



EMPLOYEE HANDBOOK



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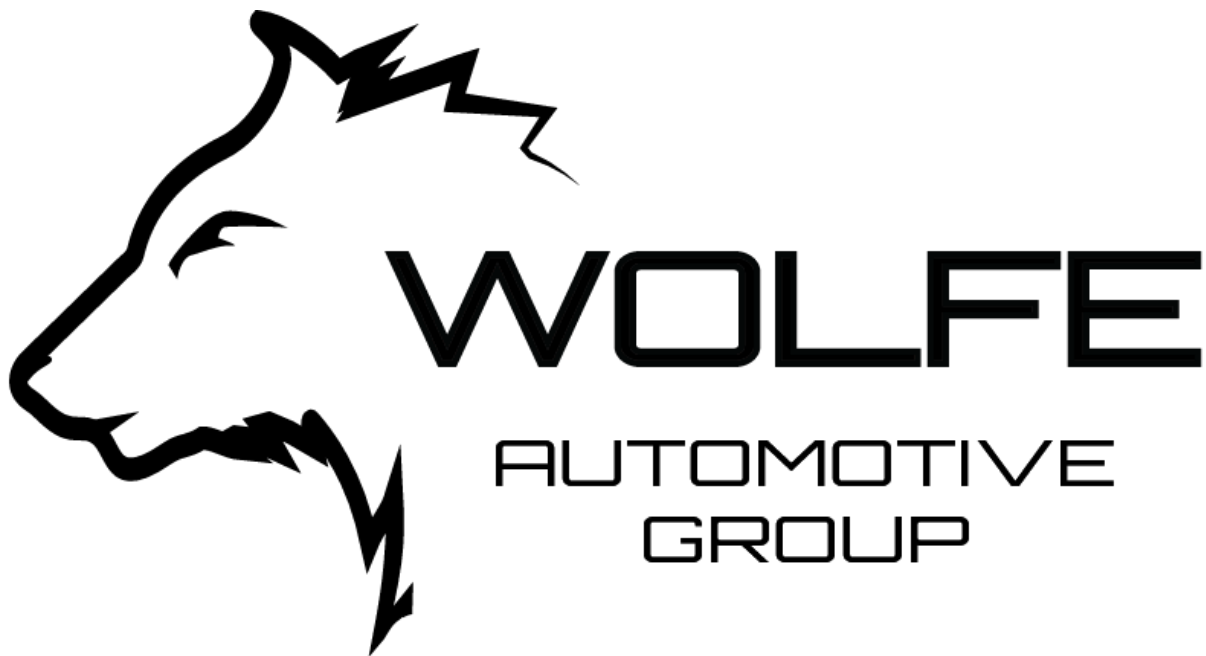
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WOLFE AUTOMOTIVE GROUP CORE VALUES

OUR CORE VALUES

Wolfe Automotive Group's mission focuses on providing excellence in service to our client's and our employees. The Group believes success in this mission depends on the collective efforts of a workforce made up of individuals committed to excellence in service and performance. In keeping with this commitment, the Wolfe Automotive Group strives to be an employer who maintains a healthy work environment by:

- Demonstrating respect for each employee
- Providing an opportunity for each employee to contribute
- Fostering professional and personal development
- Respecting the challenges of work life balance and
- Promoting diversity in the workplace

The Wolfe Automotive Group takes pride in its tradition of leadership and innovation. Our Guiding Principles and Shared Principles promote this progressive characteristic, providing a foundation for a mutually supportive environment distinguished by equal opportunity and sound business practices.

It is necessary to change these policies from time to time to reflect changes in the workforce, employment trends and economic conditions. However, any changes in policy will be consistent with our Group's approach to:

- Employ talented individuals whose creativity and imagination will support and contribute to achieving the Wolfe Automotive Group's Mission
- Communicate the organizations standards and expectations
- Assure equal employment opportunity and a workplace where relationships are based on mutual respect
- Treat all staff fairly, honestly, justly and with dignity
- Ensure regular and objective standardized performance appraisals
- Provide opportunities for training, development and advancement
- Schedule work within a framework of an equitable scheduling system determined by the needs of the area of work
- Provide safe, effective working conditions and
- Provide competitive salaries and benefit



Ashley Wolfe

President



PURPOSE OF THE EMPLOYEE HANDBOOK

The Employee Handbook is central to all Wolfe Automotive Group employees. The policies will be administered in a consistent fashion and all Wolfe Automotive Group Employees will adhere to the policies.

The specific policies that follow promote the philosophy of Wolfe Automotive Group with regard to standards of excellence, terms of employment; employee development; and employee services. These policies and procedures will be reviewed on a periodic basis and may be revised as necessary and appropriate to reflect the dynamics of Wolfe Automotive Group.





WOLFE AUTOMOTIVE GROUP CORE VALUES

Work/ Life Balance is the live well recipe.

Openness from all levels of the organization.

Leaders inspire learning and instill confidence.

Forward thinking and future focused on success.

Ethical in your expectations, responsibilities, and actions / commitments.

Professional in all aspects of the workplace, amongst colleagues, and off-site when representing the Wolfe name.

Altruistic towards customers, colleagues, and management.

Courteous – be courteous, competent, and cordial.

Knowledge is the key to success – ask questions and put forth what you learn.





SHARED PRINCIPLES

SERVICE EXCELLENCE

- Being honest and demonstrating integrity in all of our dealings with our customers and employees
- Taking pride in delivering the best service possible
- Demonstrating best business practices

LEADERSHIP

- Creating opportunities for the business and employees to grow
- Providing a model that sets a standard of excellence that others will want to follow
- Respecting the generations and the value that they bring to the community
- Creating an environment that fosters a sense of community spirit and pride
- Providing and encouraging an environment conducive to safe and employee well-being

OPENNESS AND RESPONSIVENESS

- Engaging stakeholders in meaningful dialogue
- Communicating relevant information with clarity and accuracy in a timely manner
- Demonstrating a caring attitude

OUTWARD LOOKING AND FORWARD THINKING

- Thinking strategically and planning for the future, being innovative and open to new ideas





WELCOME

We would like to take this opportunity to welcome you to the Wolfe Automotive Group. We hope your new job will live up to your expectations and your career with us will be a successful and rewarding one.

Through a commitment to customer satisfaction, The Wolfe Automotive Group strive to be leaders in automotive sales and service. Our future success and growth are highly dependent on our ability to sustain this superior reputation. The collective strength of our multi-dealership customer satisfaction team is derived from the individual effort and dedication of every employee. The full use of your knowledge, experience, ability, and energy is important to our success, as we work together for excellence.

Early in your employment with us, you will realize that we have set very high standards for you. At the same time, we are committed to providing you a rewarding career, recognition, appropriate compensation, and benefits to help you reach your goals and objectives, as well as the goals of the Dealership Group.

We are pleased to provide you with your Employee Handbook, which outlines the personnel policies and practices in effect at the dealership group. We are sure the Handbook will be a helpful reference during your association with our company. Also, we encourage you to freely ask questions of your managers and co-workers. By doing so, you will learn your job more quickly.

By working together in this way, we are confident that the future will be both productive and prosperous for us all.



WOLFE AUTOMOTIVE GROUP



EMPLOYMENT

CLASSIFICATIONS

For the purposes of determining the applicability of various policies, practices and benefits, employees are classified by the nature of their positions and by their normally scheduled hours of work. The following terms will be used to describe the classification of employees and their employment status.

- Full time employees are employees who are normally scheduled to work at least 40 hours per week.
- Part Time Employees - Part time employees are employees who are normally scheduled to work less than 30 hours per week. *Not eligible for extended health care benefits.
- Temporary Employees - Temporary employees are employees who are employed to work on special projects for short periods of time, or on a "fill-in" basis. These positions are not intended to be a part of continuing operations. The employment status of temporary employees will not be changed due to an extension of employment in-excess of that originally planned. Temporary employees are not eligible for benefits.

If you have any questions concerning your employee classification or the benefits for which you qualify, please consult with your department manager.

JOB DUTIES

Your manager will explain your job responsibilities and your expected performance standards. Your job responsibilities may change at any time during your employment. From time-to-time, you may be asked to work on special projects, or to assist with other work necessary or important to the operation of your department or the Company. In some cases, the operational needs of the Company may require a change of an Employee's regular workday and/or workweek hours. Your cooperation and assistance in performing additional work or working a different schedule is appreciated and expected.

The Company reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign, or transfer job positions, or assign additional job responsibilities.

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

The Wolfe Automotive Group is an equal employment opportunity employer, complying with the Alberta Human Rights Act. Protected grounds under the Act include race, religious beliefs, color, gender, physical disability, mental disability, ancestry, age, place of origin, marital status, source of income, family status, and sexual orientation. In addition to the areas and grounds discussed above, the Act protects Albertans in the area of equal pay. When employees of any gender (male, female, or transgender) perform the same or substantially similar work, they will be paid at the same rate.



PROBATIONARY PERIOD

For every new employee, the first 90 days of employment is considered a probationary period. During this first 90 days, your job performance, attendance, attitude, and overall interest in your job will be observed. During this period, you may not be eligible for certain company benefits, such as employee discounts, and insurance coverage. Employees who fail to demonstrate the commitment, performance and attitude expected by the company may be terminated at any time during the probationary period. However, completion of the probationary period does not change or alter the "at will" employment relationship. You continue to have the right to terminate your employment at any time, with or without cause or notice, and the company has a similar right.

As a result of an excused absence during your probationary period, or for other reasons identified by management, the company may choose to extend your probationary period as necessary to give you a further opportunity to demonstrate your ability to do the job. If your probationary period is extended, you will be notified.

An employee who accepts a new position within the company may be required to complete a new probationary period for the new position.

WORK HOURS

Individual work schedules are assigned by each department manager in response to the business needs of the dealership. Changes in schedule, including the requirement to work overtime, may be made at the discretion of the department manager, and normally are announced as far in advance as possible. The company may offer time off in lieu of earned overtime. Overtime or lieu time accrual, whether at the beginning or end of your shift must be preapproved by your manager and worked as scheduled.



EMPLOYMENT OUTSIDE WORK

There have been times when most of us have had the opportunity or the need to have two jobs at one time. It is important that other employment, as well as outside interests, do not interfere in any way with an employee's job with the company. You should be careful that extra hours of work do not affect the safe operation of your job by leaving you tired and slow to react. The company does not consider outside employment an excuse for poor job performance, tardiness, or absenteeism. Also, if your second job could create a potential conflict of interest, for example, working for a competitor, you are required to obtain written approval, in advance, from the General Manager.



TIME KEEPING & WAGES

TIMEKEEPING PROCEDURES

Under federal law, employees of the Wolfe Automotive Group are required to keep an accurate record of their hours worked each day and each week. This is done through our company timekeeping system in ADP. We expect you to record all time that you work.

An hourly paid employee must clock in and out at least four times a day

- When you first arrive, before you do any work.
- When you leave for lunch or dinner.
- When you return from lunch or dinner.
- When you leave the dealership, after you have completed all of your work.
- Any time you leave the dealership for any personal reason - in which case you must inform your manager.

If you forget to log in or out, or if your entry is incorrect, notify your manager immediately so that the entry can be corrected. Under no circumstances may any employee log in or out for another employee. Logging in or out for another employee may be the basis for discipline up to and including termination

An attendance record will be kept by management for all employees (i.e., hourly & salaried). If you have to leave the dealership for a personal reason you are expected to notify your manager.

OVERTIME AND OVERTIME AGREEMENTS / TIME IN-LIEU

An overtime agreement allows overtime hours to be banked and subsequently taken off with regular pay instead of overtime pay. For every hour of overtime worked, one hour must be banked. Time off with pay instead of overtime pay will be provided, taken, and paid at the employee's regular wage rate. Time off with regular pay instead of overtime (banked hours) must be taken within three months of when it was earned. All overtime work by employees or arrangements for Time in Lieu must be authorized in advance by your supervisor.

