



PINNACLE SALES COMPANY

D.B.A

JIFFY LUBE

KNOXVILLE, TENNESSEE

EMPLOYEE HANDBOOK
&
NEW HIRE PACKAGE

WELCOME TO PINNACLE SALES COMPANY

You are now a part of Pinnacle Sales Company. This handbook is intended to provide you information concerning our methods of operation.

We do not intend that any "rule" or "policy" cause an undue hardship for any employee. We set them forth in this booklet simply to let you know what to expect from Pinnacle Sales Company.

Please read your handbook carefully and keep it for future reference. If you should have any questions concerning the policies or benefits outlined in this booklet, please ask your Manager about them. He/she will be glad to be of help to you.

It is a pleasure to welcome new employees and to extend best wishes for continued success to those whose careers have become a part of the growth and progress of the Company.

OUR EMPLOYMENT POLICIES, PROCEDURES AND RESPONSIBILITIES

EQUAL EMPLOYMENT OPPORTUNITY

It is our policy to grant equal employment opportunities to qualified persons without regard to race, color, sex, religion, age, handicaps, veteran status, or national origin. To deny a qualified person the chance to contribute to our effort because he/she is a member of a minority group is an injustice, not only to the individual, but to our Company and our nation as well. It is the intent and desire of our Company that equal opportunities will be provided in employment, promotion, wages, benefits, and all other privileges, terms, and conditions of employment.

PERSONAL ON-THE-JOB HARASSMENT

Through reasonable management, Pinnacle Sales Company will endeavor to prevent any form of job harassment from occurring in our workplace. Submission to unwelcome sexual advances, requests for sexual favors, and any other unbecoming verbal or physical conduct is not a condition of employment. Neither submission to, or rejection of such conduct will be used as a basis for employment decisions. Likewise, any annoyances of a racial or ethnic nature will not be tolerated. Such conduct is not only socially unacceptable, but also unreasonably interferes with work performance and creates an intimidating, hostile, and offensive working environment.

Should you ever experience any job harassment problem, please contact anyone at corporate headquarters or any member of management in confidence. You may expect prompt and concerned reaction to your problem.

SUBSTANCE ABUSE

If we are to continue to fulfill our responsibilities to provide reliable and safe service to our customers and a safe working environment for our employees, employees of Pinnacle Sales Company must be physically and mentally fit to perform their duties in a safe and efficient manner. Therefore, no employee shall work or report to work while under the influence of alcohol, illegal drugs, or drugs which would affect their ability to perform their job in a safe and efficient manner. No employee shall consume, display or have in their possession on Pinnacle Sales Company property alcoholic beverages or illegal drugs at any time during their work day, including in the workplace or in company vehicles, during lunch, breaks, and on-call hours. To do so could jeopardize the safety of other employees, the public, Company equipment, and the company's relations with the public, and is a prime cause for disciplinary action, up to and including dismissal.

Should you be required to take any kind of prescription or non-prescription medication which may potentially affect your job performance, you are required to report this to your Manager. Your Manager will determine if it is necessary to temporarily place you on another assignment to insure your safety and the safety of our employees and the public.

To protect the best interests of employees and the public, management at Pinnacle Sales Company will take whatever measures are necessary to determine if alcohol or illegal drugs are located on or are being used on company property. These measures will not be taken unreasonably, but when the company believes them to be completely justified and necessary. Measures that may be used will include, but not be limited to searches of people and of personal property located on company premises, which may be conducted by law enforcement authorities or by management, as well as drug and/or alcohol tests to be conducted when there is reasonable suspicion of substance abuse. When urinalysis and/or blood tests are requested or necessary, samples will be taken under the supervision of an appropriate health care professional. The above mentioned searches and drug tests will not be conducted if an individual refuses to submit; however, refusal to submit will result in immediate removal from service and may result in termination.

HEALTH EXAMINATION

Before becoming employed you may be asked to take a health examination at the Company's expense. The examination may be necessary in order to be sure that you will not be placed on a job which you are physically unable to handle. You may be required to take another physical examination, at our expense, at any time should we feel your job assignment or general health require it.

YOUR "TRY-OUT" PERIOD

The first ninety (90) calendar days that you work for us we like to consider a "try-out". It gives you an opportunity to find out whether or not you are going to like it here, and it gives us a chance to find out whether your work, and your attendance measure up to our standards of a good employee.

At any time during this period of ninety (90) days after you are hired, should we feel that your working habits are not meeting our standards, then we may release you. Of course, during this period, you may decide to resign without stating a reason or may be released by our Company on the same basis. These actions will NOT have a negative effect on your employment record. We think this is only fair for each of us to have this time period to adapt to a new working relationship.

