford, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs.
- *Employees will not be permitted to start a shift under the influence of alcohol and/or drugs.*

Exception: If an employee is participating in a Dealership function or if an employee is conducting business in a social environment that is serving alcohol (see "The Dealership and Alcohol" below).

- The legal use of prescribed drugs may be allowed only if the ability to perform essential job functions is maintained in a safe manner without endangering other individuals in the workplace.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their Department Manager or the Controller without fear of reprisal.

GENERAL SAFETY RULES

- Running, horseplay, scuffling, or fighting on Dealership property Will not be tolerated.
- Main aisles, emergency exits and are surrounding fire extinguishers will be kept free of all obstacles.
- Be aware of the location of fire extinguishers and know how to use them.
- You are expected to maintain a clean and workable area In compliance with Dealership housekeeping standards.
- Spills are to be cleaned up.
- Smoking is prohibited in company or customer vehicles and In all areas of the Dealership other than the designated area.
- Protect yourself and fellow workers by helping keep the Dealership clean and tidy at all times.

SERVICE, PARTS AND SHOP SAFETY RULES

- Do not carry loads that obstruct vision. Visitors should be made aware of and instructed to comply with safety rules. It is your responsibility to report any safety hazards immediately to your Manager and/or the Safety Coordinator (stop work, lock out equipment and report hazard).
- Safety equipment, such as safety glasses must be worn while in service and body shops.

- Do not operate any piece of equipment or do any class of work other than that assigned by your immediate Supervisor.
- Do not remove "danger tags" or inspection stickers placed on machinery or equipment. Tampering with any safety equipment will lead to termination for cause.
- Loose jewellery, rings and clothing shall not be worn near rotation shafts, spindles, gear belts or other sources of entanglement.
- Never tamper with or try to fix electric equipment. Contact maintenance or your Manager.
- Using compressed air for blowing dust from clothing is forbidden. Never direct a stream of compressed air towards your own body or that of any other person.
- Do not overload trays or trucks. Do not walk alongside loaded trucks while they are moving.
- Check your equipment constantly for unsafe conditions.
- All inflammable liquids and acids must be kept in safe containers and properly identified.
- Aisles must be kept clear. Materials, parts, tools, oil, grease, or other articles must not be left in aisles or where ever they may cause a tripping or slipping hazard to any person.
- Do not operate any machinery unless all guards are in place.
- Damaged rope slings, chains and lifting devices must not be used. At the first indication of a break, turn it over to maintenance or the Manager.

FIRE SAFETY

Refer to the Hollis Ford safety manual.

REFERRAL FEES

Hollis Ford will pay \$100.00 for every new customer who you refer to the sales department if we sell them a new or pre-owned vehicle. In addition the customer will receive a \$100.00 discount. In order for you to receive the \$100.00 and for the customer to receive the \$100.00 discount, the referral card must be presented to the sales department prior to the customer talking to our sales representative. This will prevent any of our customers from losing their discount. As for our existing customers the same will apply providing that the sales department is not already working a deal with them. We encourage you to continue handing out referral cards to our existing customers, as the sales department may not be aware that they are in the market for a new or pre-owned vehicle. Referral cards are available from the sales department, so please help yourself to as many as you need. Once the deal has been done and the paper work has flowed through the accounting office then your referral fee will be paid.

ADVANCEMENT OPPORTUNITIES

As the Company continues to grow and expand, there will be more job opportunities for employees. We believe in the idea of promotion from within, and when possible qualified employees are promoted as suitable vacancies occur. We realize, however, that Hollis Ford cannot guarantee promotions; there will be occasions when it is necessary to hire job candidates from outside the company.

Section 9 Security

DEALERSHIP SECURITY

At **Hollis Ford**, your security and the security of Dealership/employee property IS of vital importance. We all share responsibility In ensuring that proper security is maintained.

- Any breach of security should be reported promptly to the General Manager.
- All confidential reports must be filed in locked cabinets and may be used only by authorized employees.
- No files, documents, papers or computer-stored data of any kind may be taken off the premises without verbal and/or written authorization from your Department Manager. No Dealership and/or customer files, documents, papers or computer-stored data of any kind may be reproduced or transmitted in any form or by any means, electronic or mechanical, including recording, photocopying or information storage and retrieval systems, for any purpose without the verbal and/or written authorization of your Department Manager.

ACCESS TO THE DEALERSHIP

Custody of keys and pass codes to offices designated to employees and it is their responsibility to oversee the safeguarding of Dealership property and the maintenance of security. Keys and codes are not to be shared. No duplicate keys are to be made unless the express permission of senior management. Keys must be surrendered to management upon termination.

- Each employee is expected to assure that his/her workstation, tools and equipment are properly locked and/or secured and computers logged out at each day's end.
- For security, health and safety reasons, you have the right to challenge any suspicious or unauthorized individual you encounter in a restricted area. Should this occur, it is your responsibility to report such activity to your Manager immediately.
- You must have approval from Management before entering the building after regular work hours.