Overtime hours in respect of a work week are the greater of:

- The total of an employee's hours of work in excess of 8 hours on each workday in the work week, or
- An employee's hours of work in excess of 44 hours in the work week. If the greater of the 8 or 44 are the same, then overtime hours are those common hours.

Employees to which overtime hours and pay do not apply:

- Managers and those employed in a confidential capacity.
- Salespersons of automobiles.
- Salespersons who solicit orders, principally outside of the employer's place of business.
- Calculating and paying overtime pay



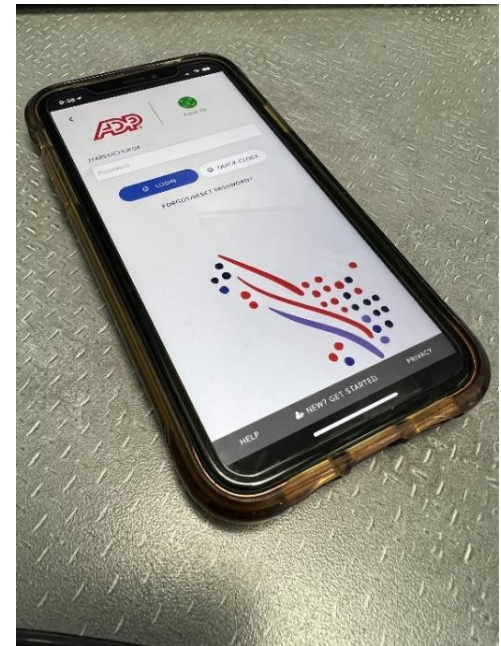
- Overtime hours must be paid at not less than 1.5 times the employee's wage rate. To provide an employee with the correct amount of overtime pay, the overtime rate of pay must be multiplied by the total number of overtime hours that employee has worked.
- The only exception to paying overtime at the rate of 1.5 times is where the overtime is accumulated under an overtime agreement between the employer and employee. In such cases, the agreement will provide for time off work with pay to be taken instead of overtime pay, otherwise referred to as "Time in Lieu".

PAYROLL DEDUCTIONS

Various payroll deductions are made each payday to comply with federal and provincial laws pertaining to taxes and insurance. Deductions will be made for:

- Federal and Provincial income tax withholding.
- Employment Insurance.
- Canada Pension Plan.
- Company benefits package.
- Other items designated by the employee or court order.

At the end of each calendar year, you will be supplied with your Income Statement (T-4). This statement summarizes your income and deductions for the year. If you have any questions regarding these deductions, please contact your Payroll Department.



PAYROLL SCHEDULE

Hourly Employees

- Hours earned from the 1st to the 15th of the month are paid on the 30th or the last day of the month. Hours earned from the 16th to the last day of the month are paid on the 15th of the following month.

Salary Employees

- Salaried employees receive ½ of their salary on the 15th of the month. The other ½ on the 30th of the month.
- Commission/Bonus earned during the month will be paid on the 15th of the following month.

Commission/Bonus Management Employees

- Commission/Bonus Earned during the month will be paid on the 15th of the following month
- Advance up to 20% of your commissions/bonus to be paid on the last day of the month.



Commission Salespeople

- Commission/Bonus Earned during the month will be paid on the 15th of the following month.
- Advance up to \$800 of your commissions/bonus will be paid on the last day of the current month.

ADVANCES/ PAY BEFORE HOURS EARNED

The Wolfe Automotive group will authorize a onetime advance/pay before hours earned upon hiring if the following circumstance occurs:

- Hourly Employee starts January 1st. First official paycheck would be January 31st. A onetime advance /pay before hours earned will be authorized to be paid on the 15th of January. The advance in its entirety will be paid back on the 31st of January.
- An Employee who has less than two weeks of earnings can still receive a onetime advance/pay before hours earned, however a smaller amount due to the lack of hours accumulated.

Aside from the initial month of employment, the Wolfe Automotive group does not advance funds on pay before hours earned.

DIRECT DEPOSIT

You will receive your “paycheck” via direct deposit.

WAGE GARNISHMENTS

A wage garnishment is an order from a court or a government agency directing the Company to withhold a certain amount of money from an employee’s paycheck and send it to a specified person or agency. Wages can be garnished to pay child support, spousal support or alimony, tax debts, outstanding student loans, or money owed as a result of a judgment in a civil lawsuit. If Wolfe Automotive Group is instructed by a court or government agency to garnish an Employee’s wages, the Employee will be notified of the garnishment at once. Please note: the company is legally required to comply with these orders. If you dispute or have concerns about the amount of a garnishment, contact the court or agency issuing the order.





BENEFITS

EXTENDED HEALTH CARE BENEFITS

As part of our commitment to employees and their well-being, Wolfe Automotive Group provides Company-sponsored Health and Dental Insurance, Life Insurance, Long and Short-Term Disability, Flexible Spending Account, and RRSP contribution. The details of each plan i.e. Full-time and Part-time are too lengthy to provide here. Please refer to the official plan documents provided for each of the benefit plans or Payroll. Those documents (along with any updates that we give you) are your primary resource for information about your benefits. If you see any conflict between those documents and the information in this handbook, please defer to the official plan documents.

The Company may change or terminate any of the provisions, contributions and/or benefits of these plans at any time, with or without notice.

ELIGIBILITY FOR GENERAL HOLIDAY PAY

The Wolfe Automotive group employees are entitled to general holidays and general holiday pay. The following nine days are considered general holidays in Alberta. New Year's Day, Alberta Family Day, Good Friday, Victoria Day, Canada Day, Labor Day, Thanksgiving Day, Remembrance Day, and Christmas Day. General Holidays normally are celebrated on the legally observed day; however, the Group reserves the right to remain open and substitute the general holiday for another day.

The basic criteria for general holiday pay eligibility are as follows:

- The employee must have worked for the employer for at least 30 working days in the year before the general holiday.
- The employee must have worked their last scheduled shift before, and the first scheduled shift after, the holiday (note that employees will remain eligible if they have the employer's permission to be absent for either or both of these shifts).
- The employee must not have refused to work on the general holiday when asked to do so.

VACATION POLICY

The Wolfe Automotive Group recognizes the need and the benefits for the employee and the Group of the availability of time away from the standard work atmosphere. Therefore, the Wolfe Automotive Group has placed in action a vacation policy required of all full-time employees. Vacation accrual begins on your first day of employment. Vacation Leave can be taken as earned. It should be noted that you will not be allowed to go into a negative balance.

Vacation pay will be computed as follows:

- Salaried employees will receive their regular compensation during their approved vacation time.
- Commission based employees will earn the appropriate percent of their annual earnings.
- Hourly employees will receive the proper percent of their annual earnings.
- Flat-rate employees will receive the applicable percent of their annual earnings.



An example of correct percent of annual earnings is as follows: The Wolfe Automotive Group provides 15 days which is accrued/earned over the year. The accrual of Vacation Leave begins upon joining Wolfe Automotive Group. Subsequently, you can withdraw from your Vacation Accrual balance once it has a positive balance. Therefore 6% of your total earnings will be set aside in an account that will continue to grow until at which time as you withdraw your vacation pay. After 6 years of continuous employment The Wolfe Automotive Group provides 16 days of holidays, at which time 6.4% of your earnings will be set aside in an account as vacation pay. The percentage accrued reflects the number of vacation days you are entitled. 6.8% = 17 days; 7.2% = 18 days; 7.6% = 19 days; 8% = 20 days.



This paid vacation time is designed to be used as time off. Therefore, employees must take their earned holidays within 12 months of entitlement.

At the approval of management, employees may take vacation prior to its accrual. However, vacation taken prior to its accrual will be subject to repayment to the company if the employee terminates employment for any reason prior to the accrual of the vacation.

The vacation accrual for a calendar year must be used in the year of accrual. Carryover of vacation into the following calendar year needs Management approval.

Vacation time is at the approval of the Department Manager and must be requested prior to the vacation being booked and at least four weeks prior to the vacation request time when possible. Management has the right to decline the vacation requested period and can substitute another time.

The accrual of vacation in each calendar year will be as follows:

- After 6 years of continuous employment the vacation entitlement is 16 days.
- After 7 years of continuous employment the vacation entitlement is 17 days.
- After 8 years of continuous employment the vacation entitlement is 18 days.
- After 9 years of continuous employment the vacation entitlement is 19 days.
- After 10 years of continuous employment the vacation entitlement is 20 days.
- After 21 years of continuous employment the vacation entitlement is 21 days.
- After 22 years of continuous employment the vacation entitlement is 22 days.
- After 23 years of continuous employment the vacation entitlement is 23 days.
- After 24 years of continuous employment the vacation entitlement is 24 days.
- After 25 years of continuous employment the vacation entitlement is 25 days.
- All subsequent years after 25 years of continuous employment the vacation entitlement remains at 25 days.



FAMILY AND MEDICAL LEAVE

Family and medical leave is not considered an approved absence. The employee shall have the choice to use vacation entitlement, receive no remuneration, or make up the time.

MATERNITY AND OR PARENTAL LEAVE

Employees must have 52 consecutive weeks of employment to be eligible for the maternity and or parental leave. This requirement applies to both full time and part time employees. Birth mothers can take up to 52 consecutive weeks of unpaid job/protected leave, this is made up of 15 weeks of maternity leave and 37 weeks of paternal leave. Fathers and or adoptive parents are eligible for up to 37 consecutive weeks of unpaid job protected paternal leave. Adoptive parents can take paternal leave regardless of the age of the adopted child. Parental leave may be taken by one parent or shared between two parents, but the total combined leave cannot exceed 37 weeks. The employee must give the employer at least four weeks' notice in writing stating the estimated date of maternity leave. An employer may determine when an employee's leave is to begin within the 12 period immediately before the estimated date of delivery by written notice to the employee if the employee can no longer reasonably perform her duties because of the pregnancy. Employees wishing to return to work at the end of the leave must give their employer 4 weeks written notice of the day they plan to come back. The employer must reinstate the employee in either the same position or a position comparable to the one held prior to the leave at not less than the same wages, entitlements, and benefits that the employee enjoyed prior to taking the leave.



LEAVE OF ABSENCE

May only be approved by their General Manager.

JURY DUTY

An employee will be granted the time off work when summoned for Jury service. The Wolfe Automotive Group will pay the difference between jury duty pay and his/her regular gross earnings for one day. Any additional days the employee is required to attend Jury Duty will be paid by the court system. Upon return the employee will be reinstated to the same or comparable position with the same wages, seniority and benefits as before the leave began. We request that you notify your manager immediately upon receipt of a jury duty summons. Upon completion of your jury duty, request a statement from the Clerk of Court indicating the time served and compensation received and turn it into your Manager. We expect you to return to work for as much of the day as possible for each day you are on jury duty.



