



MIKE CARNEY GROUP

Employee Handbook

**Understanding employment at
Mike Carney Toyota**

Revision due August 2022

Prepared By:
HR Department
Email gpemberton@mikecarneytoyota.com.au
<https://www.mikecarneyhealth.com/>

Table of Contents

Contents

Table of Contents	2
Welcome to Mike Carney Toyota!	5
1. Organization Description	6
1.1 Introductory Statement	6
1.2 Guest Relations	6
1.3 Facilities and Location(s)	7
1.4 Vision – Mission and Values	7
1.5 Management Philosophy	9
2. The Employment.....	10
2.1 Nature of Employment	10
2.2 Employee Relations	10
2.3 Equal Employment Opportunity	11
2.4 Diversity	11
2.5 Business Ethics and Conduct	13
2.6 Personal Relationships in the Workplace	13
2.7 Conflicts of Interest	14
2.8 Outside Employment	15
2.9 Non-Disclosure	16
2.9a. Non-Compete Clause	16
2.10 Disability Accommodation	17
2.11 Job Posting and Employee Referrals	18
2.12 Whistleblower Policy	19
2.13 Accident and First Aid	20
3. Employment Status and Records.....	22
3.1 Employment Categories	22
3.2 Access to Personnel Files	23
3.3 Personnel Data Changes	23
3.4 Probation Period	23
3.5 Employment Applications	24

3.6	Performance Evaluation	25
3.7	Job Descriptions	25
3.8	Salary Administration	26
3.9	Professional Development	27
4.	Employee Benefit	28
4.1	Employee Benefits	28
4.2	Leave Benefits	29
4.3	Part Time Military Service Leave	30
4.4	Religious Observance	30
4.5	Leaves	30
4.6	Workers Insurance	31
4.7	Sick Leave Benefits	32
4.7a	COVID-19 Leave	30
4.8	Bereavement Leave	33
4.9	Relocation Benefits	33
4.10	Educational Assistance – Personal Development	34
4.11	Maternity and Parental Leave	35
5.1	Timekeeping	37
5.2	Paydays	37
5.3	Employment Termination	38
5.4	Administrative Pay Corrections	39
6.	Work Conditions and Hours	40
6.1	Work Schedules	40
6.2	Absences	40
6.3	Jury Duty	42
6.4	Use of Phone and Mail Systems	43
6.5	Smoking	43
6.6	Meal Periods	43
6.7	Overtime	43
6.8	Use of Equipment	44
6.9	Telecommuting	44
6.10	Emergency Closing	45
6.11	Business Travel Expenses	46

6.12 Visitors in the Workplace	47
6.13 Computer and Email Usage	48
6.14 Internet Usage	49
6.15 Workplace Monitoring	51
6.16 Workplace Violence Prevention	52
7. Employee Conduct & Disciplinary Action.....	54
7.1 Employee Conduct and Work Rules	54
7.2 Sexual and Other Unlawful Harassment	55
7.3 Attendance and Punctuality	57
7.4 Personal Appearance	57
7.5 Return of Property	58
7.6 Resignation and Retirement	58
7.7 Security Inspections	59
7.8 Progressive Discipline	59
7.9 Problem Resolution	60
7.10 Workplace Etiquette	62
7.11 Key Security	62
7.12 Parking	62
7.13 Suggestion Program	624
Acknowledgement of Receipt	65

Welcome to Mike Carney Toyota!

On behalf of your colleagues, we welcome you to Mike Carney Toyota and wish you every success here.

At Mike Carney Toyota, we believe that each employee contributes directly to the growth and success of the company, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should become familiar with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with Mike Carney Toyota

We believe that professional relationships are easier when all employees are aware of the culture and values of the organisation. This guide will help you to better understand our vision for the future of our business and the challenges that are ahead.

We hope that your experience here will be challenging, enjoyable, and rewarding.

Again, welcome!

Chris Carney
Dealer Principle - Owner

1. Organization Description

1.1 Introductory Statement

This handbook is designed to acquaint you with Mike Carney Toyota and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by Mike Carney Toyota to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As Mike Carney Toyota continues to grow, the need may arise and Mike Carney Toyota reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. Employees will be notified of such changes to the handbook as they occur.

1.2 Guest Relations

Guests are among our organization's most valuable assets. Every employee represents Mike Carney Toyota to our Guests and the public. The way we do our jobs presents an image of our entire organization. Guests judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any Guest or potential Guest. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to Guests.

Mike Carney Toyota will provide Guest relations and services training to all employees with extensive Guest contact. Guests who wish to lodge specific comments or complaints should be directed to the Guest Experience Coordinator for appropriate action. Our personal contact with the public, our manners on the telephone, and the communications we send to Guests are a reflection not only of ourselves, but also of the professionalism of

our company. Positive Guest relations not only enhance the public's perception or image of Mike Carney but also pay off in greater Guest loyalty and increased sales and profit.

1.3 Facilities and Location(s)

**154 Duckworth Street
Garbutt
Townsville
Queensland 4814**

**8/10 Halifax Rd
Ingham
Queensland 4850**

**York St &, Millchester Rd
Queenton
Queensland 4820**

1.4 Vision – Mission and Values

Our Vision:

To engage the passion and talent of our people on our “Relationships First” journey and to contribute to the future of mobility in the communities we live, work, and play in.

Our Mission:

To create a business that places people first, where staff trust and collaborate with other, and where Guests truly feel like part of the family because of initial and ongoing quality service excellence.

Our Values:

Our values underpin every aspect of our daily activities within the Mike Carney Group, and our need is to connect with our Guests at a physical, emotional, and intellectual level. Everyone in the Mike Carney Group must commit to all five of values and become an ambassador within the family.

Value 1: Show We Care

This demonstrates that Mike Carney care about our Guests every interaction, by whatever method. We aim for every Guest to become a long-term member of “the family”. For that to happen we need the sale to be the result of relationship building, and not the sole focus of the interaction. We want every Guest to become ambassadors and share their experience with their family and social acquaintances. but we need to care for the Guest every single time if we want them to keep coming back to the Mike Carney Group.

Value 2: We Work Better Together

To be successful the Mike Carney Group need to work as a team. To enable this, MCG is moving towards team performance and goals. Working ‘Better Together’ means that everyone considers others within the organisation. Our actions become behaviours, therefore the actions of everyone drive the Mike Carney Group culture.

Value 3: Trust Each Other to Deliver

The Mike Carney Group is considered a “Family”, like any other family, is a team built on trust. The Dealer Principle and the Senior leadership team are committed to implementing a Relationship First model. Effective relationships are based on trust. Every part of the organisation relies on every other part, and for that to work well we need to trust that we will all do our very best, every single day. “What can I do to help” needs to become part of our everyday interaction within our team culture.