Experience is the best teacher in our business. We will help you perform your job the right way by providing proper instruction. Your Manager is an experienced employee who will give you full opportunity to learn the best ways of doing your work. Should you have difficulties or have a problem, please talk it over with your Manager. He/she is always willing to help you.

HAZARDOUS MATERIALS IN THE WORKPLACE

Hazardous material means any material that, because of its quantity, concentration, or physical or chemical characteristic, imposes a significant present or potential hazard to human health and safety, or to the environment. Hazardous materials include, but are not limited to, hazardous substances, hazardous waste, and any material which a handler or administering agency has a reasonable basis for believing that it would be injurious to the health and safety of persons or harmful to the environment is released into the workplace or the environment.

Based upon the extremely broad application of the federal OSHA Hazard Communication Standard, it must be presumed that all substances handled by a business for which a Material Safety Data Sheet ("MSDS") has been prepared are hazardous materials if handled in sufficient quantity or manner that they may pose a health or safety risk to humans or the environment.

Many states define waste oil (used motor oil) as a hazardous material and go on to define specific handling and reporting requirements. Some states go further and require warnings that used engine oil is known to cause cancer or reproductive toxicity.

According to the above definitions, waste oil and other items contaminated by waste oil (e.g. rags and spent oil filters) are considered in some states to be hazardous materials and/or hazardous waste.

EMPLOYEE EXPOSURES TO HAZARDOUS MATERIALS

It is the policy of Pinnacle Sales Co/JIFFY LUBE to maintain an ongoing program of hazard reduction at its Centers. Consistent with that policy, products and procedures are continually evaluated to ensure that we are using the safest possible materials and procedures.

In this effort, Jiffy Lube International, Inc. hired an industrial hygienist to observe our work practices and analyze air samples at a typical Center in order to ensure that any exposure to hazardous materials is within the safety standards established by federal and state OSHA.

The findings indicated that employees' exposure to Benzene, Toluene, Xylenes and Total Hydrocarbons, as well as heavy metals including lead, Zinc, Chromium and Nickel, are well below OSHA Permissible Exposure Limits (PELs).

Areas which pose some concern for exposure to hazardous materials include: anti-freeze/coolants, battery acids, brake fluids, carbon monoxide, cleaning solvents, compressed air, gasoline, high pressure grease, used motor oil, windshield washing concentrates, and various cleaning products. However, if these hazards are properly documented, and employees are trained in procedures to minimize their exposure, prevent spills and proper cleanup procedures, no significant risks to their health or to the environment should exist.

FOR INFORMATION REGARDING SPECIFIC PRODUCT HAZARDS, READ THE PRODUCT LABEL AND REFER TO THE PRODUCT'S MSDS PRIOR TO HANDLING. THE "MSDS" FILE WILL BE IN THE CENTER MANAGER'S OFFICE.

WHAT YOU CAN EXPECT FROM PINNACLE SALES COMPANY

We have an established employee relations policy at Pinnacle Sales Company. Our policy is:

TO seek employees of highest quality.

TO select employees on the basis of skill, training, ability, and physical fitness without discrimination of any type.

TO pay employees fairly according to their effort and contribution to the success of our business.

TO pay wages for comparable work within our industry equal to or, where possible, in excess of the prevailing wage in our employment market area.

TO operate an economically successful business so that a consistent level of production can provide steady work as long as possible.

TO provide paid vacations and holidays to eligible employees.

TO constantly review wages, employee benefits, and working conditions, with the objective of providing maximum benefits in these areas consistent with sound business practices.

TO respect the individual rights of each employee and to treat all employees with courtesy and consideration.

TO assure each employee the right to discuss freely with management any problem concerning either his/her own welfare or the Company's welfare.

TO make prompt and fair adjustments of any complaints which may arise in the everyday consideration of the business.

TO promote employees on the basis of merit and ability, but when all other factors are equal, to give those with longer service preference.

TO make promotions from within the Company whenever possible.

TO develop competent supervisory personnel who understand and meet the objectives of the Company and who accept with open-mindedness the ideas, suggestions, and constructive criticism of fellow employees.

TO provide facilities which are safe, orderly, and attractive.

TO keep employees periodically informed of the progress of the business, as well as keep them acquainted with the overall aims and objectives of the Company.

TO dedicate ourselves to the goal of daily improvement.

TO do all these things in a spirit of friendliness and cooperation so that the Company will continue to be known as "a good place to work".

WHAT PINNACLE SALES EXPECTS FROM YOU

Along with the advantages and opportunities offered by the Company go certain responsibilities - obligations that you will want to meet.