VISITORS

At **Hollis Ford**, visitors are restricted to the "Public Areas" including the Showroom, Reception and Customer Lounge, except under special circumstances. For safety and security reasons, all visitors to the Company must enter through our service or sales reception area, be approved by management and escorted by an employee while on the premises. This requirement applies to all outside visitors including former employees. As a reminder, personal visitations will not be allowed during your hours of employment. Please advise your personal acquaintances of this policy.

Visitors are restricted from entering behind the Service Counter and the Shop.
Should you have any questions or concerns, please contact your immediate Manager.

WORKPLACE VIOLENCE PREVENTION POLICY

Workplace violence is defined as physical, verbal, or written threats, violent behaviour, or any physical conduct that interferes or threatens an employee's safety in the workplace. It includes, but is not limited to the following:

- The actual or implied threat of harm to any individual(s), group, or relatives of individuals;
- The brandishing at others of any object which could be construed as a weapon;
- Loud, angry, or disruptive behaviour that creates fear or anxiety in the workplace;
- Intentional disregard for the physical or psychological safety of others;
- Intentional destruction of Company property or any individual's personal property;

Any Supervisor or Manager who receives such a report should immediately communicate it to the General Manager.

Employees may express concerns or make reports under the Bullying and Harassment Policy without fear of retaliation. The Harassment Committee will promptly investigate all such concerns and reports and take appropriate action. Please refer to the Bullying and Harassment policy for details.

VIDEO SURVEILLANCE POLICY

At **Hollis Ford**, we recognize that the privacy rights of employees must be balanced with our duty to provide a safe environment for all employees, customers, suppliers and visitors, and our right to protect Dealership property.

It is the policy of **Hollis Ford** to utilize video surveillance on Dealership property where it has been demonstrated that there is a need for surveillance:

- To ensure the safety of employees, customers, and other visitors.
- As a deterrent for negative behaviour (e.g. theft, vandalism, violence or other criminal activities).
- To monitor unauthorized individuals on Dealership property.
- There will be no video surveillance of any kind in any area where there is a reasonable expectation of privacy.
- No unauthorized employees will be permitted to monitor any video surveillance activities or recordings. All employees who are engaged in monitoring activities must undergo special training which covers the use and operation of the video equipment, **Hollis Ford's** Privacy and Video Surveillance Policies, and the applicable privacy legislation and relevant codes of practice.

VEHICLE SECURITY

Sales and service staff must insure company and customer vehicles are locked when parked on our lot.

Before locking the showroom doors each night and Saturday afternoons, the sales team must walk the lot to check for any unlocked vehicles on the lot. Any unlocked vehicle including their lockable tailgate must be locked. Any vehicle left for service should be double-checked as well.

TOOLS/EQUIPMENT/PROPERTY

Hollis Ford has and continues to invest in special tools/equipment designed to fix our customers vehicles. These tools are not to be loaned to customers and are not to be taken home by staff. These tools are the property of the dealership and shall remain on the premises of Hollis Ford Inc. The only exception is if a particular tool is required for you to make a service call to repair our customer's vehicle with an open repair order. After completion of this form of off-site service, you are responsible to make sure that all tools and /or equipment return with you.

Section 10 Miscellaneous

DEALERSHIP ACTIVITIES & PARTIES

At **Hollis Ford**, we may organize and give financial support to various social activities and events for the enjoyment and relaxation of our employees throughout the year.

- It is highly recommended that you have a designated driver if you consume alcohol at any of these events.
- If you are unable to have a designated driver, we insist that you make alternate arrangements. Don't drink and drive!!

DEALERSHIP HOLIDAY PARTY:

- A Dealership Holiday Party for all employees will take place at a time and location to be announced each year. Your spouse or significant other is welcome to attend with you.

Golf Tournament & Other Activities:

- Other activities, such as golf tournaments, may be organized throughout the year for employees. Please note that not all activities are sponsored by the Dealership.

THE DEALERSHIP AND ALCOHOL

Hollis Ford insists that you have a designated driver if you have consumed alcohol at any Dealership sponsored event or while you are conducting Dealership business at any time and/or place (i.e. lunch with customer, etc.).

The consumption of alcohol is prohibited on the premises without written permission from the General Manager. The written permission will clearly identify the reason, date, time, and the names of all employees involved.

STAFF PARKING

At **Hollis Ford**, we are pleased to offer the convenience of parking to our employees.