RETURN TO WORK

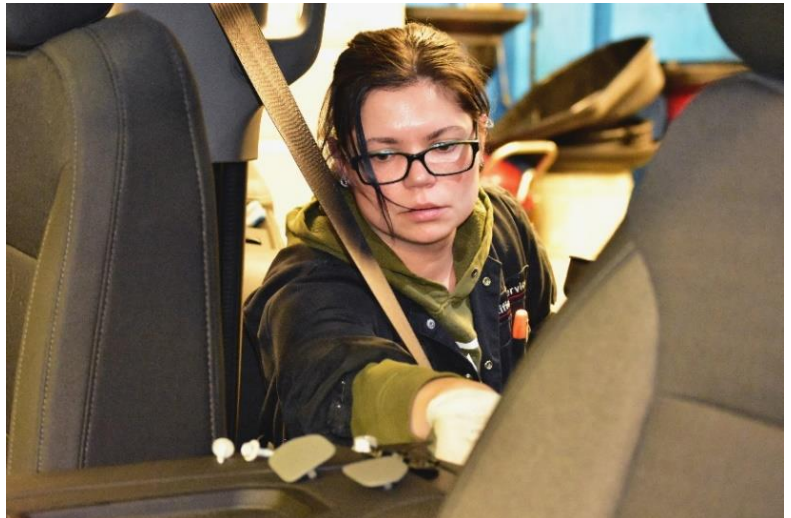
To protect both Employees and the Company, any Employees who has been absent from work because of serious illness or injury is required to obtain a doctor's release specifically stating that the Employee can perform his or her normal duties or assignments. A serious injury or illness is defined as one that results in the Employee being absent from work for more than three consecutive days, or one which may limit the employee's future performance of regular duties or assignments.

EMPLOYEE PURCHASES AND DISCOUNTS

You may make purchases through the Wolfe Automotive Group at a substantial discount when such purchases are for your personal use. These special discounts apply at all Wolfe Automotive Group dealerships; however, they do not apply to purchases made by your friends or by relatives who are not a part of your household, nor do they apply to repairs covered by a service contract, factory warranty or insurance policy. As an employee you may apply to open up an account at your dealership to charge both parts and labour. The dealership has a right to deny any application based on the employee's standings in the dealership. See your accounting department to fill out the necessary paperwork. Your account must be cleared by the end of the month, or the sum will be deducted from your pay.

Employee discounted rates are the following:

- Parts purchases - Cost plus 10%.
- Service labour - \$120 an hour.
- You will be expected to pay for parts and service labour by cash, cheque, debit, credit card, or charged to an approved account at the time of purchase.
- New Vehicles
 - Employees may purchase a new vehicle under the General Motors Employee Purchase program as per the GM's discretion based on available supply. See Sales Management for details.
- Pre-Owned Vehicles
 - Under 30 days in inventory- Management discretion.
 - Over 30 days in inventory - Dealer cost plus hard pack plus \$500.00 mark up.
 - Discounts on certain limited editions and hard to get new and pre-owned vehicles may not apply. All discounts on vehicle purchases must be pre-approved by the General Sales Manager or General Manager.





EMPLOYEE CONDUCT

STANDARDS OF CONDUCT

To ensure orderly operations and provide the best possible work environment, Wolfe Automotive Group expects employees to follow rules of conduct that will protect the interests and safety of all team members and the organization. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. While it is not possible to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment. This list is illustrative only; other types of conduct that threaten security, personal safety, employee welfare and Company operations are also prohibited.

- Violation of any policy, practice and/or procedure.
- Neglect of job responsibilities or unsatisfactory performance.
- Falsification, misrepresentation or alteration of employment records, employment information, or other Company records.
- Recording the work time of another employee or allowing any other employee to record your work time, or falsifying any timecard, either your own or another employee's.
- Theft and deliberate or careless damage or destruction of any Company property, or the property of any employee, customer, supplier, or visitor in any manner.
- Theft or unauthorized removal (i.e. batteries, catalytic converters, radiator cores) or borrowing of Company property or the property of fellow employees without prior authorization, including unauthorized use of Company equipment, time, materials, or facilities.
- All scrap metal, waste, oil drums, obsolete machinery, worn or faulty mechanical parts, removed body parts, etc., are property of the Wolfe Automotive Group. All of these materials will be sold whenever possible by the department manager responsible for that department or authorized company representative. Proceeds of these sales must be submitted to the Accounting Department. Written authorization must be obtained from management before Dealership owned property (Equipment, special tools, scraps, waste, excess materials, etc.) may be removed from the premises.
- Engaging in acts (or threats of acts) of violence or coercion, making threats of violence toward anyone, intimidating, fighting, or provoking a fight during working hours, or on Company property, or when representing the Company.
- Engaging in criminal conduct whether or not related to job performance.
- Insubordination, including but NOT limited to failure or refusal to obey the lawful orders or instructions of a manager, member of management of Wolfe Automotive Group, or the use of abusive or threatening language toward a manager or member of management of Wolfe Automotive Group.
- Using inappropriate language such as: profanity, cussing, swearing, vulgar, obscene, abusive or insulting language, including unwelcome name-calling and inappropriate jokes or racial slurs at any time on Company premises.



- Displaying indifference or rudeness towards a customer or fellow employee; or any disorderly/antagonistic conduct on company premises.
- Immoral conduct or indecency on Company property.
- Failing to obtain permission to leave work for any reason during normal working hours.
- Sleeping or loitering on scheduled work time.
- Violating any safety, health, security or Company policy, rule, or procedure.
- Committing a fraudulent act or breach of trust under any circumstances.
- Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethnic slurs.
- Being under the influence of a controlled substance while at work; use, possession or sale of a controlled substance in any quantity while on company premises, except medications prescribed by a physician which do not impair work performance.
- Solicitations or distribution of any religious/political pamphlets i.e. WatchTower and Awake on Wolfe Automotive Group property during scheduled work time.
- Violating safety rules, practices, or engaging in conduct that creates a health hazard, including smoking in unauthorized areas.

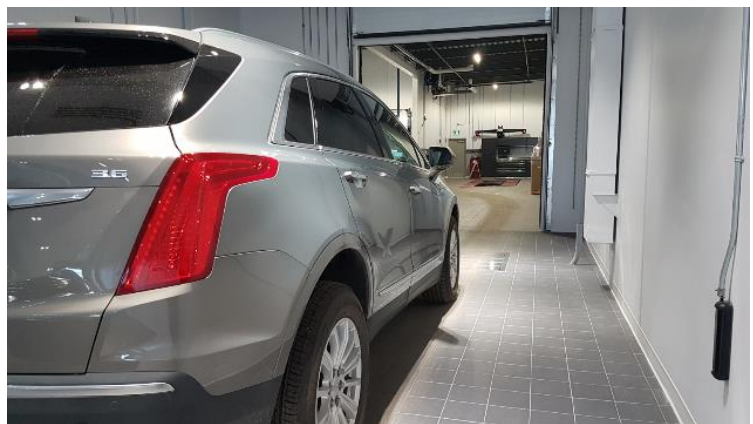
Please note nothing in this list alters the Company's policy of at-will employment. Either you or the Company remains free to terminate the employment relationship at any time, with or without notice, and in the absence of any violation of these rules.

WORKPLACE ETIQUETTE

Wolfe Automotive Group strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when an Employee is unaware that behavior in the workplace may be disruptive or in violation of personal privacy.

Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. The Company encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another Team Member's privacy or productivity.

The following workplace etiquette guidelines are not necessarily intended to be rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact your manager or Director of People & Culture if you have comments, concerns, or suggestions regarding these guidelines:



- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your manager.



- Try to minimize unscheduled interruptions of other Employees while they are working.
- Be conscious of how your voice travels and try to lower the volume of your voice when talking on the phone or to others in open areas; never intentionally eavesdrop on another conversation within the office, whether between employees, phone call, video call, or conference call.
- If something on a printer or workstation isn't yours; do not read it.
If you are sent an email or any other communication by mistake, to the extent that it is feasible, do not read it, and forward it onto the correct person if you know who it was intended for, and respond to the sender, notifying them that it was sent to the wrong person, then delete it.

WORKPLACE VIOLENCE

Wolfe Automotive Group is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. Wolfe Automotive Group will take whatever steps are reasonable to protect our workers from the potential hazards associated with workplace violence. Violent behavior or threat of violence in the workplace is unacceptable from anyone. This policy applies to workers, customers, visitors, volunteers, contractors, and vendors.



Wolfe Automotive Group is committed to eliminating or, if that is not reasonably practicable, controlling the hazard of violence. Everyone is obligated to uphold this policy and to work together to prevent workplace violence. Supervisors will adhere to this policy and the supporting procedures. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves. Every worker must work in compliance with this policy and the supporting procedures. All workers are required to raise any concerns about workplace violence and to report any violent incidents or threats.

Wolfe Automotive Group will investigate and take appropriate corrective actions to address all incidents and complaints of workplace violence in a fair and timely manner. Wolfe Automotive Group pledges to respect the privacy of all concerned as much as possible. Wolfe Automotive Group will not disclose the circumstances related to an incident of violence or the names of the complainant, the individual alleged to have committed the violence, and any witnesses, except where necessary to investigate the incident or to take corrective action, to inform the parties involved in the incident of the results of the investigation and corrective action taken, to inform workers of a specific or general threat of violence or potential violence, or as required by law. Wolfe Automotive Group will disclose only the minimum amount of personal information required that is necessary to inform workers of a specific or general threat of violence or potential violence.



No workers can be penalized, reprimanded or in any way criticized when acting in good faith while following this policy and the supporting procedures for addressing situations involving workplace violence. This violence prevention policy does not discourage a worker from exercising the worker's right under any other law.

Violence, whether at a work site or work related, means the threatened, attempted, or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm and includes domestic or sexual violence. Workplace violence can include:

- physical attack or aggression (e.g., hitting, shoving, pushing or kicking a worker).
- throwing an object at a worker; kicking an object the worker is standing on, such as a ladder.
- threatening behavior (e.g., shaking a fist in a worker's face, wielding a weapon at work, trying to hit a worker, trying to run down a worker using a vehicle or equipment such as a forklift, destroying property or throwing objects).
- verbal or written threats (e.g., verbally threatening to attack a worker, leaving threatening notes or sending threatening emails to express an intent to inflict harm on a worker).
- domestic violence; and
- sexual violence.



Responsibilities

Employees are required to be familiar with and follow the procedures that are in place to protect them from workplace violence. Employees must inform the Manager of any violence, potential risk of violence, or unacceptable behavior they may experience or witness. This includes issues in the employee's non-work life that may impact on the employee's or their co-worker's safety.

Employees must report any incidents of violence to their Manager. Employees must cooperate with company investigators or other authorities, as required, during any investigation related to workplace violence.

Finally, employees are also responsible for participating in work site hazard assessments and implementing controls and procedures to eliminate or control the associated hazards.

Note: No employee will be penalized, reprimanded or in any way criticized when acting in good faith while following the procedures for addressing situations involving workplace violence.

Managers are responsible for assessing the risk of violence to employees and minimizing those risks where necessary or reasonably possible. They must then inform any affected employee of any risk or potential risk. They must ensure that employees are trained in recognizing and responding to situations involving workplace violence. They must track and report risks of violence and incidents of violence and ensure the safety of employees. They must co-operate with company investigators and other authorities, as required, during any investigation related to workplace violence.



WORKPLACE ANTI-HARASSMENT POLICY

Wolfe Automotive Group is committed to building and preserving a safe, productive, and healthy working environment and will not tolerate any acts of harassment or discrimination against or by its employees in accordance with the workplace rights set out by the Alberta Human Rights Commission under the Alberta Human Rights Act. This policy defines what is considered harassment and outlines guidelines regarding how complaints will be handled.