Your primary and most important responsibility, of course, is to do a good job on the work assigned to you by your Manager. He/she is responsible for what you do, so it is a good idea to respect his/her experience, listen to his/her instructions carefully, and carry them out promptly and cheerfully. Completing each assignment to his/her satisfaction is the surest way to make progress.

In addition to following instructions, doing a good job requires you to think for yourself -- to ask questions and make constructive suggestions. You will find that your Manager is interested in your ideas and will appreciate your efforts to do an outstanding job.

Doing a good job also implies certain other obligations on your part, such as maintaining good health and mental alertness, using good judgment, being prompt and regular in attendance, cooperating with your fellow workers, and being loyal to our Company -- its people and its products. You will want to keep well informed on the Company so that you will be able to talk intelligently about it to your friends and neighbors. To them, you represent the Company and what you say can do much to shape their final opinion of it.

KNOW YOUR MANAGER

Get to know him/her -- you'll find him/her to be a pretty helpful person. He/she's the one who shows you how your work fits into the overall picture -- teaches you how to do it -- explains the "how" and "why" -- and encourages you when things look a little tough.

Remember, your Manager knows most of the answers and if he/she doesn't have an answer, he/she knows where to go to get it. He/she started in a job much like yours; he/she can guide and help you. He/she wants you to succeed, because that means he/she is succeeding too. Get to know him/her -- and when you need help, turn to him/her first.

PART-TIME AND TEMPORARY EMPLOYEES

Although we do not hire many part-time employees, we do find it necessary to hire some for less than a full week's work. An employee who regularly works less than the normal workweek is considered a part-time or temporary employee. Persons hired for part-time or temporary work are paid at the hourly rate agreed upon when employed. Temporary and part-time workers are not eligible for paid vacations, paid holidays, insurance, or any other benefits which are given to "regular" full-time employees.

WE WANT YOU TO FEEL AT HOME

At first you may feel a little strange in your new surroundings at Pinnacle Sales. Almost everyone starting a new job has had this feeling. However, it will not take you long to get acquainted since Pinnacle Sales is a friendly place to work. Your fellow employees,

especially your Manager, want to help you get off to a good start. Please ask them questions about anything you do not understand. Your Manager will work closely with you once you have been hired and will provide you with all the information you will need to better understand our policies and practices.

YOUR PERSONNEL RECORDS ARE IMPORTANT

We keep an accurate, confidential, and permanent record of your on-the-job conduct, attendance, and performance in addition to the personnel forms you filled out before you were hired. These important records are reviewed and checked carefully when employees are considered for wage increases and promotions.

Please remember the importance of these records, because they are written statements of your work performance and progress. Your reports and records are made and kept up-to-date with the cooperation of your Manager, who has the greatest knowledge of your skill, performance, and personal qualifications.

All employees must report any change of address, telephone number, marital status, or number of dependents immediately to the Office. It is necessary for us to keep your personnel file in order and up-to-date to best serve you.

YOUR HOURS OF WORK AND YOUR PAY

YOUR WORKWEEK AT PINNACLE SALES COMPANY

Each pay week begins at 12:01 Sunday morning and ends at midnight the following Saturday. Your particular work schedule will depend on your job and the shift to which you are assigned. Your Manager will explain your work schedule to you. Should you ever have any questions on when you are to be at your work station, ready to work, please ask your Manager.

Due to the nature of our particular business, we are not able to establish a definite number of hours to be worked each day. Work periods may begin and end at various times, varying according to the projected workload for a particular day. Your Manager will assign these work periods to you as needed throughout the week. Our service day for customers is never ended until the bay doors are pulled down and the closed sign placed in plain view. At that time end-of-the-day "Clean-up" may be completed.

PAY POLICY

It is the Company policy to pay wages and salaries comparable to those paid for similar jobs and services in our surrounding area. We maintain our wage and salary structure by periodically conducting wage surveys. We adjust our wage and salary ranges in accordance with the business and general economic conditions of the Company.

Your individual job classification is determined by the requirements of your job in such factors as responsibility, skill, training, education, and working conditions. Wage increases are based upon your record of performance on the job and your particular job classification.

OVERTIME WORK

Working overtime is often required by customer demand and general business operations. You are expected to cooperate with your Manager when asked to work overtime. Overtime work will be distributed as equally as possible. However, no overtime work will be performed except at the request of your Manager. If you are required to maintain a weekly record of your hours, all hours worked over forty hours per week will be compensated.

THE TIME CLOCK

Those employees who are required to maintain a record of their time will clock in and out on the store computer. This computer record is the official payroll record from which your pay is computed.