Value 4: Make the Complex Simple

Mike Carney Group expects supervisors and managers to encourage team members to be innovative in improving processes and efficiencies come forward with new ideas, and never say “we’ve always done it that way”. Not all new ideas will work, but how will we know if we never try!!

Value 5: Find Your Courage

This is the foundation for the first four values. It takes courage to speak up when something is not right or is not working. It takes courage to embrace change. It takes courage to own up to making a mistake, but remember, everyone makes mistakes. The Relationship First journey that the Mike Carney Group is implementing means things will keep changing.

Trust the process and take part in making this work. Building positive relationships with our Guests not only feels good, but it is also good for business, and when our business flourishes opportunities open for the Mike Carney family – The Mike Carney Group wants you to thrive and grow as part of the family.

1.5 Management Philosophy

Mike Carney Toyota management philosophy is based on responsibility and mutual respect. Our wishes are to maintain a work environment that fosters on personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person. Because of their role, managers and supervisors have the additional responsibility to lead in a manner which fosters an environment of respect for each person.

People who come to Mike Carney Toyota want to work here because we have created an environment that encourages creativity and achievement. Mike Carney Toyota aims to become a leader in the Automotive field. The mainstay of our strategy will be to offer a level of Guest focus that is superior to that offered by our competitors.

2. The Employment

2.1 Nature of Employment

Employment with Mike Carney Toyota is voluntarily entered, and the employee is free to resign at any time, with or without cause. Similarly, Mike Carney Toyota may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable state or employment law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between Mike Carney Toyota and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at Mike Carney Toyota sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the General Manager or Dealer Principle.

2.2 Employee Relations

Mike Carney Toyota believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Mike Carney Toyota amply demonstrates its commitment to employees by responding effectively to employee concerns.

To protect and maintain direct employer/employee communications, we will do anything we can to protect the right of employees to speak for themselves.

2.3 Equal Employment Opportunity

To provide equal employment and advancement opportunities to all individuals, employment decisions at Mike Carney Toyota will be based on merit, qualifications, and abilities. Mike Carney Toyota does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the HR Department. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

2.4 Diversity

We are opposed to all forms of unlawful and unfair discrimination. All employees, no matter whether they are part-time, full-time, or temporary, will be treated fairly and with respect. When Mike Carney Toyota selects candidates for employment, promotion, training, or any other benefit, it will be based on their aptitude and ability.

We are opposed to any form of illegal and unfair discrimination. All employees, whether part-time, full-time, or temporary, will be treated fairly and with respect.

When Mike Carney Toyota will select candidates for employment, promotion, training, or any other benefit, it will be based on their skills, abilities, and merit.

Mike Carney Toyota is committed to:

- Create an environment in which the individual differences and contributions of all team members are recognized and valued.
- Create a working environment that promotes dignity and respect for every employee.
- Attract and retain a skilled and diverse workforce that best represents the talent available in the communities in which our assets are located and our employees reside.
- Ensure appropriate selection criteria based on diverse skills, experience and perspectives is used when hiring new staff, including Board members. Job specifications, advertisements, application forms and contracts will not contain any direct or inferred discrimination.
- Ensure that applicants and employees of all backgrounds are encouraged to apply for and have fair opportunity to be considered for all available roles.
- Provide, to the greatest extent possible, universal access to safe, inclusive, and accessible premises that allow everyone to participate and work to their full potential.
- Comply with equal opportunity and anti-discrimination Act.
- Not tolerate any form of intimidation, bullying, victimization, vilification, or harassment and to take disciplinary action against those who violate this policy.
- Provide training, development and advancement opportunities for all staff based on merit.
- Encourage anyone who feels they have been discriminated, to express their concerns so that we can take corrective action.
- Encourage employees to treat everyone with dignity and respect.
- Regularly review all our employment practices and procedures so that fairness is always maintained.

2.5 Business Ethics and Conduct

The successful business operation and reputation of Mike Carney Toyota is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of Mike Carney Toyota is dependent upon our Guests' trust, and we are dedicated to preserving that trust. Employees owe a duty to Mike Carney Toyota its Guests, and shareholders to act in a way that will merit the continued trust and confidence of the public.

Mike Carney Toyota will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor.

Compliance with this policy of business ethics and conduct is the responsibility of every Mike Carney Toyota employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

2.6 Personal Relationships in the Workplace

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts

from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is like that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Although Mike Carney Toyota has no prohibition against employing relatives of current employees or individuals involved in a dating relationship with current employees, we are committed to monitoring situations in which such relationships exist in the same area. In case of actual or potential problems, Mike Carney Toyota will take prompt action, and this can include reassignment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

2.7 Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which Mike Carney Toyota wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact HR for more information.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of Mike Carney Toyota. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

An actual or potential conflict of interest occurs when an employee can influence a decision that may result in a personal gain for that employee or for a relative because of Mike Carney Toyota's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of Mike Carney Toyota as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which Mike Carney Toyota does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving Mike Carney Toyota.

Should you be in doubt as to whether an activity involves a conflict, you should discuss the situation with your manager.

2.8 Outside Employment

Employees may hold outside jobs if they meet the performance standards of their job with Mike Carney Toyota. All employees will be judged by the same performance standards and will be subject to Mike Carney Toyota scheduling demands, regardless of any existing outside work requirements.

If Mike Carney Toyota determines that an employee's outside work interferes with performance or the ability to meet the requirements of Mike Carney Toyota as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with Mike Carney Toyota.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside Mike Carney Toyota for materials produced or services rendered while performing their jobs.

2.9 non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of Mike Carney Toyota. Such confidential information includes, but is not limited to, the following examples:

- | | |
|-------------------------------|-------------------------------------|
| * Compensation data | * Pending projects and proposals |
| * Computer processes | * Proprietary production processes |
| * Computer programs and codes | * Research & development strategies |
| * Guest lists | * Scientific data |
| * Guest preferences | * Scientific formulae |
| * Financial information | * Scientific prototypes |

All employees are required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

2.9 a. Non-Compete Clause

Many contracts specify a certain length of time when the employee is barred from working with a competitor after they end employment. Employers may require employees to sign non-compete agreements to keep their place in the market. Those required to sign these agreements will be informed at the time of employment or during their employment retrospectively due to changing business circumstances.

2.10 Disability Accommodation

Mike Carney Toyota is ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Upon request, job applications are available in alternative, accessible formats, as is assistance in completing the application. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all employees on an equal basis.

