

## **Hurricane & Hail Policy**

South Carolina regularly experiences extreme weather, including hurricanes and hail. Hurricanes bring high winds carrying debris, potentially flooding waters and large hail which can seriously damage automobiles. McDaniels' Management should be vigilant against approaching weather that could cause damage to our vehicle inventory. This vigilance is made quite easy given then Company's access to cable television (Weather Channel, local station alerts, etc.) We further have Internet access to late breaking weather alerts at numerous sites such as <http://www.weather.com>, <http://www.wunderground.com>, <http://www.nhc.noaa.gov> and many others.

### **Hail Plan**

Hail storms can approach rapidly sometimes with less than an hour's notice. If a hail warning is issued by the National Weather Service and weather radar indicates the storm is moving towards the dealership, the acting Sales Manager should promptly consider and, if warranted, begin moving vehicles into protected areas. Local television station weather radars are usually available online and provide tremendous detail about pockets of severe weather in thunderstorm cells.

The showroom should be filled with merchandise. There are several overhangs and service drives at the stores that can provide coverage from large hail stones-put vehicles fully under these areas. If there is available space in the service department, place vehicles in this protected area. 'Stack' vehicles in lifts (vehicle on raised lift, another parked under).

The priority of protecting vehicles is 'highest dollar car first'. Generally, this will mean New vehicles, followed by Pre-Owned. The 'Hail Plan' will often need to be quickly implemented, and the threat usually passes quickly so that interruptions to normal operations are minimized.

### **Hurricane Plan**

In the event of an approaching hurricane (the Dealership area is placed under a hurricane warning), it is mandatory that Dealerships go to a maximum protection scheme. Normally, the Dealer or Chief Operating Officer will assist in directing the movement. If they are unavailable, it is the responsibility of any Senior Manager to take the initiative to implement this plan. All Dealership personnel should be recruited to protect the vehicles. Do not panic during this move! We do not need to have a careless accident while doing this. Make sure several people are in charge of directing traffic.

The elements of the Plan are essentially the same as the Hail Plan, except that it become mandatory! Managers should aggressively pack as many cars under cover as practical.

At most stores, this consolidation can be performed in less than 60 minutes.

Generally, any remaining vehicles should be parked near the building on the leeward (away from the area of expected prominent wind) side. Make sure that this area is not in

the line of overhanging lights, trees or light posts. While it's not possible to anticipate every gust of wind, the strongest winds of a hurricane tend to come from the easterly direction, so in Charleston, vehicles should be parked on the west side of the buildings, away from downtown Charleston.

In rare instances, a storm could form to turn toward the dealerships over the weekend of over an extended holiday period. At these times, the Dealer or Chief Operating Officer may call upon Senior Managers and any other available Associates to come in to assist in protecting the vehicle inventory.

The lot should be policed for loose debris or items that could easily become dislodged. Dead limbs and trees should be removed as practical; dumpsters should be secured. Remove vehicles from under power lines and away from telephone poles.

After the storm fully passes, the lot should be cleared, cleaned and the vehicles repositioned to resume operation.

*As with all policies, questions or suggestions for improvement should be directed to the Dealer or Chief Operating Officer.*