Responsibilities:

- Employee
 - Employees are personally accountable and responsible for enforcing this policy and must make every effort to prevent discrimination or harassing behavior within the workplace.
 - Any employee who has witnessed harassment in the workplace shall:
 - Inform the harassed person that they witnessed what they believe to be harassment and that they find it unacceptable.
 - Encourage the harassed person to report the incident to their Manager
- Manager
 - Be sensitive to the climate in the workplace and take immediate action to resolve any situation that involves harassment
 - Support the employee without prejudging the situation.
 - Conduct investigations as required on allegations of harassment
 - Protect the privacy of the individuals involved and ensure complainants and respondents are treated fairly and respectfully
- Director of People and Culture
 - Assist employees and supervisors in investigating and preparing documentation for incidents of harassment
 - Protect the privacy of the individuals involved and ensure complainants and respondents are treated fairly and respectfully
 - Ensure discipline or corrective actions have been taken for any violation of this policy
 - Keep on file all formal complaints, accompanying documentation and findings of any investigation. Information from a previous investigation resulting in a substantiated complaint may be used for review and consideration purposes in the event of a new allegation

The following are examples of behaviour that may be cause for a harassment or discrimination complaint:

- Unwelcome or offensive remarks, jokes, innuendoes, propositions, or taunting
- Leering (suggestive persistent staring)
- Unwanted or uninvited physical contact
- Refusing to speak to or work with someone or treating someone differently because of their background or appearance



- Attempts to intimidate an employee verbally or physically in a manner that could cause physical or mental injury to the employee
- Making decisions relating to an employees' employment, evaluation, wages advancement, assigned duties or any other conditions of employment based on race, color, ancestry, place of origin, religious beliefs, gender, age, physical disability, mental disability, marital status, family status, source of income or sexual orientation.

Any employee who believes they are being harassed should make it clear to the offender that such behavior is unwanted and unacceptable. Should the behavior continue, they must report the situation to their immediate Manager and also to the Director of People and Culture.

Should an employee be harassed or threatened by an individual from outside of the workplace, they are required to report their concerns to their manager immediately.

All reports of harassment must be made in writing. The individual feeling harassed should, record details of the unwanted behaviour, names of any witnesses to the harassment and any attempts to resolve the issue. This shall be submitted to a manager, or Director of People and Culture.

Written reports must be submitted within five (5) working days of the incident. Reports of harassment will be investigated. All investigations will be conducted in strictest confidence and the individual making the complaint shall be protected from retaliation for lodging a complaint. All attempts shall be made to reach a reasonable resolution through mediation of the complaint with all parties involved.

In the event that a complaint is substantiated and a reasonable solution to halt the unwanted behaviour is not possible, appropriate disciplinary measures shall be applied up to and including dismissal as per the Progressive Discipline Policy.

Where a complaint is not substantiated due to lack of evidence or other reasons, both parties shall be informed of the rationale used, with the complainant being notified first. A complainant may request that the investigation be re-opened in the event pertinent new evidence can be provided, or a reprisal due to the allegation has occurred.



Making a false complaint or providing false information about a complaint is prohibited and a violation of this Anti-Harassment Policy. Any complaints made in bad faith, if demonstrated as being such through convincing evidence, are subject to disciplinary and/or corrective action, up to and including termination of employment.

Managing and/or coaching that includes performance appraisal, work assignment, and the implementation of disciplinary actions, is not a form of harassment, and the policy does not restrict a manager or supervisor's responsibilities in these areas.



Should an employee have a legal court order (e.g. restraining order, or “no-contact” order) against another individual, the employee will be required to notify their supervisor and to supply a copy of that order to Director of People and Culture. This will likely be required in instances where the employee strongly feels that the aggressor may attempt to contact that employee in the workplace. Such information shall be kept confidential to the extent possible.

PROPERTY DAMAGE

We have made a tremendous investment in our buildings and equipment in order to better service our customers and to make your job easier. Deliberate or careless damage to the company's property, as well as damage to your coworkers' or customers' property will not be tolerated. Any employee causing deliberate, careless, or accidental damage to any company, co-workers, or customers property is responsible for immediately reporting the damage.

CUSTOMER SERVICE STANDARDS POLICY

The Wolfe Automotive Group is committed to providing our customers with consistently high levels of customer service. In the pursuit of our commitment, The Wolfe Automotive Group will strive to ensure that our products, services, and facilities are provided in an acceptable manner.

At the Wolfe Automotive Group facilities, we will:

- Greet our customer in a friendly manner and provide them with professional service each and every visit.
- Treat our customers fairly, with respect and with dignity.
- Treat our customer with patience and understanding.
- Respect customer privacy and handle confidential information in an appropriate way.
- Take responsibility and be accountable for the accuracy and quality of our work.
- Act with integrity at all times.

At the Wolfe Automotive Groups' facilities, we will respect and observe the following Pillars of Customer Relations:

- Customers are not dependent on us. We are dependent on them.
- Customers are not an interruption of our work. They are the purpose for it.
- Customers favor us with their patronage. We are not doing them a favor by servicing them.
- Customers are an essential part of our business. They are not outsiders.
- Customers are not cold statistics. They are human beings with feelings and emotions like our own. Customers are not just someone to argue with or match wits with.
- Customers are people to bring us their wants. It is our job to fill those wants.
- Customers are deserving of the most courteous and attentive treatment we can give them. Customers are the life blood of our business.

Our manufacturer closely monitors our "*customer satisfaction*" scores and measure us against other dealerships in the area as well as nationally. Scores which rank us as above the area average and above the national average are critical to our continued existence as a business. Employees who show a



pattern of below average customer satisfaction will not be allowed to continue working for the Wolfe Automotive Group. If you are covered by these surveys, it is your responsibility to monitor your scores on a monthly basis. If you are at or below the area average, it is your responsibility to discuss this with your manager to determine why your scores are low and to develop a plan to improve your scores.

The Wolfe Automotive Group will provide copies of our customer service standards policy upon request and will ensure that the format is accessible by the customer.

The Wolfe Automotive Group shall ensure that our products and services are accessible and meet a consistently high standard of quality.

The Wolfe Automotive Group will ensure that customers are provided with appropriate feedback mechanisms in a variety of manners and have the ability to contact The Wolfe Automotive Group regarding concerns. We take customer feedback seriously, and will work to address comments, suggestions, and concerns. The Wolfe Automotive Group will acknowledge the receipt of feedback in an appropriate manner.

The Wolfe Automotive Group will only collect and use customer information in a lawful manner that protects the privacy of our customer and is compliant with applicable legislation including the Privacy Act and the Canadian Anti-Spam Legislation.

The Wolfe Automotive Group shall ensure that our facilities, products, and services are accessible to persons with a disability. All customer service provided by The Wolfe Automotive Group shall follow the ideals of dignity, independence, integration, and equal opportunity. We will meet or exceed all applicable legislation regarding the provision of customer service.

The Wolfe Automotive Group staff members shall provide service in a professional, polite, and helpful manner, while ensuring that all interactions are conducted with integrity, discretion, and respect.

The Wolfe Automotive Group staff shall be provided with appropriate customer service training to ensure the consistent delivery of exceptional service.

Certain staff will be required to wear name badges.





ATTENDANCE

Employees are expected to report to work as scheduled, on time, and prepared to start work. Employees are expected to remain at work for their entire work schedule, except for meal periods, or when required to leave on authorized Company business. Late arrival, early departure, or other unanticipated and unapproved absences from schedule hours are disruptive and place a burden on other team members and on the Wolfe Automotive Group.

If you are unable to report to work or will arrive at work late, call and notify your manager at least one hour before the time you are scheduled to begin work for that day, or as soon as possible in advance of the anticipated tardiness or absence. Be aware: simply leaving a message or texting your supervisor or a fellow team member does not constitute notification to your manager.

In the event of an emergency, a family member or friend should call on your behalf. Contact your manager each day you are absent from work. In all cases of absence or tardiness, Employees must provide their manager with an honest reason or explanation.

If you are absent because of an illness for three or more consecutive days, you will be required to submit written documentation from your doctor stating you are able to resume normal work duties before you will be allowed to return to work. Absence from work for one or more consecutive days without notifying the Company may be considered a voluntary resignation unless an emergency medical excuse is provided by a physician and accepted by the Company. Excessive absences, lateness, or leaving early may lead to disciplinary action, up to and including termination of employment.





DRESS CODE

Because each Employee is a representative of the Company in the eyes of the public, you should always report to work properly groomed and wearing appropriate clothing. Team Members are expected to dress neatly and, in a manner, consistent with the nature of our business and the type of work performed. The following are considered acceptable:

- Management, Sales Department, Financial Services, Business Development Center; and Administration - Business Attire.
 - Men - suit or slacks, collared long sleeve shirt and tie. From Victoria Day to Labour Day the dealership offers casual Friday's and Saturday's where you may wear a collared golf shirt and no tie, providing that the shirt has either the dealership logo, or a current brand logo of a product that we sell. No other logos will be permitted.
 - Woman - Suit, slacks, or skirt, blouse, or sweater.
- Name Tags: Sales Managers, Salespeople, Financial Services, and Sales Admin and Reception.
- Service Front Counter; Shop Foreman; PDI Manager - Black slacks, uniform shirt, jacket with dealership logo if weather dictates.
- Service Technicians; Detail Department - Uniform Coveralls.
- Parts Department - Black slacks, uniform shirt, jacket with dealership logo.
- Body Shop Front Counter Staff - Black slacks, uniform shirt.
- Body Shop Technicians - Uniform coveralls.

A complete list of inappropriate attire would be impossible to write; however, the following are some examples of inappropriate dress:

- Jeans or denim clothing is not allowed to be worn by employees who have contact with the public or external customers. With exception of Wolfe Pack Warriors attire on Fridays.
- Faded and/or tattered pants, shirts without collars or shirts displaying advertising or writing other than Dealership logos or brands that the dealership sells.
- Overalls, sweatshirts/pants, jogging suits, shorts or tank tops.
- Any clothing with spaghetti straps or that reveals bare backs, or midriffs, or any revealing or provocative clothing.
- Flip flops or beach apparel.
- Hats or Sunglasses are not to be worn indoors.

Employees who report to work inappropriately dressed may be asked to leave the workplace until they are properly dressed or groomed. Under such circumstance, you will be asked to clock out and return in acceptable attire. Consult your manager if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability. Employees who violate dress code standards may be subject to appropriate disciplinary action.





PERFORMANCE

PERFORMANCE EVALUATIONS

At Wolfe Automotive Group we communicate to empower, and in order to foster more dialogue between team members and Managers the Company will conduct periodic performance reviews. The performance evaluations may vary depending upon length of service, job position, past performance, changes in job duties, or recurring performance problems. Every effort will be made to perform evaluations on or about your scheduled review date but be aware that delays may occur. During your performance evaluations, your manager may review factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your work attitude, your attitude toward others, recognize your contributions, discuss opportunities for growth, development, and advancement possibilities. The performance evaluations are intended to make you aware of your progress, areas for improvement, and objectives or goals for future work performance.

Favourable performance evaluations do not guarantee increase in salary or promotions. Salary increases and promotions are solely within the discretion of the Company and depend upon many factors.

DISCIPLINE

Wolfe Automotive Group recognizes that discipline and/or termination of employment may be necessary should staff member's objectives be incompatible with the company, should they be unable or unwilling to fulfil the requirements of the position, commit infractions or should they fail to comply with the policies, rules, or regulations of the Wolfe Automotive Group.

The purpose of this Progressive Discipline Policy is to outline the parameters for discipline and discharge of employees.

Wolfe's disciplinary process will be:

- Progressive – moving from minimal to more serious forms of discipline
- Goal-oriented – focused on remedying violations of policies and procedures or other job-related problems, through learning and change of behaviour by the employee.
- Consistent and applied fairly throughout the organization

All applications of discipline will be discussed with an Employee, documented, and placed on record in the Employee's employment file. In cases of severe discipline involving dismissal, a letter explaining the decision will be delivered from management by hand or by registered mail within five days of such disciplinary action. A copy of the letter, with proof that it was received by the Employee, will be placed in the Employee's employment file. Like all other personnel matters, disciplinary procedures will remain strictly confidential.



