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## **Press, Recording, Regulatory & Legal Inquiry Policy**

All press, regulatory and legal enquiries relating to the Dealership are to be directed to either the Dealer Principal or the Chief Operating Officer.

**No Associate is authorized to make comments on behalf or for of the Company for any press, journalistic, regulatory or legal matter.**

The proper response should the situation come up is, “The person you need to see is Bill McDaniels or Rob McDaniels. Wait right here and I’ll see if they are available.” Remember, whomever is making this request has likely spent hours or days preparing for the interview; you will not make the best of use of their time or yours by attempting to ‘wing it’. Try to locate us either in the Dealership or by phone, or at the very least notify the most senior management available at the store. Please note, even General Manager’s are not authorized to take the role of spokesman for the Company in this situation; they need simply to be aware of the personnel in the store, and to otherwise minimize disruptions to the normal flow of business.

Filming on any Dealership property is generally not allowed since it has the potential to interfere to the reasonable expectations of privacy of Shoppers, Clients and our Associates. Should a prospective Client wish to take a picture or brief video of a particular vehicle they are considering, that is permissible. Video may taken if the camera is off property as management feels this distance gives other Shoppers, Clients and Associates a sufficient zone of privacy.

Should a videographer make the argument that no one is in the area they are filming, the mere fact that they are filming there may be why; filming can create a chilling effect that discourages shopping in that area. Further, no Associate should allow their work area or themselves to be filmed or recorded by an outside agent. The videographer could use the information for competitive advantage against the company, or he could edit the footage in such a way as to cast a poor light on the Associate or Dealership performance. Statement or actions could be taken out of context. For example, in an hour long sales presentation, 4 or 5 seconds of a Sales Consultants presentation could lifted and juxtaposed to another comment of which he had no knowledge. It may make great TV or court, but it can destroy careers and families, and we know of no useful purpose it serves our business. Imagine how your doctor (or lawyer) would react if you demanded to video all of your dealings with him. They most likely would tense up (which would increase the potential for a mistake) and decline the offer to be recorded.

Questions or ideas for improvement to this Policy should be directed to Bill or Rob McDaniels.