Mike Carney Toyota is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. Mike Carney Toyota will follow any provincial or local law that provides individuals with disabilities greater protection.

This policy is neither exhaustive nor exclusive. Mike Carney Toyota is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with all applicable federal, provincial, and local laws.

2.11 Job Posting and Employee Referrals

Mike Carney Toyota provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although Mike Carney Toyota reserves its discretionary right to not post a particular opening.

Job openings will be posted on the employee bulletin board and/or in the email system, and normally remain open for 30 days. Each job posting notice will include the dates of the posting period, job title, department, location, grade level, job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, employees must have performed competently for at least 90 calendar days in their current position. Employees who have a written warning on file or are on probation or suspension are not eligible to apply for posted jobs. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

To apply for an open position, employees should submit a job posting application to the HR Department listing job-related skills and accomplishments. It should also describe how their current experience with Mike Carney Toyota and prior work experience and/or education qualifies them for the position.

Mike Carney Toyota recognizes the benefit of developmental experiences and encourages employees to talk with their supervisors about their career plans. Supervisors are encouraged to support employees' efforts to gain experience and advance within the organization.

An applicant's supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other

recruiting sources may also be used to fill open positions in the best interest of the organization.

Mike Carney Toyota also encourages employees to identify friends or acquaintances that are interested in employment opportunities and refer qualified outside applicants for posted jobs. Employees should obtain permission from the individual before making a referral, share their knowledge of the organization, and not make commitments or oral promises of employment.

An employee should submit the referral's resume and/or completed application form to the HR Department for a posted job. If the referral is interviewed, the referring employee will be notified of the initial interview and the final selection decision.

2.12 Whistleblower Policy

Mike Carney Toyota is committed to always conducting its business with honesty and integrity. If, at any time, this commitment is not respected or appears to be in question, Mike Carney Toyota will endeavor to identify and remedy such situations. Therefore, it is the company's policy to ensure that when a person has reasonable grounds to believe that an employee, manager, or any other person related to the company has committed, or is about to commit, an offence that could harm the company's business or reputation, it denounces the wrongdoers in question.

The whistleblowing policy has been put in place to:

- Encourage employees, partners, or managers to disclose this information or behavior, Protecting complainants from reprisals.
- Treated all parties to an investigation in a fair and equitable manner.
- To ensure confidentiality as much as possible.
- Take corrective and disciplinary action if wrongdoing is discovered.

It is the duty of all employees, contractual third parties or partners to report misconduct or suspected misconduct, including fraud and financial impropriety to the board. This

includes misconducts such as but not limited to:

- Providing false or misleading information, or withholding material information on Mike Carney Toyota financial statements, accounting, auditing or other financial reporting fraud or misrepresentation.
- Pursuit of material benefit or advantage in violation of Mike Carney Toyota's Conflict of Interest Policy; Misappropriation or misuse of Mike Carney Toyota resources such as funds, supplies or other assets.
- Unauthorized alteration or manipulation of computer files.
- Destroying, altering, mutilating, concealing, covering up, falsifying, or making a false entry in any records that may be connected to an official proceeding, in violation of federal, provincial, or state law or regulations or otherwise obstructing, influencing, or impeding any official proceeding, in violation of federal, or state law or regulations.
- Unethical business conduct in violation of any Mike Carney Toyota policies and/or Mike Carney Toyota Code of Conduct.
- Danger to the health, safety, or well-being of employees and/or the public.
- Forgery or alteration of documents.
- Authorising or receiving compensation for goods not received or services not performed or paying for services or goods that are not rendered or delivered.
- Authorising or receiving compensation for hours not worked.
- Embezzling, self-dealing, or otherwise obtaining an unlawful private benefit (i.e., Mike Carney Toyota assets being used by anyone in the organization improperly for personal gain).

2.13 Accident and First Aid

Mike Carney Toyota believes that the best practice in case of an accident, is to ensure staff have access to a trained First Aider or someone who can take charge in the event of an accident.

Details of these trained staff will be displayed from your line manager, and you should familiarize yourself with names and contact details.

An Accident Book is also available from your line manager, and it is the responsibility of everyone to report and record any accident involving personal injury.

Employees who are absent from work following an accident must complete a self-certification form, which clearly states the nature and cause of the injury.

3. Employment Status and Records

3.1 Employment Categories

It is the intent of Mike Carney Toyota to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

REGULAR FULL-TIME employees are those who are not in a temporary or probation status and who are regularly scheduled to work Mike Carney Toyota full-time schedule. Generally, they are eligible for Mike Carney Toyota benefit package, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are those who are not assigned to a temporary or probation status and who are regularly scheduled hours but less than the full 38hour week are also eligible for all of Mike Carney Toyota benefits.

PROBATION is those whose performance is being evaluated to determine whether further employment in a specific position or with Mike Carney Toyota is appropriate. Employees who satisfactorily complete the probation period will be notified of their new employment classification. Generally, your probation period will be 6 months unless otherwise stated.

CONTRACTUAL employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project.

Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees receive all legally mandated benefits, they are ineligible for all of Mike Carney Toyota other benefit programs.

CASUAL employees are those who have established an employment relationship with Mike Carney Toyota but who are assigned to work on an intermittent and/or unpredictable

basis. While they receive all legally mandated benefits, they are ineligible for all of Mike Carney Toyota other benefit programs.

3.2 Access to Personnel Files

Mike Carney Toyota maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of Mike Carney Toyota, and access to the information they contain is restricted. Generally, only supervisors and management personnel of Mike Carney Toyota who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the HR Department. With reasonable advance notice, employees may review their own personnel files in Mike Carney Toyota offices and in the presence of an individual appointed by Mike Carney Toyota to maintain the files.

3.3 Personnel Data Changes

It is the responsibility of each employee to promptly notify Mike Carney Toyota of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names 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, notify the HR Department.

3.4 Probation Period

The probation period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the

new position meets their expectations. Mike Carney Toyota uses this period to evaluate employee capabilities, work habits, and overall performance.

All new and rehired employees work on a probation basis for the first 6 Months after their date of hire. Any significant absence will automatically extend the probation period by the length of the absence. As an employee you will be evaluated and

During the probation period, both parties may assess suitability for employment with the Employer. This also provides management an opportunity to assess skill levels and address areas of potential concern. You should have a formal interview with your manager at the 3-month stage and at the 5-month stage of your probation, to give you an indication of how you are tracking. During your 6 months of the probation, employment may be terminated by either party for any reason whatsoever, with or without cause, and without notice or payment in lieu of notice.