Progressive Discipline Procedure

Verbal Warning: This is generally used after the occurrence of a minor violation or an initial violation. Information may be documented during the meeting to clarify communications, and may include any of the following items:

- a description of what the Employee has done wrong
- the action required to prevent recurrence of this violation
- the future action that could be taken if a similar violation is repeated

Written Warning: A written statement which includes information on what the employee has done wrong, corrections to be made, and the possible consequences if the problem is not corrected. A reprimand is issued at a meeting between the Employee and the Manager. A reprimand may be administered for one serious violation of policy and/or procedures, or for a series of minor violations for which warning have already been issued.

A letter of reprimand must contain the following information:

- a description of the Employee's violation
- action(s) needed to avoid repeated violation, with goals and deadlines for compliance in future action that could be taken if job performance does not improve
- a statement that the letter of reprimand will be placed on the Employee's file.

Dismissal: The act of permanently discharging the Employee. Dismissal may be applied if it has been determined that the Employee is no longer suitable for employment. This can be due to either an extremely serious single violation or a series of repeated violations which result in an extremely negative impact on other staff, company property or premises, the environment or the general public.

A Termination Letter will contain:

- stating the employee is terminated
- effective date of termination
- clarifying how the ex-employee will receive his/her last pay and when
- stating what their last cheque will consist of i.e. outstanding pay, accrued vacation pay,
- notifying them that their ROE will be submitted electronically.





ELECTRONIC EQUIPMENT

PERSONAL BUSINESS, CELLPHONE CALLS, AND MAIL

You may not conduct personal business during working hours. Personal calls should be kept to a minimum and not interfere with your work; personal long- distance calls may not be charged to the dealership's telephone number. Employees also are prohibited from using our company address for the receipt of personal mail.

TELEPHONE USAGE AND MONITORING

Calls must be answered promptly, identification given clearly and terminated courteously. Placing callers on hold for extended periods of time gives the impression of disorganization. For training and quality control purposes your telephone calls, from time to time, may be monitored and or recorded. We may occasionally use unannounced "mystery shoppers" to assess our professionalism and product knowledge, and we may also use "mystery customers" for in-person evaluations. Submitting to such monitoring is a condition of your employment.

COMPUTER AND INFORMATION SYSTEMS

The following policy governs the use of all company-owned computers, personal computers used for company business, e-mail and voice mail systems, and internet access via company computers and/or data lines. Personal computers used for company business include laptops or home computers that are connected with the company's network on a regular or intermittent basis.

All company computers, e-mail and voice mail facilities, and Internet access accounts are the company's property to be used to facilitate the business of the company. All information that is temporarily or permanently stored or transmitted with the aid of the company's computers, e-mail and internet remain the sole and exclusive property of the company. As such, employees should have no expectation of privacy in connection with their access and use of such equipment and systems.

Employees should not use or access the Company's computers, voice mail, e-mail and internet systems in any manner that is unlawful, inappropriate, or contrary to the company's best interests. These electronic tools are provided to assist employees with the execution of their job duties and should not be abused.

COMPANY PROPERTY

All software that has been installed on company computers and personal computers used for company business is company property and may not be used for any non-business, unlawful or improper purpose. In addition, all data temporarily or permanently collected, downloaded, uploaded, copied and/or created on company computers, and all data temporarily or





permanently collected, downloaded, uploaded, copied and/or created on personal computers used for company business that relate in any manner to the company's business are the exclusive property of the company and may not be copied or transmitted to any outside party or used for any purpose not directly related to the business of the company.

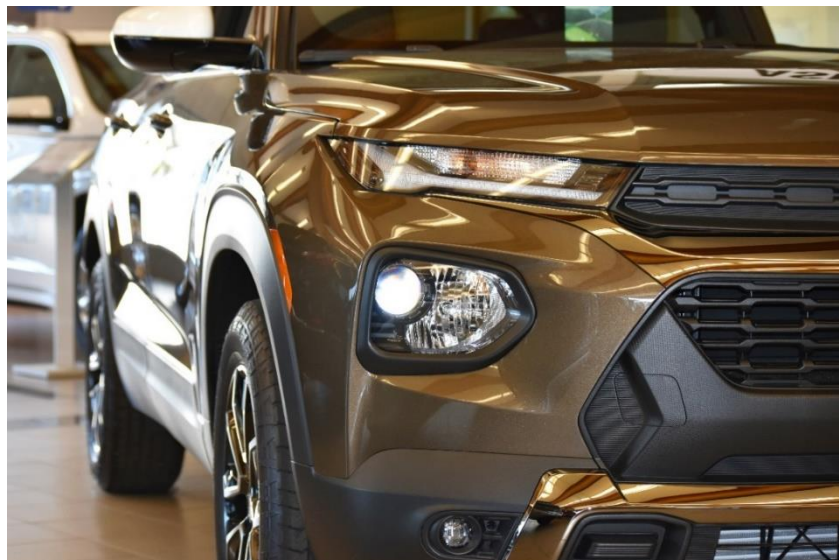
Acceptable Use

Employees of The Wolfe Automotive Group may use the internet only to complete their job duties, under the purview of The Wolfe Automotive Group business objectives. Permissible, acceptable, and appropriate Internet related work activities include:

- Researching, accumulating, and disseminating any information related to the accomplishment of the user's assigned responsibilities, during working hours or overtime.
- Collaborating and communicating with other employees, business partners, and customers of the Wolfe Automotive Group, according to the individual's assigned job duties and responsibilities.
- Conducting professional development activities (e.g. news groups, chat sessions, discussion groups, posting to bulletin boards, web seminars, etc.) as they relate to meeting the user's job requirements. In instances where the personal opinions of the user are expressed, a disclaimer must be included asserting that such opinions are not necessary those of the Wolfe Automotive Group.

Unacceptable Use

Employees are strictly prohibited from using company computers, company e-mail and company voice mail systems, and company internet access accounts, or personal computers used for company business, for any improper purpose. The company's Equal Employment Opportunity Policy and Policy against Harassment extend to the use of the company's computer, e-mail, voice mail and internet systems and personal computers used for company business. Any employee who uses the company's computers, email, voice mail and internet systems in violation of these policies will be subject to discipline, up to and including immediate termination.





It is not possible to identify every type of inappropriate or impermissible use of the company's computers, email, and voicemail and internet systems. Employees are expected to use their best judgment and common sense at all times when accessing or using the company's computers, e-mail, and voice mail and internet systems. The following conduct, however, is strictly prohibited:

- Employees may not transmit, retrieve, download, or store inappropriate messages or images relating to race, religion, color, sex, national origin, citizenship status, age, disability, or any other status protected under federal, provincial, and local laws.
- Employees may not use the company's computers, e-mail, and voice mail and internet systems in any way that violates the company's policy against unlawful harassment, including sexual harassment. By way of example, employees may not transmit messages that would constitute sexual harassment; may not use sexually suggestive or explicit screen savers or backgrounds; may not access, receive, transmit or print pornographic, obscene, or sexually offensive material or information; and may not transmit, retrieve, download, store or print messages or images that are offensive, derogatory, defamatory, off-color, sexual in content, or otherwise inappropriate in a business environment. Employees are also prohibited from making threatening or harassing statements to another employee, or to a vendor, customer, or other outside party.
- Employees are strictly prohibited from altering, transmitting, copying, downloading, or removing any proprietary, confidential, trade secret or other information of the company, or of the company's customer. In addition, employees may not alter, transmit, copy, or download proprietary software, databases and other electronic files without proper and legally binding authorization.
- Employees should not download, transmit, or retrieve messages from multi-network gateways, real-time data and conversation programs including, but not limited to, instant messaging service (e.g., Gmail and Yahoo messenger), internet chat rooms and bulletin boards during their work shift, unless such activity is necessary for business purposes.
- Employees may not use or allow another individual to use the company's computers, e-mail and internet systems for any purpose that is either damaging or competitive with the company or detrimental to its interests.
- Employees must honor and comply with all laws applicable to trademarks, copyrights, patents and licenses to software and other electronically available information. Employees may not send, receive, download, upload or copy software or other copyrighted or otherwise legally protected information through the company's computers, e-mail or internet systems without prior authorization.
- Employees may not solicit personal business opportunities or conduct personal advertising through the company's computers, e-mail, or internet systems.
- Employees may not engage in actively trading or otherwise purchase or sell stocks, bonds or other securities or transmit, retrieve, download, or store messages or images related to the purchase or sale of stocks, bonds or other securities through the company's computers, e-mail or internet systems.



Email and Unsolicited Email

The Wolfe Automotive Group email communication must be conducted with respect to the company standards of conduct and should be created with professionalism and attention to detail. To ensure the consistency of email communication, the following practices shall be followed:

- Emails should be sent only to those that require the information.
- Do not send unnecessary emails or mass emails.
- Ensure that the subject line is filled in and relevant to the topic, clearly stating the purpose of the email.
- Use spell checking features and ensure that the content is grammatically correct.
- Keep email messages brief and relevant to the topic.
- Ensure that the message is clear and lacks ambiguity.
- The use of CAPITALS is the e-mail version of screaming!
- Avoid using e-mail to send large file attachments.
- Request a "read receipt" only where necessary.
- Avoid sending confidential information via email.
- Ensure that email messages are properly encrypted.

Electronic mail has become an extremely important and efficient means of communication, particularly in the business world. However, the abuse of electronic mail systems, as well as the receipt and transmission of unsolicited commercial electronic mail places an incredible drain on the company's servers and network and imposes significant monetary costs to filter and remove unsolicited e-mails from our system. To eliminate the receipt and transmission of unsolicited commercial electronic mail, The Wolfe Automotive Group requires that all employees are responsible for complying with all Canadian Anti-Spam Legislation and therefore may not use the company's computers, servers, network, or e-mail system to:

- Transmit unsolicited commercial electronic mail promoting the company's business, goods, products, and services without prior authorization.
- Transmit unsolicited commercial electronic mail promoting the employee's personal business, goods, products, and services.
- Transmit commercial electronic messages to the company's customer who have elected to "opt-out" of receiving the company's electronic advertisement.
- Initiate a transmission of a commercial e-mail message that contains or is accompanied by false or misleading information.





In addition, to help the companies eliminate the receipt of unsolicited commercial e-mail from outside parties advertising various websites, products, or services and to further prevent the receipt of offensive or undesired outside e-mail, you should:

- Not use your company computer to access any website not directly related to company business.
- Delete unfamiliar or suspicious e-mail from outside the company without opening it.

MONITORING

Employees should expect that any information created, transmitted, downloaded, received, or stored in company computers or personal computers used for company business, or on the company's voicemail system may be accessed by the company at any time without prior notice. Employees should not assume that they have an expectation of privacy or confidentiality in such messages or information (whether or not such messages or information are password-protected), or that deleted messages are necessarily removed from the system.

SYSTEM INTEGRITY

Because outside disks/memory sticks may contain viruses, employees are not permitted to use personal disks/memory sticks or copies of software or data in any form on any company computer without first obtaining specific authorization from the General Manager. Any employee who introduces a virus into the company's system via use of personal software or data shall be deemed guilty of gross negligence and/or willful misconduct and may be held responsible for the consequences, including cost of repair and lost productivity.

Similarly, information from an unknown source is not to be downloaded directly from the internet onto the company's computer system without prior authorization of the General Manager.

ENFORCEMENT

Intentional breaches of the system's integrity may result in disciplinary action, up to and including termination of employment. Employees who damage the company's computer system through its unauthorized use may additionally be liable for the costs resulting from such damages. Employees who misappropriate copyrighted or confidential and proprietary information, or who distribute harassing messages or information, may additionally be subject to criminal prosecution and/or substantial civil monetary damages.