- Free parking is provided for you in the West quadrant of the Parking lot only on a first come, first served basis.
- All reserved areas are clearly designated (e.g. Handicapped, etc.).
- The Guests, Customers area is for our customers' and suppliers' use only. Please respect these areas by not parking your vehicle in these locations.
- Vehicles that are left in the parking lot for an extended amount of time will be towed at the owner's expense. This includes bicycles and motorbikes.
- Please lock your car every day. **Hollis Ford** is not responsible for any loss or damage to your vehicle while it is parked on Dealership property.
- Do not park in front of the parts department Shipping/Receiving doors. Delivery trucks need a lane-way extending across the parking lot.

SEVERE WEATHER: (EMERGENCY CLOSINGS)

At times, emergencies such as severe weather, fires, power failures, or other "natural disasters," may disrupt our operations. In extreme cases, these circumstances may require the closing of our facility.

- If weather or travelling conditions delay or prevent your reporting to work, you should notify your

Department Manager as soon as possible.

- If weather conditions make it necessary to close earlier than the reg regularly scheduled time, Management will notify all employees that they may leave. Unless you are so notified, you are expected to remain at work.

HOUSEKEEPING

Good housekeeping is very important. A clean and tidy work area is a better and safer place to work and is essential to the quality of our products and/or services. Do not allow your workstation become a place of clutter

Shop footwear is not to be worn on the carpeted areas (i.e. offices, hallways).

SERVICE PARTS AND SHOP AREA:

- The cleanliness of the work area is directly affected by your daily efforts to keep your work area clean and tidy.
- Good housekeeping is one of the basic rules of accident prevention. Only **you** can keep your work area safe and clean by good housekeeping.

OFFICE

- Ledgers, invoice copies, computer printouts, etc. must be filed in their designated areas each night.
- All confidential reports must be filed in locked cabinets and may be used only by authorized employees.

LUNCHROOM

- A refrigerator and microwaves are available if you choose to bring your own food. Free coffee (and other hot beverages) is available to you.

WASHROOM

At **Hollis Ford**, we ask you to do your part in keeping the washrooms tidy and hygienic.

- Inappropriate pictures, graffiti or solicitations will not be displayed in the washrooms.

DRESS POLICY

It is our desire to create a work environment that is both professional and comfortable and abides by health and safety regulations. While recognizing that employees have their own personal taste and style, **Hollis Ford** recommends that you use common sense in choosing your work attire and remember that you are in a public place of business. Any tattoos should be covered and piercings removed.

Should you have any questions or concerns, please contact your Department Manager.

OFFICE, SALES PUBLIC AREAS

Your personal attire should be neat and clean and should always reflect a professional image that is conducive to a business environment.

- Business casual attire permits employees to come to work in a less formal fashion, while at the same time projecting a professional image. *Any clothing worn, including shoes, should be clean and in good repair (i.e. no holes or fraying).*

SERVICE, BODY SHOP EMPLOYEES

Coveralls, shirts and/or pants are supplied to employees working in service, body shop and should be worn by all employees working in these departments. Furthermore it is required that you wear steel toed boots and protective eyewear if employed in these departments.

Special attention should be paid by all employees entering into the shop area eg. Service advisors, sales consultants and parts people. Although steel toed boots are not required you should not wear sandals or other open shoes for safety reasons.

LOT ATTENDANTS

- All clothing must be neat and clean in appearance.
- Clothing or jewellery bearing inappropriate or undesirable advertising, lettering or symbols cannot be worn.
- Shirts and/or jackets with the Dealership logo are recommended.

LOST EQUIPMENT OR CLOTHING

- You **must** return all Dealership property upon leaving or you will be charged for the missing items on your final pay.

SOLICITATIONS, CAMPAIGNING, CANVASSING , DISTRI BUTIONS

In order to maintain a professional working environment, **Hollis Ford** has established the following guidelines regarding soliciting, campaigning, canvassing and distributions:

- Solicitations for funds, memberships or individual commitment to outside groups or the distribution of literature for any purpose is prohibited and is cause for disciplinary action.
- **Hollis Ford** does not permit employees to solicit other employees for any purpose during working time. This also includes breaks or meal times.
- Under no circumstances is the posting or distribution of political literature permitted in the building or around Dealership premises.
- Outside distributors or vendors who are promoting products and services that are not related to Dealership business are prohibited from soliciting at **Hollis Ford** during working time.
- Incidents of any of the foregoing should be reported to Management immediately.

PRESS RELEASE POLICY

Misinformation can be damaged and misleading therefore, if you asked by any member of the media for either an interview or option on company products or issues, in order to have a consistent point of contact with the media, we at **Hollis Ford** have established the following guideline:

- All requests for information must be passed on to General Manager.