Please take note that your manager's role is to support you in developing and transferring your knowledge, skills, and abilities to be successful in your job. We suggest you take advantage of this resource.

Upon satisfactory completion of the probation period, employees enter the "regular" employment classification.

During the probation period, new employees are eligible for those benefits that are required by law. After becoming regular employees, they may also be eligible for other Mike Carney Toyota provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

3.5 Employment Applications

Mike Carney Toyota relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of

this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

3.6 Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage, and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

At the time of the performance appraisal, the employer and employee will review the objectives and the results achieved. Throughout the year, the employee and employer may refer to this document to track progress made toward objectives, highlight areas of concern, and indicate challenges identified along the way. The annual salary review of all employees is based on performance and is evaluated yearly.

3.7 Job Descriptions

Mike Carney Toyota makes every effort to create and maintain accurate job descriptions for all positions within the organization. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a supervisory responsibilities section, a qualifications section (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required), a physical demands section, and a work environment section if applicable to you.

Mike Carney Toyota maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The HR Department and the hiring manager prepare job descriptions when new positions are created. Existing job descriptions are also reviewed and revised to ensure that they

are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the HR Department if you have any questions or concerns about your job description.

3.8 Salary Administration

The salary administration program at Mike Carney Toyota was created to achieve consistent pay practices, comply with fair work and Queensland laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market, which are generally above the “Awards”. Because recruiting and retaining talented employees is critical to our success, Mike Carney Toyota is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area.

Compensation for every position is determined by several factors, including job analysis and evaluation, the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. Mike Carney Toyota periodically reviews its salary administration program and restructures it as necessary. Merit-based pay adjustments may be awarded in conjunction with superior employee performance documented by the performance evaluation process. Incentive bonuses may be awarded depending on the overall profitability of Mike Carney Toyota and based on each employee's individual contributions to the organisation.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of departmental pay practices. The accounting department is also available to answer specific questions about the salary administration program.

3.9 Professional Development

At the discretion of your manager/supervisor, employees may be able to attend conferences, courses, seminars, and meetings, identified through annual work plans and performance reviews, which may be beneficial to the employee's professional development. When these opportunities are directly related to the employee's position, or are suggested by the manager/supervisor, then Mike Carney Toyota will cover the cost of registration, course materials and some travel expenses.

If Mike Carney Toyota sponsors a course (or courses) and the employee departs Mike Carney Toyota within a year of completion, the course fees will become repayable in full. Some positions will attract a professional development allowance, ***at the time of writing this has yet to be determined and developed.***

To achieve the objective of developing a skilled and flexible workforce, the company will provide the necessary development needs to fulfil your job requirements. It should be noted that 80% of training is on the job & 20% is formal training.

All employees are required to complete online training modules as part of their ongoing development. It is also a requirement that you attend regular departmental toolbox meetings.

The cost associated with external training and licence requirements are significant and must be recognised we expect to receive a return from investing time and money into the training of an individual.

The employee will meet costs associated with providing external training if the employee resigns within the first twelve (12) months of employment

4. Employee Benefit

4.1 Employee Benefits

Eligible employees at Mike Carney Toyota are provided a wide range of benefits. Several programs (such as Health and Well-being).

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

Eligible employees are provided with the following benefits.

- Discounted Medical Insurance - Medicare
- Discounted vehicle purchase – (after probation period)
- Confidential Employee Assistance Program
- Health and well-being program
- Free gym membership
- Access to the company Resilience program
- Free English tuition if required
- Staff lunch once a month
- Discounted coffee and drinks
- Long Service award recognition
- Sponsored subsidised events – When Authorised
- Online training as part of their PD – When Authorised
- Professional Association Membership – When Authorised
- Emerging Leaders Program
- Uniform and laundry allowance
- Financial Planning Assistance
- Flexible ways of working – When Authorised

4.2 Leave Benefits

Paid annual leave is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. All employees are eligible to earn and use Leave time as described in this policy:

Annual leave is accrued per week at the rate that is equivalent to 4 weeks per year. Part time employees are also entitled to 4 weeks pro-rata.

Applications for annual leave may be done in Focus. Leave requests must be completed for departmental manager to approve/disapprove. Approval can only be given, if it does not clash with another staff member's leave, in consultation with the Departments Annual Leave Planner. Each Department's Annual Leave Planner can be accessed in Focus, under availability.

Annual leave must be taken at a time mutually agreed by both parties and with a minimum notice period according to our award. Annual leave cannot be substituted for time initially taken off as sick leave, any such requests will not be approved. An employee who has used up all of their sick leave and is still signed off under a doctors notice can take unpaid sick leave Fair Work Act 2009 s.22 and 117.

Annual leave can be taken as soon as it is accumulated, and it does not have to be taken each year. After that time, employees can request use of earned Leave time including that accrued during the waiting period.

There is no maximum or minimum period of annual leave that can be taken. To take Leave, employees should request advance approval from their supervisors. Requests will be reviewed based on several factors, including business needs and staffing requirements.

Leave time off is paid at the employee's pay rate at the time of leave. Annual leave does not include any overtime. It does not include Christmas bonuses or gifts.

Upon termination of employment, employees will be paid for unused Leave time that has been earned through the last day of work.

4.3 Part Time Military Service Leave

This will be reviewed on a 1:1 basis and at time of writing this is under review.

4.4 Religious Observance

Equal opportunity laws generally require employers to accommodate the religious beliefs of employees, but do not require them to provide paid leave. Employees who require additional time off may use Leave and/or personal days. This leave must be requested through the department manager two weeks prior to the event. As with all leave this must be authorised in advance.

4.5 Leaves

The following public Leaves will be observed:

Australia Day

Good Friday

Easter Monday

Local Show Days Townsville, Charters Towers, and Ingham

Anzac Day

Christmas Day

Boxing Day

New Year's Day

Mike Carney Toyota will grant paid Leave to all eligible employees immediately upon assignment to an eligible employment classification. Pay will be calculated based on the employee's straight time pay rate (as of the date of the Leave) times the number of hours the employee would otherwise have worked on that day. Eligible employee classification(s): **Employees who worked a minimum of 90 days.**

If a statutory Leave falls during an eligible employee's paid absence (such as Leave or sick leave), **The public Holiday will not be counted as annual leave or sick leave.** This means that the public Holiday hours will not be taken away from the employee's amount of built-up paid leave.

If eligible non-exempt employees work on a recognised Holiday, they will receive Holiday pay plus wages at double time and a half their Standard hourly rate for the hours worked on the Holiday at the award rate.