CASL (CANADIAN ANTI SPAM LEGISLATION)

CASL prohibits organizations such as the Wolfe Automotive Group from sending commercial electronic messages unless the recipient has given express consent or consent has been implied. CASL applies to "electronic messages" sent to an "electronic address". It does not apply to interactive two-way voice communication between individuals, fax messages to a telephone account and voice recordings to a telephone account.

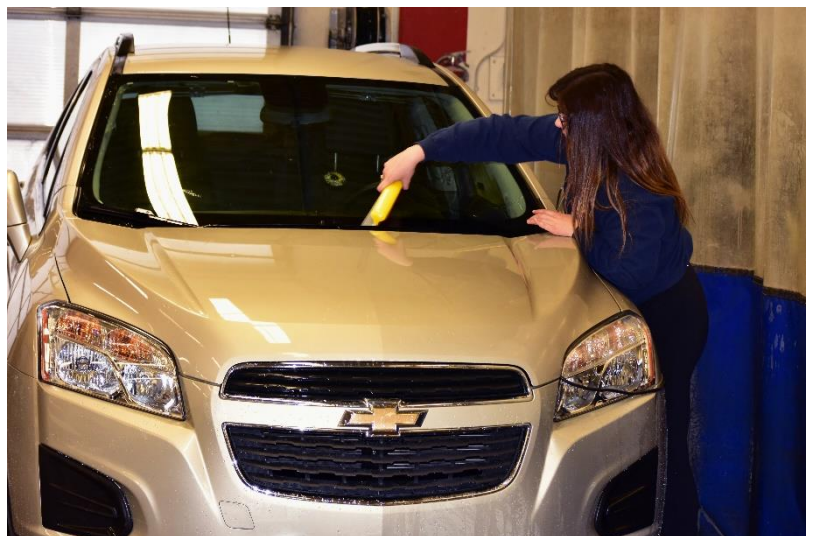
COMMERCIAL ELECTRONIC MESSAGES (CEM's)

Examples include email, SMS, instant messaging, and some messages sent through online services where users hold an account such as some social networking sites, online forums, and portals. A "commercial electronic message" (CEM) is an electronic message that is sent to encourage participation in a commercial activity. CEM's must identify the sender, include the sender's contact information, and include an unsubscribe mechanism. An electronic message that does not encourage participation in a "new" commercial activity, but rather simply helps give effect to an existing or ongoing commercial activity would not be considered a CEM. For example: confirming a service appointment, warranty recall information, providing factual information about a vehicle purchased, leased or service, providing vehicle update information as a result of a product purchase or lease.

Consent

- Express Consent - Means a positive or explicit indication that a person has consented to receiving a CEM from you. Ideally in writing so that the dealership may keep the express consent on file. When obtaining consent, the Wolfe Automotive Group must identify the purpose for which consent is sought, identify ourselves, provide our contact information and indicate that the individual may withdraw his/her consent.
 - Implied Consent - There is an existing business relationship with the customer where they have serviced or purchases or leased a vehicle from Wolfe Automotive Group within the last two years, OR individuals who have made an inquiry or application regarding a vehicle within the previous six months.
 - Third party referrals - An employee can send a message to a referral that does not have an existing business relationship with Wolfe Automotive Group as long as within the message the employee discloses his/her full name and the name of the individual who made the referral and states that the message is sent as a result of the referral.
- Unsubscribe Mechanism

CASL requires every CEM to include an unsubscribe mechanism.





Examples: A link in an email that takes the user to a web page where he or she can unsubscribe from receiving all or some types of CEM's from the sender. In the case of SMS, the user should have the choice between replying to the SMS message with the word "STOP" or "Unsubscribe" and clicking on a link that will take the user to a web page where he or she can unsubscribe from receiving all or some types of CEM's from the sender.

Exemptions to CASL:

- Business to business messages, responses to inquiries, messages to enforce legal Rights, and messages to personal and family relations.

Fines:

- Those who violate CASL could face fines of up to \$1 million for individuals and \$10 million for organizations.

SOCIAL MEDIA POLICY

Employees of The Wolfe Automotive Group are expected to follow the guidelines below regarding the appropriate use of company social media accounts with Social Media outlets such as, but not limited to Facebook, Twitter, LinkedIn, etc.

Do not disclose confidential or proprietary information on the Wolfe Automotive Group social media pages. Disclosure of confidential or proprietary information without prior authorization may result in immediate termination.

The Wolfe Automotive Group employees will be held responsible for what they write or post on the dealership page. Inflammatory comments, disparaging remarks, or negative/inappropriate language or posts may result in disciplinary action. The Wolfe Automotive Group staff members are directed not to engage in discussions regarding competitors' products, legal issues in which the company is involved, or government issues related to the company and our industry without prior approval from management.

Respect copyrights. Don't post text, images or video created by someone else without proper attribution and/or authorization. If you have questions about copyright law and/or usage of certain media, contact the General Manager. Social media is not a substitute for inter-company communication. Important information should be transmitted within normal company communication channels, not through social media outlets.

Social media is not a substitute for customer service. Please refer customers to the customer service department instead of handling inquiries entirely through social media.





In the event that a Wolfe Automotive Group staff member discovers any group(s) that users have formed to discuss the company, its products, or service, please bring them to the attention of management.

If you have questions about how to respond to a specific post or group, discuss the issue with management prior to posting.

Use good judgment when posting photos from company events. Notify any employees who are in posted photos so that they may approve the posting of those photos.

BUSINESS INFORMATION AND INTELLECTUAL PROPERTY

The Wolfe Automotive Group retains ownership rights to all information created for the group's business purposes, regardless of the media used to create it, or the location of said information. Similarly, the Wolfe Automotive Group retains ownership rights to all forms of intellectual property created by employees while under the employ of the Wolfe Automotive Group, regardless of the time, intent, or location of its creation.

The following would be classed as business information this list is non-exhaustive

- Company marketing plans and campaign strategies.
- Company customer lists.
- Project management.
- Technical management.
- Product development.
- Pricing methods.
- Quality management methods.
- Operation rules.
- Commercial network.
- Supply chain information.
- Human resource planning.
- Product technical design.
- Company data dictionaries.
- Company financial information, status, and statements.
- Object code and source code to company software.
- Any information or documentation labeled "Confidential" by the company, or listed as such by separate memorandum, or e-mail that informs of confidential status.
- Any information pertaining to the Wolfe Automotive Group's customers.
- Information licensed by the Wolfe Automotive Group to customers under a confidentiality restriction.
- Notes taken that pertain directly and/or indirectly to the Wolfe Automotive Group business.
- Client information.
- Emails, letters, and any other forms of transmission that pertain to the Wolfe Automotive Group business, regardless of media.
- Emails, letters, and any other forms of transmission that are created and/or





- conducted using the Wolfe Automotive Group resources.
- Usernames and passwords for the Wolfe Automotive Group owned and operated property, or for employee-owned devices that contain Wolfe Automotive Group business information.
- Any information relating to the company that is freely in the public domain may not be considered "Business Information". In the event that an employee can prove that information was possessed before it was received from the Wolfe Automotive Group that information was gained from an unrelated third party, said information will not be classified as "Business Information".

Nondisclosure

In working for the Wolfe Automotive Group, business information shall not be used for any purpose other than its reasonable use in the normal performance of employment duties for the group.

PRIVACY

CONFIDENTIALITY

All records and files of the Wolfe Automotive Group are property of the Wolfe Automotive Group and considered confidential. Confidential information includes all letters or any other information concerning transactions with customers, customer lists, payroll, or personnel records of past or present employees, financial records of the company, all records pertaining to purchases from vendors or suppliers, correspondence and agreements with manufacturers or distributors and documents concerning operating procedures of the company. All telephone calls, letters, or other requests for information about current or former employees should be immediately directed to the General Manager. In addition, the General Manager and the payroll department are the only authorized employees to release, disseminate or communicate any necessary information regarding the company, or to make a public comment regarding the company to individuals or entities outside of the company, unless an employee obtains prior written authorization from the company.

In response to an information request for personnel information from an outside organization, individual or other non-government entity, the company normally verifies only the employment status and dates of employment for former or present employees. The company does not provide any other information, unless and until the worker or former employee submits a written request that the company discloses or confirms additional specific information.





Computer and Electronic Security

Every employee has been assigned their own username in order to access our various software systems which are specific to your job needs. These passwords should not be shared with your colleagues. It is in violation of company policy to sign onto any computer under a username and password that is not your own. You are required to log off if you leave your workstation for any reason. If you are using a computer that was not logged off previously, you must log that computer out and log back in under your own username. Failure of an employee to properly log into any personal device with their own username and password or log out after using any PC is subject to termination. If for any reason you do not have or know your use name or password, please see your manager.

Personal Property

- For security reasons, Employees should not leave personal belongings of value in the workplace. The Company will not be responsible for the loss, theft, or damage of Employees' personal property. Personal items brought onto Company property or used in Company business are subject to inspection and search, with or without notice, with or without the Employee's prior consent
- Human Resource Records & Employee Privacy
 - The Company is required by law to keep current Employee's names and addresses. Employees are responsible for notifying the Company of any changes in personal data. Personal mailing addresses, telephone numbers, names and number of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, please contact Payroll.
 - Additionally, if you are participating in a group insurance plan, please notify Payroll immediately upon experiencing a family status change. Failure to report status changes within 30 days of the change may result in a loss of benefits.
 - You have a right to inspect certain documents in your Human Resource file, as provided by law, in the presence of a Company representative at a mutually convenient time. No copies of documents in your file may be made, with the exception of documents that you have previously signed. You may add your comment to any disputed item in the file. The Company recognizes our employees' rights to privacy; therefore, Wolfe Automotive Group will restrict disclosure of your file to authorized individuals within the Company. Any request for information contained in files must be directed to Human Resources. Disclosure of information to outside sources will be limited. Wolfe Automotive Group will cooperate with requests from authorized law enforcement or local, or federal agencies conducting official investigations and as otherwise legally required.
- Security Inspections
 - Desks, filing cabinets, and other storage devices may be provided for the convenience of team members, but remain the sole property of Wolfe Automotive Group. Accordingly, they, as well as any articles found within them, may be inspected by an authorized representative of the company at any time, with or without prior notice.



- An Employee's personal property, including but not limited to, packages, purses, and backpacks, may be inspected upon reasonable suspicion of unauthorized possession of Wolfe Automotive Group property. The Company reserves the right to inspect all Company property to ensure compliance with its rules and regulations, without notice to the Employee and at any time, not necessarily in the Employee's presence.
- Personal Blogs & Online Posts
 - Wolfe Automotive Group recognizes that some of our employees may post personal information on the Internet through personal websites, blogs, or chat rooms, by uploading content, or by making comments on other websites or blogs. We value our employees' creativity and honor your interest in engaging in these forms of personal expression on your own time. However, problems can arise when a personal posting identifies or appears to be associated with the Company, or when a personal posting is used in ways that violate the Company's rights or the rights of other Employees. No posting using company resources: You may not use Company resources to create or maintain a personal blog or a personal website, or to upload content or make personal postings online, nor may you do so on Company time.
 - Guidelines for Online Posting:
 - You are legally responsible for content you post to the Internet, in a blog or otherwise. You can be held personally liable for defaming others, revealing trade secrets or proprietary information, and copyright infringement, among other things.
 - You may not use personal postings to harass or threaten other Employees or reveal Company trade secrets or confidential information. Embarrassing or unkind comments about other Employees, customers, clients, or competitors are also inappropriate.
 - If, in the process of making a personal post or upload on the Internet, you identify yourself as an employee of a dealership, whether by explicit statement or by implication, you must clearly state that the views expressed in your post, or at your blog or website, are your own, and do not reflect the views of the Company.
 - You may not make unauthorized use of Wolfe Automotive Group trademarks, logos, or other images
 - You will not make false or misleading statements about the Company's philosophy, products, services, opinions, or affiliations with other companies.