Alphabetical Index

Absence.....	10, 21, 22, 45, 46
Absenteeism.....	8, 22
Accounting.....	8, 25, 50
Alcohol.....	9, 48, 53
Applications.....	7, 13
Benefits.....	9, 12, 14, 18, 23, 35, 43, 44, 45, 46, 48
Bereavement.....	43
Breaks.....	17, 37 38, 55
Bulletin board.....	9, 40, 49
Bullying.....	52, 56
Business activities.....	8, 24
Cellular phones.....	36, 38
Communications.....	11, 24, 37
Compliance.....	12, 25, 36, 49
Computer.....	8, 36, 51, 54
Confidential Information.....	6, 8, 35, 37, 38
Conflict of interest.....	7, 16, 24
Coveralls.....	55
Customer Viewpoint (CVP).....	11
Daily.....	21, 26, 54
Damage.....	8, 30, 36, 50, 53, 55
Dealer Plates.....	8, 50
Dealership activities.....	9, 15
Discipline.....	7, 12, 13, 15, 16, 30, 36, 37
Disclosure.....	8, 25, 34, 37
Discussion.....	7, 13, 15, 16
Document.....	5, 7, 8, 16, 22, 24, 25, 34, 35, 36, 51
Dress policy.....	10, 54
Education.....	9, 45
Employee charge account.....	9, 44
Employee file.....	8, 16, 22, 34, 35
Employee files.....	22, 34
Employee rights.....	7 12
Employment application.....	7, 13, 35
Ethics.....	7, 11
Exceptions.....	3, 22, 44
Family.....	3, 4, 11, 12, 34, 37, 45
Faxes.....	8, 38
Fire safety.....	9, 50
First Aid.....	6, 9, 40, 41
Footwear.....	41, 54
Gifts.....	8, 24
Guiding Principles.....	5, 7, 11, 12, 13, 14, 15, 16, 17, 19, 20, 21, 22, 23, 25, 26
Health and safety.....	9, 40, 42, 47, 48, 49, 50, 51
Housekeeping.....	49, 54
Infectious illnesses.....	8, 40
Injury.....	9, 22, 27, 40, 42, 47
Insurance.....	9, 18, 27, 28, 30, 34, 35
Internet.....	8, 37, 38
Leave of absence.....	21, 43, 45, 46
Lost equipment.....	10, 55
Lot attendant.....	10, 55
Lunchroom.....	10, 55, 54

Alphabetical Index

Management.....	4, 7, 11, 14, 15, 17, 20, 21, 22, 23, 24, 25, 28, 30, 38, 40, 45, 47, 51, 54, 55
Managing performance.....	7, 14
Medical leave.....	9, 44
Meetings.....	15
Moonlighting.....	7, 16
Office.....	4, 9, 10, 11, 17, 20, 27, 41, 50, 51, 54
On Call.....	17
Open Door.....	7, 11
Operation of.....	8, 21, 27, 28, 30, 52
Orientation program.....	9, 48
Our history.....	2, 4, 7
Parking.....	8, 9, 18, 43, 44, 45
Payroll.....	4, 7, 18, 43, 44, 45
Performance.....	7, 12, 14, 16, 24, 28, 35, 40
Personal hygiene.....	8, 41
Personal leave.....	44, 46
Press release.....	10, 55
Probationary period.....	7, 14, 19, 23, 44, 45
Progressive discipline.....	12, 13, 15, 17, 30, 36, 37
Punctuality.....	8, 22
Records and recording.....	8, 24
Regulations.....	5, 9, 30, 34, 42, 47, 54
Reimbursement of expenses.....	8, 24
Religious.....	7, 21, 22
Reporting.....	8, 24, 30, 53
Request.....	8, 11, 13, 15, 17, 19, 20, 23, 35, 38, 45, 46, 55
Resignation.....	8, 23, 45, 46
Retirement.....	8, 23
Right to refuse unsafe work.....	47
Safe driving.....	8, 30
Safety commitment.....	9, 47
Safety rules.....	9, 47, 49
Safety violations.....	7, 15
Security.....	9, 51, 52
Service parts and shop.....	10, 54
Severe weather.....	9, 53
Shift switching.....	7, 17
Sick days.....	8, 22
Silent witness.....	7, 12
Smoking.....	28, 49
Soliciting.....	55
Standard.....	7, 11, 13, 14, 15, 16, 17, 19, 20, 21, 22, 23, 24, 25, 26, 34, 37, 40, 41, 42, 47
Substance abuse.....	9, 48
Termination.....	6, 8, 9, 12, 15, 16, 17, 23, 30, 37, 43, 47, 48, 50, 51
The dealership and alcohol.....	48
Time off.....	21, 23, 45, 46
Time sheets.....	25
Tools/Equipment/property.....	53
Training.....	3, 6, 7, 12, 15, 40, 42, 48, 52
Vacation.....	7, 19, 20
Vehicle Security.....	53
Video Surveillance.....	9, 52
Violence.....	9, 42, 51, 52
Visitor.....	3, 9, 49, 51, 52
Voice mail.....	22, 38
Washrooms.....	54
Work schedules.....	7, 17, 22