Paid time off for Holiday will not be counted as hours worked for the purposes of determining overtime.

4.6 Workers Insurance

Mike Carney Toyota holds a certificate of currency for Workcover Insurance. The Accident Insurance Policy covers the full amount of the employer's liability under the Workers' Compensation and Rehabilitation Act 2003. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalised, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible. Neither Mike Carney Toyota nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Mike Carney Toyota.

4.7 Sick Leave Benefits

Mike Carney Toyota provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries. Eligible employee classification(s):

- Regular full-time employees
- Part time employees

Eligible employees will accrue on a pro-rated basis sick leave benefits at the rate of 10 days per year. Sick leave benefits are calculated based on employment year the 12-month period that begins when the employee begins employment.

Paid sick leave There are no minimum increments an eligible employee may use sick leave benefits for an absence due to his or her own illness or injury, or that of a child, parent, or spouse of the employee.

Employees who are unable to report to work due to illness or injury should notify their direct supervisor before the scheduled start of their workday, by phone call. The direct supervisor must also be contacted on each additional day of absence. If an employee is absent for (2) or more consecutive days due to illness or injury, a physician's statement may need to be provided verifying the absence and its beginning and expected ending dates. Such verification may be requested for other sick leave absences as well and may be required as a condition to receiving sick leave benefits.

Sick leave benefits will be calculated based on the employee's base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Sick leave benefits are intended solely to provide income protection in the event of illness or injury and may not be used for any other absence. Employees who resign or that are terminated are not entitled to be paid any unused sick days upon termination of employment.

Upon return to work, a leave request must be completed on our internal leave portal; “Focus”.

4.7a COVID -19 Leave

Should employees need to quarantine due to close contact or suspected or have contracted COVID-19 be tested immediately and quarantine according to state legislation at the time. They are NOT to come in to work for ANY reason and are contact their manager and inform them of the outcome of the test result. Employees are to

- a. Use up all available sick leave
- b. Use any normal leave until exhausted
- c. Take unpaid leave

4.8 Bereavement Leave

Employees who require taking time off due to the death of an immediate family member should notify their supervisor immediately. The normal 2-week notification does not apply in this circumstance. (2 days) can be granted for this.

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials. The employees on leave without balance, of maternity, disease, in preventive withdrawal, parental leave, will not be able to prevail themselves of this benefit.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

4.9 Relocation Benefits

When Mike Carney Toyota asks employees to relocate to a new area, certain relocation benefits may be provided to facilitate the transition. Relocation may be available to any

eligible transferred employee who must relocate to reside within 45 kilometers of the new place of work. For specific information regarding the terms and extent of relocation benefits, discuss with your immediate supervisor.

Employees must request relocation assistance for specific items in advance of the date the expenses are incurred. Mike Carney Toyota will reimburse expenses only if the employee has received advance approval, incurs reasonable expenses, and submits satisfactory proof of the expense within 30 calendar days of the date the expense was incurred.

Mike Carney Toyota extends these relocation benefits to contribute to the success of every employee's relocation. However, if an employee separates from Mike Carney Toyota service within one year of the relocation, the amount of the relocation reimbursement will be considered only a loan. Accordingly, the employee will be asked to reimburse all relocation expense.

4.10 Educational Assistance – Personal Development

Mike Carney Toyota recognises that the skills and knowledge of its employees are critical to the success of the organization. The educational assistance program encourages personal development through formal education so that employees can maintain and improve job-related skills or enhance their ability to compete for reasonably attainable jobs within Mike Carney Toyota. An example of this is a Certificate 3 in Parts Interpretation, a Certificate IV in Leadership and management, or Diploma of Management.

Mike Carney Toyota will provide educational assistance to all eligible employees immediately upon assignment to an eligible employment classification. To maintain eligibility employees must remain on the active payroll and be performing their job satisfactorily through completion of each course. Only Regular full-time employees are eligible for educational assistance.

Employees should contact their immediate supervisor or the HR Department for more information or questions about educational assistance.

While educational assistance is expected to enhance employees' performance and professional abilities, Mike Carney Toyota cannot guarantee that participation in formal education will entitle the employee to automatic advancement, a different job assignment, or pay increases.

Should the employee leave the organisation within a 12-month period of receiving educational assistance then this will be paid back to the company and may be taken from the final allowances and pay.

4.11 Maternity and Parental Leave

Maternity Leave Admissibility

The employee is entitled to a maternity leave according to:

You can apply for the maximum 18 weeks of Parental Leave Pay. You need to apply for Parental Leave Pay within 34 weeks of the birth or adoption of your child. You will need to talk to your manager at least 10 weeks before your child's expected birth.

To get Parental Leave Pay, you need to be the primary carer of your newborn or adopted child, and one of the following:

- the birth mother of a newborn child
- the initial primary carer of an adopted child placed in your care by an authorised party for the purpose of adoption
- another person caring for a child under exceptional circumstances.
- You will need to have works a minimum of 12 months to qualify under *Fair Work Act 2009 s.67-70and 85*

Employees are also entitled to up to 12 months of unpaid parental leave. They can also request up to an additional 12 months of leave. Further information contact your HR Department or Manger.

Notice:

- a) The employee must provide in writing to the company, at least three weeks in advance the date of the beginning of her maternity leave and the date envisaged of her return to work. A medical certificate attesting of the date envisaged of the birth must accompany the notice.

- b) The notice can be less than 3 weeks if the medical certificate attests need for the employee to cease working within a less time. If physical dangers are possible, the employee will be assigned to other tasks while preserving the rights and preferences connected to her regular position.

Special maternity leave:

When there is a danger of miscarriage, or a danger to the health of the mother or of the child to come caused by pregnancy and requiring a stop of work, the employee is entitled to a special maternity leave of the duration prescribed by the medical certificate which attests existing danger, and which indicates the date envisaged of the childbirth.

Preventive withdrawal:

When there is a danger of miscarriage, or a danger to the health of the mother or the child to come caused by the working conditions, the employee must ask to be assigned to tasks not involving such dangers. If the direction cannot offer other tasks, the employee can then make the request for a preventive withdrawal. The maternity leave will then begin at the date envisaged from the childbirth.

5. Timekeeping / Payroll

5.1 Timekeeping

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state/provincial laws require Mike Carney Toyota to keep an accurate record of time worked to calculate employee pay and benefits. Time worked is all the time spent on the job performing assigned duties.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

If corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

5.2 Paydays

All employees are paid weekly on every Thursday. Each pay will include earnings for all work performed through the end of the previous payroll period.

If a regularly scheduled payday falls on a day off such as a weekend or Leave, employees will receive pay on the last day of work before the regularly scheduled payday.