COLLECTION AND DESTRUCTION OF CUSTOMER INFORMATION

The Wolfe Automotive Group employees are directed to ensure that customer information is gathered during each initial customer contact. This is a critical element in the ongoing success of our business. As a result, the Wolfe Automotive Group will monitor employee interactions and performance metrics regarding the collection of the customer information.

The following information should be collected:

- Customer Name
- Address
- Province/Territory
- Postal Code
- Telephone Number
- Email Address
- Preferred Method of Contact
- Notes Regarding Customer Interests
- CASL Compliance



If we use customer personal information to make a decision that directly affects the customer, we will retain that personal information for at least one year so that the customer has a reasonable opportunity to request access to it. We will retain customer personal information only as long as necessary to fulfill the identified purposes or a legal or business purpose.

Obtain Consent for Collection, Use, or Disclosure

The Wolfe Automotive Group employees must obtain the consent of an individual for the collection, use or disclosure of his or her personal information. The consent of an individual is required for the collection, use, or disclosure of personal information. Ask the customer if you may collect some information about them. If they reply in the negative, explain the benefits as stated within this policy.

In obtaining consent, The Wolfe Automotive Group employees will ensure that the customer is advised of the identified purposes for which personal information will be used.

The Wolfe Automotive Group will require individuals to consent to the collection, use or disclosure of personal information as a condition of the supply of a product or service (For use only if such collection, use, or disclosure is required to fulfill identified, legitimate purposes).

Inform the Customer of the Benefits

In the event that a customer inquiry into the rationale for collecting their information, inform the customer that by collecting their information, we are able to:

- Process and fill orders.
- Refill orders as specified.
- Ensure proper billing.
- Service customer accounts.



- Access customer accounts to provide friendly, knowledgeable service based on their individual needs.
- Offer friendly advice regarding alternate Wolfe Automotive Group product offerings, special offers, and discounts.
- Notification of product recalls.

SECURING PERSONAL INFORMATION

The Wolfe Automotive Group is committed to ensuring the security of customer personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks.

The following security measures will be followed to ensure that customer personal information is appropriately protected: the use of locked filing cabinets; physically securing offices where personal information is held; the use of user IDs, passwords, encryption, firewalls; restricting employee access to personal information as appropriate.

We will use appropriate security measures when destroying clients' or customers' personal information such as: shredding documents and permanently deleting electronically stored information.

We will continually review and update our security policies and controls as technology changes to ensure ongoing personal information security.





OFFER ASSURANCE OF PRIVACY

Inform the customer that all information gathered will be kept confidential and will be subject to our Privacy Policy.

It has always been the Wolfe Automotive Group's priority to safeguard any information provide by our customers.

We are committed to meeting, and where possible, exceeding, the requirements of all applicable privacy legislation that related to our business.

At the Wolfe Automotive Group, customer information is maintained as strictly confidential. Unless the customer authorizes us to release it, or release is required by law, we will not disclose any customer information to third parties. We never sell, lease or trade information about our customers or their accounts to other parties, unless authorized to do so, or unless required by law.

Questions and Complaints

Customers should direct any complaints, concerns, or questions regarding the Wolfe Automotive Group compliance with PIPA should submit these in writing to the General Manager.





HEALTH AND SAFETY

HEALTH AND SAFETY POLICY

The personal safety and health of employees, customers, contractors, subcontractors, partners, and suppliers of the Wolfe Automotive Group are of primary importance, and the company is committed to it. Safety is a condition of employment with our company and will not be sacrificed for the sake of expediency. To the greatest degree possible, management will provide all mechanical and physical facilities required to ensure personal safety and health on our premises, in keeping with the highest industry standards.

Our objective is a Health and Safety Program that will reduce the number of injuries and illnesses to an absolute minimum, not merely in keeping with, but surpassing the best experience in our industry.

Our goal is zero injuries.

In order to achieve this objective, the following procedures will be adhered to on all of our dealerships at all times:

- Work sites are kept free of hazards that could cause slips, trips, or falls.
Employees are qualified and trained to perform their job tasks.
Wolfe Automotive Group is responsible to and will provide equipment that is maintained in a safe condition and is appropriate to the work performed.
- Employees must report any safety concerns to their supervisor immediately upon discovering the concern.

WORKERS COMPENSATION BOARD

Wolfe Automotive Group recognizes the employees have three basic rights as per Workers Compensation Board (WCB):

- **The Right to Refuse Work**
 - All employees of Wolfe Automotive Group have the right to refuse unsafe work and must NOT carry out or cause to be carried out any work process or operate a tool, appliance, or equipment when that employee has reasonable cause to believe that imminent danger does exist or that it will cause an undue hazard or imminent danger to exist to the health or safety of any person present at the dealership.
 - The employee must report the unsafe condition to a Foreman/Manager or a designate immediately and allow enough time for the Foreman/Manager or the designate to investigate the unsafe condition and decide regarding the action necessary to correct the unsafe condition. All related work must stop, and may not resume, until the concern has been addressed.
 - The Manager shall perform an in-depth hazard assessment, and full investigation, without delay, and without prejudice and then advise the employee on the conclusions. Any changes to the unsafe condition must be documented and the Manager or designate must inform all other employees of the change.



- If the employee continues to refuse to carry out the work, the Foreman or designate will then perform an investigation in the presence of the employee to establish an acceptable resolution.
- If this investigation does not resolve the matter, then the Foreman and the employee must notify Occupational Health and Safety without delay.
- No employee shall be subject to disciplinary action for this refusal. If temporary reassignment is required, no disciplinary action will be initiated. All work refusals will be documented.
- **The Right to Know:**
 - Every employee has a right to know what hazards are present on the job and how the hazards can affect them. The hazards will be presented to the employee(s) during health and safety training, tailgate meetings, general discussions and in dispatched jobs.
- **The Right to Participate:**
 - All employees have the right to participate in health and safety activities. Employees also have the obligation to alert management of unsafe practices and conditions

EMERGENCIES AND WORK-RELATED INJURIES/ILLNESSES

If you are injured while at work or while on Wolfe Automotive Group business, you may be eligible for Workers Compensation Benefits. In order to qualify for these benefits, you must report your injury to your department manager immediately and complete the appropriate WCB paperwork. Failure to promptly report an injury can result in you being denied benefits. Therefore, we require employees to promptly report all accidents and injuries, no matter how minor they may be.

To protect both employees and the company, any employee who has been absent from work because of serious illness or injury is required to obtain a doctor's release specifically stating that the employee is capable of performing his or her normal duties or assignments. A serious injury or illness is defined as one that results in the employee being absent from work for more than three consecutive days, or one which may limit the employee's future performance of regular duties or assignments.



In case of a medical emergency, employees should contact management immediately or use their own judgment as to the extent of the emergency and call 911. Immediately after calling 911 contact your manager. If 911 is called, the employee or Manager who called 911 should notify the Receptionist, so they are aware that 911 was called and can direct the EMT's to the correct area of the dealership upon arrival.



WHMIS COMPLIANCE POLICY

The Wolfe Automotive Group values the safety and well-being of our employees and will work with them to provide every reasonable safety measure possible. In pursuit of our high-safety standards, and in compliance with Federal and Provincial compliance regulations, The Wolfe Automotive Group will provide WHMIS (Workplace Hazardous Materials Information System) training for employees as required.

The Wolfe Automotive Group will meet all legislative standards as outlined in the Occupational Health and Safety Act and ensure that information and training on hazardous materials is provided to all required staff. The company will ensure that all containers that contain hazardous materials have appropriate labels. The company will ensure that Material Safety Data Sheets (MSDS) are available to provide additional information and detail hazard and precautionary information. The company will ensure that all workplace hazardous materials include Supplier labels, and that suppliers provide the appropriate supplier labels and MSDS. The company shall ensure that workers will have full access to supplier labels and MSDS information.

Training and Education

The Wolfe Automotive Group shall provide appropriate WHMIS training and education for all staff members who are exposed or likely to be exposed to hazardous materials in the performance of their regular job duties.

The Wolfe Automotive Group shall consult the joint health and safety committee to ensure the appropriateness of the training and education materials and programs.

- The worker training and education program shall include information on the following: Workplace and Supplier Labels.
- Identification of Workplace Hazardous Materials.
- Material Safety Data Sheets.
- Hazards associated with materials.
- Procedures for the safe use, storage, handling and disposal of hazardous materials in the workplace.
- Procedures for handling leaks and spills.
- Procedures in the event of an emergency due to hazardous products.

The Wolfe Automotive Group will review training and education programs and content annually, and revise where necessary. In the event of any changes staff will be trained and educated regarding the change(s).

The Wolfe Automotive Group employees will be compensated for time spent at training sessions, considered to be normal work time, and employees will be paid at the regular rate.





Employee Responsibilities

The Wolfe Automotive Group employees must participate in WHMIS training and education related to their exposure & role with the company.

The Employees must report any violation of the Act or regulations to their immediate manager, Director of People & Culture, General Manager, or safety representative.

Employees shall inform their immediate manager, manager, Director of People & Culture, General Manager, or safety representative in the event that they do not have the proper information on a controlled product, e.g. the MSDS is missing, damaged, or illegible.

ANTI-DRUG AND ALCOHOL POLICY

The employees of Wolfe Automotive Group are our most valuable resource, and for that reason, their health and safety are of paramount importance. Wolfe Automotive Group will not tolerate any drug or alcohol, or illegal substance use which imperils the health and well-being of its employees or threatens the organization. This policy is to ensure that any substance abuse/misuse can be dealt with in a fair and positive manner.

The purpose of this policy is to:

Outline Wolfe Automotive Group's policy on substance abuse.

- Detail behavior that is prohibited by the organization.
- Discuss Wolfe Automotive Group policy regarding substance dependency.
- Provide employees with a set of expectations.

Responsibilities

- Employees:
 - In the event that a non-scheduled employee is requested to come in to work and the employee is unfit due to the influence of alcohol or other drugs, it is their responsibility to refuse the request and ask that the request be directed to another person.
 - Any employee convicted of any substance related offense must inform Wolfe Automotive Group within five (5) days of the conviction or plea. Failure to do so will result in disciplinary action up to and including termination of employment.





- In the event of an employee's conviction to charges relating to the manufacture, possession, sale, use, distribution, receipt, or transportation of any illegal substance, Wolfe Automotive Group will determine whether disciplinary action will be taken, including the appropriateness of continued employment.
- Management:
 - Shall identify any situations that may cause concern regarding an employee's ability to safely perform their job functions.
 - When necessary, Management shall remove from the premises any employee who is suspected to be in violation of the provisions of this policy. If the suspicion is uncertain, management shall error on the side of caution and act in the best interests of the organization and the employee.
 - Escort any employee in violation of this policy from the premises, using a safe and efficient manner. If the employee is suspected of being impaired arrangements will be made for the safe transportation to their home or to the hospital.
 - Conduct any investigations regarding suspected violations of this policy.

Prohibited Behavior

The following are strictly prohibited, and may incur disciplinary action up to, and including termination of employment, as well as any legal ramifications consistent with the necessary involvement of law enforcement agencies.

- Wolfe Automotive Group employees shall not be under the influence of any drugs or alcohol which may cause impairment, while they are on company premises, operating a company vehicle, or customer car or are in the act of conducting Wolfe Automotive Group business regardless of location.
- The use, possession, sale, manufacture, or dispensation of any illegal drug or alcohol.
- The use of alcohol or illicit narcotics off Wolfe Automotive Group premises that adversely affects the employee's work performance, their own safety, or the safety of others at work, or Wolfe Automotive Group regard or reputation in the community.
- Failure to adhere to the requirements of any drug or alcohol treatment or counseling program in which the employee is enrolled.
- Failure to report to management the use of any prescribed drug which may alter the employee's ability to safely perform his/her duties.