Your base salary will be paid weekly by direct bank transfer. There is a maximum of two (2) separate bank accounts allowable for weekly deductions. The pay period is Thursday through to Wednesday. The company pays 10% of the employee's annual salary into an approved Superannuation Fund of your choice. Employees may make their own contributions to their fund. You will need to request an authorisation form from HR for this to occur.

5.3 Employment Termination

Termination of employment is an inevitable part of personnel activity within any organisation, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

Termination for Cause: An Employment Contract may be terminated by the Employer at any time for cause, without notice or payment in lieu of notice, or severance pay whatsoever, except payment of outstanding wages, overtime, and Leave pay to the date of termination. Cause includes, but is not limited to, any act of dishonesty, conflict of interest, breach of confidentiality, harassment, insubordination, or careless, negligent, or documented poor work performance or something deemed as a serious offence. Some examples of a serious offence are, fighting, a blatant disregard for OH&S causing harm or damage.

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Termination Without Cause: An Employment Contract may be terminated by the Employer at any time and for any reason on a without cause basis, upon the provision of notice or payment of notice instead, and severance pay if applicable, as is minimally required by the law, as amended from time to time.

The notice period you must provide to us by law is detailed below.

Your period of continuous service with the company at the end of the day the notice is given	Period of notice required
Not more than 1 year	1 week
More than 1 year but not more than 3 years	2 weeks
More than 3 years but not more than 5 years	3 weeks
More than 5 years	4 weeks

The company reserves the right to pay you an amount in lieu of notice or to provide part notice and part payment in lieu of notice. If you fail to work the full notice period, you will forfeit payment an amount equivalent to the period of notice not worked. If you owe any money to the company at the cessation of your employment because of this clause, you agree that those sums will be deducted from any payments otherwise due to you.

Upon the cessation of your employment, you will deliver up to the company or its authorised representative all keys, documents, records, plans, statistics, papers or property of whatsoever nature which maybe in your possession or control and relate in any way to any Confidential Information or trade secrets, or to the business or affairs, of the company or any of its related entities, joint ventures or business partners and no copies of documents will be retained by you.

If you are employed as an apprentice, your employment with Mike Carney Toyota is on a contract basis. Your contract will end once you complete your apprenticeship.

5.4 Administrative Pay Corrections

Mike Carney Toyota takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error for pay, the employee should promptly bring the discrepancy to the attention of the Accounts department so that corrections can be made as quickly as possible.

6. Work Conditions and Hours

6.1 Work Schedules

The normal work schedule for all employees is stipulated in your contract, Monday to Friday and can include Saturdays. Supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Flexible scheduling, or flextime, is available in some cases to allow employees to vary their starting and ending times each day within established limits. Flextime may be possible if a mutually workable schedule can be negotiated with the supervisor involved. However, such issues as staffing needs, the employee's performance, and the nature of the job will be considered before approval of flextime. Employees should consult their supervisor to request participation in the flextime program.

6.2 Absences

As an employee, you will be treated as a professional, which means that you will be expected to complete your work on time and at the expected level of quality. If extra hours are needed to complete your work, you will be expected to put in those extra hours. In return for being treated as a professional, we expect you to behave as one and not to abuse these privileges.

Even though you will be treated as a professional and will presumably behave as one, general absence guidelines are nevertheless necessary to ensure that we are able to conduct business in a predictable manner. We need to know, in advance where possible, when you will be absent from work. Here are those guidelines:

Absences

Employees are expected to be at work and to work a full workweek, (depending on your contract) except for authorised absences. Authorised absences include the following:

- Leave time scheduled in advance
- sick leave
- time off for a workers' compensation injury
- a death in your family
- jury duty
- military leave – this is currently in review – HR manager
- emergency situations beyond your control
- courses away from normal workplace – When Authorised
- working from home – When Authorised

Notification procedure

To obtain an authorised absence, you are to make a phone call, where possible, and let the appropriate person know that you are unable to come to work. The call should be made, if possible, no later than your regular starting time. A text or email will not suffice unless arranged with your manager.

As for notifying someone that you will be late to work or will be leaving early in the event your work has been completed, we ask that you use your best judgment. If you know someone is likely to need to know that you will be coming in late or leaving early, you should call that person and let him or her know.

Failure to notify

If you don't come to work and don't call in, at some point we have the right to determine that you're not coming back. Thus, our rule is that unauthorised absences of three or more consecutive days without notice will be considered as a voluntary termination, and we will remove you from the payroll.

If you are repeatedly absent without authorisation, you could be subject to counseling, suspension, and termination.

Inclement weather

During inclement weather, you should call to find out whether to report to work. Also, while the weather may be nice where you are, hazardous weather conditions could exist at or near the workplace. If you know hazardous conditions have been reported in the area, protect yourself and call work first.

6.3 Jury Duty

Paid Absence

Full-time and part-time employees must be paid 'make-up pay' for the first 10 days of jury selection and jury duty. Make-up pay is the difference between any jury duty payment the employee receives (excluding any expense-related allowances) from the court and the employee's base pay rate for the ordinary hours they would have worked.

Before paying make-up pay, an employer may request evidence from the employee to show:

- that the employee has taken all necessary steps to obtain jury duty pay
- the total amount of jury duty pay that has been paid or will be payable to the employee for the period.
- If the employee can't provide evidence, they won't be entitled to make-up pay.

Casuals don't get paid for jury duty under the National Employment Standards.

Advance Notice

Employees must give advance notice of the need for time off for jury duty. A copy of the summons should accompany the request.

Return to Work

If employees are dismissed from jury duty before the end of the workday, they must report to work for instructions on whether to return for work for the rest of the workday.

6.4 Use of Phone and Mail Systems

Employees should practice discretion when making personal calls. All staff are asked to limit their personal calls and text messages to outside of working hours, unless there is an urgent situation that requires your attention. Mobile phones must be put away and not left on desks/workstations unless it is part of your job.

The use of Mike Carney Toyota paid postage for personal correspondence is not permitted.

To ensure effective telephone communications, employees should always use an approved greeting and speak in a courteous and professional manner.

6.5 Smoking

Smoking is not allowed in any of the offices, buildings, or work areas. Smoking is only allowed in designated areas, during morning tea and lunch breaks. In keeping with Mike Carney Toyota, the intent to provide a safe and healthy work environment, and as such smoking areas will be gradually phased out in the workplace. This policy applies equally to all employees, Guests, and visitors.

6.6 Meal Periods

All employees are provided with one lunch break and one morning tea break each workday. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time.

6.7 Overtime

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. All

overtime work must receive the supervisor's prior authorisation. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all non-exempt employees in accordance with Qld or Fair work *Act Ch.* And the relevant Award wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations. Failure to work scheduled overtime or overtime worked without prior authorisation from the supervisor may result in disciplinary action, up to and including possible termination of employment.

Business travel for conferences, meetings, etc., which cause an employee to depart or arrive home on a non-workday does not constitute overtime.

6.8 Use of Equipment

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

6.9 Telecommuting Working from Home

Employees allowed to telecommute from home or off-site, for some or all of their employment, remain subject to the terms and conditions of employment set forth in the employee handbook and elsewhere. In addition to their existing obligations and responsibilities telecommuters must agree to do the following:

- Maintain a regular work schedule and an accurate accounting of what they work on and when.
- Comply with all the safety regulations that apply to an office. That means

- having a safe work environment free of clutter, exposed wiring, slippery surfaces, etc. Any employee who telecommutes grants a license to the company to inspect their work premise during normal work hours.
- Understand that the policies and procedures relating to legal compliance and ethics obligations remain in full force and effect while off-site.
- Be responsible for any company equipment used off-site. The employee may be responsible for the cost of repair or replacement of any equipment if handled in a careless or reckless manner. The company is not responsible for personal equipment used without express written authorization from the company.
- Maintain their work product in a safe and secure environment. Any confidential materials, trade secrets or proprietary information should be maintained under lock and key and appropriately discarded.
- Understand that any injuries occurred at home, or off-site, are covered by the company's worker's compensation insurance coverage. The reporting requirements for a telecommuter related to a workplace injury are the same as if they worked on company premises.

6.10 Emergency Closing

At times, emergencies such as severe weather, fires, or power failures, can disrupt company operations. In extreme cases, these circumstances may require the closing of the company.

When operations are officially closed due to emergency conditions, pay and benefits in these circumstances will not be considered a right and will be at the discretion of the Dealer Principle.

6.11 Business Travel Expenses

Mike Carney Toyota will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the immediate supervisor.

When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by Mike Carney Toyota. Employees are expected to limit expenses to reasonable amounts.

Expenses that generally will be reimbursed include the following:

- Airfare or train fare for travel in coach or economy class.
- Car rental fees, only for compact or mid-sized cars.
- Fares for shuttle or airport bus service, where available; costs of public transportation for other ground travel.
- Taxi fares, only when there is no less expensive alternative.
- Per KM costs for use of personal cars, only when less expensive transportation is not available.

Employees are encouraged to use their mobile phone when traveling, as hotel charges are excessive.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by Mike Carney Toyota may not be used for personal use without prior approval.

Cash advances of \$60.00/day to cover reasonable anticipated expenses may be made to employees, after travel has been approved. Employees should submit a written request to their supervisor when travel advances are needed.

When travel is completed, employees should submit completed travel expense reports within 30 days. Reports should be accompanied by receipts for all individual expenses.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

- Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings.
- Cost of meals, no more lavish than would be eaten at the employee's own expense.
- Charges for laundry and valet services, only on trips of five or more days (Personal entertainment and personal care items are not reimbursed).

6.12 Visitors in the Workplace

To provide for the safety and security of employees and the facilities at Mike Carney Toyota only authorised visitors are allowed in the workplace. Restricting unauthorised visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter Mike Carney Toyota at the reception area. Authorised visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorised individual is observed on Mike Carney Toyota premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area.

6.13 Computer and Email Usage

Computers, computer files, the email system, and software furnished to employees are valuable, vital assets and Mike Carney Toyota property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorisation. To ensure compliance with this policy, computer and email usage may be monitored.

Mike Carney Toyota has the right to monitor all its information technology system and to access, monitor, and intercept any communications, information, and data created, received, stored, viewed, accessed, or transmitted via those systems.

Mike Carney Toyota strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, Mike Carney Toyota prohibits the use of computers and the **email system in ways that are disruptive, offensive to others, or harmful to morale.**

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

6.14 Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by Mike Carney Toyota to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer communications systems is part of the official records of Mike Carney Toyota and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet always remain the property of Mike Carney Toyota as such, Mike Carney Toyota reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone based on race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorised use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a rule, if an employee did not create the material, does not own the rights to it, or has not gotten authorisation for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by Mike Carney Toyota in violation of law or Mike Carney Toyota policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy.

The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images.
- Using the organization's time and resources for personal gain.
- Stealing, using, or disclosing someone else's code or password without authorisation.
- Copying, pirating, or downloading software and electronic files without permission.
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organisation.
- Violating copyright law.
- Failing to observe licensing agreements.

- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions.
- Sending or posting messages or material that could damage the organization's image or reputation.
- Participating in the viewing or exchange of pornography or obscene materials.
- Sending or posting messages that defame or slander other individuals.
- Attempting to break into the computer system of another organization or person.
- Refusing to cooperate with a security investigation.
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities.
- Using the Internet for political causes or activities, religious activities, or any sort of gambling.
- Jeopardizing the security of the organization's electronic communications systems.
- Sending or posting messages that disparage another organization's products or services.
- Passing off personal views as representing those of the organisation.
- Sending anonymous email messages.
- Engaging in any other illegal activities.
- Defamatory comments on any social media platform regarding employment or another employee at Mike Carney Toyota

6.15 Workplace Monitoring

Workplace monitoring may be conducted by Mike Carney Toyota to ensure quality control, employee safety, security, and Guest satisfaction.

Employees who regularly communicate with Guests may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our Guests' image of Mike Carney Toyota as well as their satisfaction with our service.

Computers furnished to employees are the property of Mike Carney Toyota. As such, computer usage and files may be monitored or accessed.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Because Mike Carney Toyota is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

6.16 Workplace Violence Prevention

Mike Carney Toyota is committed to preventing workplace violence and to maintaining a safe work environment. Mike Carney Toyota has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be always treated with courtesy and respect. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Conduct that threatens, intimidates, or coerces another employee, a Guest, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, provincial, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by Guests, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

Mike Carney Toyota will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. To maintain workplace safety and the integrity of its investigation, Mike Carney Toyota may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

Mike Carney Toyota encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the HR Department before the situation escalates into potential violence. Mike Carney Toyota is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

.