Illegal Substances

Any illegal drugs or drug paraphernalia will be turned over to the appropriate law enforcement agency and may result in criminal prosecution and will result in disciplinary action.





Reasonable Suspicion of Impairment

Employees that are reasonably suspected to be unfit for duty will be spoken to by a supervisor and removed from the premises if necessary. Suspicions may be based on specific personal observations that other employees can describe pertaining to appearance, behavior, speech and/or the breath odor of the employee. Reasonable suspicion may also relate to any involvement in a workplace accident.

Reasonable suspicion must be documented at or near the time of the observation. In event that an employee is reasonably suspected of impairment, arrangements will be made by the supervisor for the employee to be safely sent home or to the hospital.

Substance Dependency

The Wolfe Automotive Group understands that certain individuals may develop a chemical dependency to certain substances, which may be defined as a disease. Wolfe Automotive Group promotes the early diagnosis of this disease, and encourages employees with a dependency on alcohol or drugs to pursue medical, and/or psychological treatment.

Employees are not excused from their duties as a result of their dependencies. Any employee who suspects that he/she might have an emerging drug or alcohol problem is expected to seek appropriate treatment promptly. Employees are encouraged to consult the Wolfe Automotive Group's Employee Assistance Program for confidential counselling.

All medical information shall be kept confidential by Wolfe Automotive Group.





ADDITIONAL INFORMATION

THE WOLFE AUTOMOTIVE GROUP OWNED AND OPERATED PROPERTY

All The Wolfe Automotive Group business is intended to be performed using the group's owned and operated property, including computers, telephones, letterhead, note-books, etc. All information contained in, created, or transmitted by the Wolfe Automotive Group's owned and operated property is the property of The Wolfe Automotive Group.

DEALERSHIP-OWNED VEHICLES

Only authorized employees may operate dealership-owned vehicles. Unless prior approval has been granted by the President or General Manager, dealership-owned vehicles are not to be used for personal business. Similarly, they are not to be operated by family members, friends, or other unauthorized persons.

It is your responsibility to report all vehicle defects and needed repairs to your manager as soon as possible, so necessary repair may be made, and possible injuries and further damage be avoided.

The use of radar detectors is forbidden in all vehicles owned or used by the company. Drivers found using radar detectors will have their driving privileges revoked.

Cargo being carried or transported in all vehicles owned or used by the company must be secured and all doors locked while the vehicles are enroute or parked.

CUSTOMER-OWNED VEHICLES

Customer-owned or leased vehicles should be operated only to facilitate movement on the lot, for test-driving or for appraisal; they never are to be used for personal business. While operating a customer-owned vehicle it must be treated appropriately ... do not abuse it.

Returning vehicles to customers in an unacceptable or improper condition can offset any goodwill generated by the quality of repair work. Extra care should be taken to clean soiled areas that result from repair work. Unless required for repair, radio stations should not be changed; seats, mirrors and other "set" accessories should be left in or returned to their original position. Smoking, eating and consumption of beverages are not allowed in a customer owned or lease vehicle.





DRIVERS' LICENSES AND DRIVING RECORDS

Any employee who, as a part of their duties, operates a personal vehicle or one owned or leased by the dealership or a customer must hold a valid driver's license and possess an acceptable driving record. Any change in the status of your driver's license and driving record must immediately be reported to your department manager. Having a driving record that is unacceptable to management of the dealership's insurance carrier, or failure to make a prompt notification of a change in your driving record or of a driver's license suspension or restriction, may result in loss of driving privileges and/or disciplinary action up to and including discharge.

Drivers must be physically and mentally able to drive safely. Drivers must never use drugs or alcohol while operating vehicles owned or used by the company.

SAFE OPERATION

As a representative of the retail automobile industry, your driving habits are expected to be an outstanding example to the community. Vehicle operation must display safe driving habits and not involve speeding or recklessness. Compliance with all local, provincial, and federal traffic laws is required, with allowance made for adverse weather and traffic conditions. The speed limit on dealership premises is 10 Kilometers per hour.

You will be responsible for the payment of all traffic violation tickets or citations you may receive while operating a customer or company-owned vehicle.

As required by law, employees must wear seat belts at all times while operating or riding in dealership or customer owned vehicles, or when operating or riding as a passenger in any other vehicle. Child restraints must be used as required by law.

DEMONSTRATION VEHICLES

Full-time dealership managers and salespeople may be provided with the use of a demonstration vehicle. We want you to understand the restrictions on the use of demonstration vehicles and how full-time managers and salespeople who use demonstration vehicles will be taxed on that use

WOLFE AUTOMOTIVE GROUP DEMONSTRATOR POLICIES

- It is understood that the employee's use and possession of the demonstrator, including the selection of eligible models, is at the discretion of the General Manager or General Sales Manager.
- The demonstrator will be operated in a lawful, safe manner at all times. Traffic violations and chargeable accidents may affect demonstrator privileges. All accidents must be reported immediately. Seatbelts are mandatory at all times for drivers, as well as passengers.
- The employee will be responsible for all repairs and adjustments necessary to be able to sell the vehicle, beyond normal wear and tear. The employee will be responsible for any and all deductibles incurred but will be reimbursed if the deductible is collected from another source. Dents, dings, scratches, and windshield damages are considered beyond normal wear and tear. The employee will therefore be responsible for those repairs.



- It is the responsibility of the employee to ensure that the vehicle is kept in a clean, demonstration ready condition.
- The employee must agree to return the vehicle to the dealership immediately upon termination of employment, whether voluntary or involuntary. Any unusual damages at that time will be considered to be the responsibility of the employee and said amount will be deducted from unpaid commission or salary earned.

RESTRICTION ON USE OF DEMONSTRATION VEHICLES

The demonstration vehicle must be available for test drives by customers during the normal working hours of the employee to whom the vehicle is assigned. Limited personal possessions may be stored in the vehicle (e.g., sunglasses, charging cords etc.).

The demonstration vehicle is provided so that employees can become familiar with the features of the vehicles we sell. Only the employee, and members of their immediate family (as defined as sharing the same address) to whom the vehicle is assigned may use the vehicle outside of normal working hours.

The demonstration vehicle is part of our inventory and must be available for sale to customers.

TAX TREATMENT OF USE OF DEMONSTRATION VEHICLES

Employees who drive company vehicles will be subject to a taxable benefit according to CRA regulations. For employees not involved in sales related positions the benefit is a standby charge of 2% per month of the cost of the vehicle driven, plus an operating cost benefit to cover insurance, fuel and repairs if paid for by the company. For sales related employees the special standby charge calculation is 1.5% per month of the average cost of all new vehicles sold in the year. The operating cost benefit is the same as above.

DEALER PLATE ASSIGNMENT

Some employees will receive a dealer plate. This plate will be assigned to you and not the vehicle for as long as you are an employee of this company. You will be required to sign a Dealer Plate Assignment Agreement acknowledging that you understand and agree that if a different vehicle is assigned to you, you will remove your assigned plate from the original vehicle and put it on the newly assigned vehicle. Should you lose it, it is the responsibility of the assigned employee to replace it at their cost.





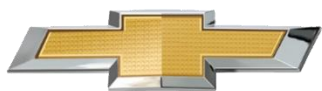
DEFINITIONS:

Imminent Danger – in relation to any occupation, danger that is not normal for that occupation and which a person engaged in that occupation would not normally carry out in that person's work.

Right to Refuse – an employee who refuses to carry out work or operate a tool, appliance, or equipment when they believe imminent danger exists or the action will cause imminent danger to exist.

Drug and/or Alcohol Dependency – is defined as a mental, physical, or psychological dependence on drugs and/or alcohol that is considered as a mental, physical, and psychological disability and under Human Rights Law.

Recreational Drug and/or Alcohol Use – with recreational use of drugs and/or alcohol, there is no mental, physical, or psychological dependence, therefore, this is not considered a mental, physical or psychological disability under Human Rights Law.





ACKNOWLEDGEMENT AND CONSENT EMPLOYER COPY

I hereby acknowledge that I have received a copy of the Employee Handbook. I understand and agree that I will be required to sign that I have read and that I will abide by the policies, policies and rules contained in it. I understand and agree that nothing in this Handbook alters the "At Will" nature of my employment and that both I and the dealership may terminate the employment relationship at any time, with or without cause.

Employee's Initials _____

I understand that, as a condition of my employment and continued employment, I may be required to submit to and do hereby voluntarily authorize the Wolfe Automotive Group to perform without notice, searches of any of my personal belongings, including but not limited to my personal vehicle, locker, work areas, desks, purses, briefcases, toolboxes and other items or belongings located on company premises. I am aware the organization will conduct the search only if there is adequate cause to justify it. The search will be conducted in a non-discriminatory manner. Most importantly, I know the company will exhaust all other alternatives prior to conducting the search. I understand I may be asked to be present and remove any personal lock and, if I am not present or refuse to remove a personal lock, I due hereby authorize the Wolfe Automotive Group to do so for me and compensate me for the reasonable replacement value of the lock.

Employee's Initials _____

Monitoring is an essential part of the job performance evaluation process. Therefore, all employees are subject to periodic, unannounced telephone and in-person monitoring during the performance of their jobs. Such monitoring may include the use of "mystery shoppers", who may institute digital recording of anonymous test telephone calls, as well as "mystery customers", so may conduct onsite, in-person evaluations. Pursuant to this policy, I understand and acknowledge that monitoring and recording of telephone conversations and in-person evaluations may be conducted. I hereby consent to this monitoring and understand that it is a condition of my employment.

Employee's Initials _____

Employee's Signature

Manager's Signature

Employee's Name (Print)

Manager's Name (Print)

Date (dd/mm/yyyy)

Date (dd/mm/yyyy)



ACKNOWLEDGEMENT AND CONSENT EMPLOYEE COPY

I hereby acknowledge that I have received a copy of the Employee Handbook. I understand and agree that I will be required to sign that I have read and that I will abide by the policies, policies and rules contained in it. I understand and agree that nothing in this Handbook alters the "At Will" nature of my employment and that both I and the dealership may terminate the employment relationship at any time, with or without cause.

Employee's Initials _____

I understand that, as a condition of my employment and continued employment, I may be required to submit to and do hereby voluntarily authorize the Wolfe Automotive Group to perform without notice, searches of any of my personal belongings, including but not limited to my personal vehicle, locker, work areas, desks, purses, briefcases, toolboxes and other items or belongings located on company premises. I am aware the organization will conduct the search only if there is adequate cause to justify it. The search will be conducted in a non-discriminatory manner. Most importantly, I know the company will exhaust all other alternatives prior to conducting the search. I understand I may be asked to be present and remove any personal lock and, if I am not present or refuse to remove a personal lock, I due hereby authorize he Wolfe Automotive Group to do so for me and compensate me for the reasonable replacement value of the lock.

Employee's Initials _____

Monitoring is an essential part of the job performance evaluation process. Therefore, all employees are subject to periodic, unannounced telephone and in-person monitoring during the performance of their jobs. Such monitoring may include the use of "mystery shoppers", who may institute digital recording of anonymous test telephone calls, as well as "mystery customers", so may conduct onsite, in-person evaluations. Pursuant to this policy, I understand and acknowledge that monitoring and recording of telephone conversations and in-person evaluations may be conducted. I hereby consent to this monitoring and understand that it is a condition of my employment.

Employee's Initials _____

Employee's Signature

Employee's Name (Print)

Date (dd/mm/yyyy)

Manager's Signature

Manager's Name (Print)

Date (dd/mm/yyyy)