7. Employee Conduct & Disciplinary Action

7.1 Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, Mike Carney Toyota expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

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:

- Theft or inappropriate removal or possession of property.
- Falsification of timekeeping records.
- Working under the influence of alcohol or illegal drugs.
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment.
- Fighting or threatening violence in the workplace.
- Boisterous or disruptive activity in the workplace.
- Negligence or improper conduct leading to damage of employer-owned or Guest-owned property.
- Insubordination or other disrespectful conduct.
- Violation of safety or health rules.
- Sexual or other unlawful or unwelcome harassment.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace.
- Excessive absenteeism or any absence without notice.

- Unauthorized use of telephones, mail system, or other employer-owned equipment.
- Unauthorized disclosure of business "secrets" or confidential information.
- Violation of personnel policies.
- Unsatisfactory performance or conduct.

7.2 Sexual and Other Unlawful Harassment

Mike Carney Toyota is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favours.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons, or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.

- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words, or suggestive or obscene letters or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment.
- (2) submission or rejection of the conduct is used as a basis for making employment decisions; or,
- (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the HR Department or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the HR Department or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

7.3 Attendance and Punctuality

To maintain a safe and productive work environment, Mike Carney Toyota expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on Mike Carney Toyota. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence, by calling the manager direct. Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

7.4 Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Mike Carney Toyota presents to Guests and visitors. Where uniform is provided you are to be well presented.

During business hours or when representing Mike Carney Toyota, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with Guests or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Unnaturally colored hair and extreme hairstyles, such as spiked hair and shaved heads, do not present an appropriate professional appearance.
- Poor personal hygiene is not professionally acceptable.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, is not professionally appropriate and must not be worn during business hours.
- Multiple ear piercings (more than one ring in each ear) are not professionally appropriate and must not be worn during business hours.
- Visible excessive tattoos and similar body art must be covered during business hours.

7.5 Return of Property

Employees are responsible for all Mike Carney Toyota property, materials, or written information issued to them or in their possession or control. Employees must return all Mike Carney Toyota property immediately upon request or upon termination of employment. Where permitted by applicable laws, Mike Carney Toyota may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. Mike Carney Toyota may also take all action deemed appropriate to recover or protect its property.

7.6 Resignation and Retirement

Resignation is a voluntary act initiated by the employee to terminate employment with Mike Carney Toyota.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits. This will be scheduled by your manager with a member of HR.

7.7 Security Inspections

Mike Carney Toyota wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, Mike Carney Toyota prohibits the possession, transfer, sale, or use of such materials on its premises. Mike Carney Toyota requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remains the sole property of Mike Carney Toyota. Accordingly, they, as well as any articles found within them, can be inspected by any a representative of Mike Carney Toyota at any time, either with or without prior notice.

7.8 Progressive Discipline

The purpose of this policy is to state Mike Carney Toyota's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced comes from good leadership and fair supervision at all employment levels.

Mike Carney Toyota own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with Mike Carney Toyota is based on mutual consent and both the employee and Mike Carney Toyota have the right to terminate employment at will, with or without cause or advance notice, Mike Carney Toyota may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps – verbal warning, written warning, suspension with or without pay, or termination of employment – depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and still another offense may then lead to termination of employment.

Mike Carney Toyota recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Fair Work Rules includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and Mike Carney Toyota.

7.9 Problem Resolution

Mike Carney Toyota is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Mike Carney Toyota supervisors and management.

Mike Carney Toyota strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be

penalized, formally or informally, for voicing a complaint with Mike Carney Toyota in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to HR Department or any other member of management.
2. Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
3. Employee presents problem to HR Department if problem is unresolved.
4. HR Department counsels and advises employee, assists in putting problem in writing and visits with employee's manager(s), if necessary.
5. Employee presents problem to the General Manager
6. The General Manager reviews and considers problem. The General Manager or HR Manager informs employee of decision and forwards copy of written response to HR Department for employee's file. The General Manager has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment and helps to ensure everyone's job security.

7.10 Workplace Etiquette

Mike Carney Toyota strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. 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. Mike Carney Toyota encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work 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 the HR Department if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

7.11 Key Security

All keys are to be secured at the end of each day in the recommended secure area in your department. No keys are to be left visible or in reach of any guest. We are all responsible for the security of the dealership. If you see anything suspicious then please investigate and or report it, to your supervisor or manager.

7.12 Parking

Only authorised personnel may park on site unless in the process of loading and unloading. Parking is also not permitted in other business car parks for example Domain over the road from the Townsville Dealership, as we have had complaints from the managers of that facility.

- Return copy machine and printer settings to their default settings after changing them.
- Replace paper in the copy machine and printer paper trays when they are empty.
- Retrieve print jobs in a timely manner and be sure to collect all your pages.
- Be prompt when using the manual feed on the printer.
- Keep the area around the copy machine and printers orderly and picked up.
- Be careful not to take or discard others' print jobs or faxes when collecting your own.
- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Try to minimize unscheduled interruptions of other employees while they are working.
- Be respectful of other people's time.
- 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.
- Keep socializing to a minimum and try to conduct conversations in areas where the noise will not be distracting to others.
- Minimize talking between workspaces. Instead, conduct conversations with others in their workspace.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded papers.

7.13 Suggestion Program

As employees of Mike Carney Toyota, you can contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All employees are eligible to participate in the suggestion program. This and other things can be found on the company website here <https://www.mikecarneyhealth.com/staff-suggestion>

A suggestion is an idea that will benefit Mike Carney Toyota by solving a problem, reducing costs, improving operations or procedures, enhancing Guest service, eliminating waste or spoilage, or making Mike Carney Toyota a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your supervisor for help.

Submit suggestions via the staff website above. As soon as possible, you will be notified of the adoption or rejection of your suggestion.

Special recognition may be given to employees who submit a suggestion that is implemented.

**IF YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THE CONTENT OF THE EMPLOYEE HANDBOOK, PLEASE DIRECT THEM TO HR DEPARTMENT
YOU CAN EMAIL [SUGGESTIONS HERE](#)**

WISHING YOU A LONG AND REWARDING CAREER AT Mike Carney Toyota!

Acknowledgement of Receipt

I acknowledge that I have received a copy of the Mike Carney Toyota Employee Handbook (“Handbook”). I understand that I am responsible for reading and abiding by all policies and procedures in this Handbook, as well as other policies and procedures of the Company.

I also understand that the purpose of this Handbook is to inform me of the Company’s policies and procedures, and it is not a contract of employment. Nothing in this Handbook provides any entitlement to me or to any Company employee, nor is it intended to create contractual obligations of any kind. I understand that the Company has the right to change any provision of this Handbook at any time and that I will be bound by any such changes.

Signature

Date

Full Name (please print)

Please sign and date one copy of this acknowledgement and return it to Human Resources. Retain a second copy for your reference.

Only print this page!