You should clock in at the beginning of your work day and clock out at the end of your work day. Do not clock in more than five minutes before or after your scheduled starting or quitting time unless requested by your Manager. All the time you work must be shown on your computer record.

Clocking in or out for another employee or having another employee clock in or out for you is prohibited.

Please be certain to clock in when you are supposed to. If you forget, or make an error, please notify your Manager at once. He/she will make the correction, and BOTH you and your Manager will initial the correction. When clocking out on the last day of the week, review your record carefully to see that all your hours of work are recorded properly.

YOUR PAY WEEK & PAY PERIOD

Each pay week begins at 12:01 Sunday morning and ends at midnight Saturday. Each pay period consist of two (2) pay weeks, or fourteen (14) consecutive days. Payroll checks for each pay period will be distributed ONCE EVERY TWO WEEKS, on the Thursday following the last day of the pay period. If you are unable to pick up your check, you must give the Company written permission in order to have another employee or relative claim it for you. Then, the person picking up your check must sign a receipt for the full amount of your check.

YOUR PAYROLL DEDUCTIONS

Does your paycheck represent the full amount of your earnings? No! We are required to deduct Federal Withholding Tax (Income Tax) from your paycheck. This deducted amount is turned over to the U.S. Treasury and you are given credit for it on your Income Tax at the end of the year.

The amount of the tax deduction is determined by your earnings and the number of your dependents. Any request to change this status MUST BE IN THE FORM OF A NEWLY SIGNED W-4 sent to the corporate office. Each year you will receive a W-2 slip showing your total earnings for the year and the amount of taxes withheld.

Social Security will also be taken out of your check at the rate established by law. The Company pays one-half of your total Social Security Tax.

Any other deductions, such as insurance and product purchases, must be authorized by you before they will be deducted from your check.

SHOULD YOU FIND AN ERROR IN YOUR PAY

Every precaution is taken to avoid errors in your paycheck. If an error does occur, TELL YOUR MANAGER. He/She will obtain/verify the correct information for you. If a minor error is found, the information will be forwarded to the corporate office and the adjustment will be made on the next payday. Any major error will be corrected in a manner befitting the error.

YOUR SERVICE WITH PINNACLE SALES COMPANY

At Pinnacle Sales Company we believe in recognizing your seniority and length of service. Seniority is a right given to employees through length of service, which entitles them to certain privileges and considerations. We have a good seniority program. We recognize seniority between regular, full-time employees by job classification within a department if they are qualified to perform the type of work needed. Your seniority is determined by a specific date. Usually this date is the day you were hired for the first time. However, if your seniority has been broken through resignation, dismissal, or extended layoff, then your seniority date becomes the last date you were hired following the break in seniority. Employees having the same date of hire will hold seniority in alphabetical order.

New employees are hired on a ninety (90) calendar days "try-out" period. During this "try-out" period, you carry no seniority rights. If you are retained after the 90-day "try-out"

period, you will become a regular employee and will be credited with seniority. Your seniority will mean continuous employment with the Company beginning with the date on which you begin work after last being hired, plus any time spent in the Armed Forces of the country or any other absences approved by the Company.

YOUR CHANCES FOR PROMOTION

Here at Pinnacle Sales Company, promotions are based on the belief that it is to the best interest of all of us to have the best available person on every job. It is our policy to make promotions, **WHENEVER POSSIBLE**, from among present employees. No outsider will be considered for a higher-paying job as long as there is a **PROPERLY QUALIFIED EMPLOYEE** available within the Company to take that job and perform it properly.

RESIGNATIONS

Though we hope you remain with us for a long time, sometimes personal affairs force a change in jobs. In such cases, you are expected to give your Manager at least two weeks notice should you decide to resign. This courtesy of advance notice will allow your Manager time to adjust working schedules and attempt to secure a replacement. This act of courtesy will be entered on your employment record and will be reflected in future references. Failure to give the desired notice does not automatically "not recommend" you for future re-employment consideration. To "recommend" or "not recommend" is determined by your Manager after a review of the circumstances. Employees who leave in good standing are given consideration if they wish to return to work at a later date.

Payroll checks for personnel leaving the Company will be made available on the next regularly scheduled payday and all your uniforms are accounted for.

TERMINATION OF EMPLOYMENT -- DISMISSAL

If an employee's performance is unsatisfactory due to lack of ability or failure to fulfill the requirements of his/her job, he/she will be notified of the problem, and his/her Manager will work with him/her to correct the situation. If an employee's failure is due to a mismatching of person and job, every effort will be made to find a more suitable job.

If this does not succeed, the employee will be dismissed. If you are dismissed, and we certainly hope nothing like that ever happens, a full explanation of the reason will be given to you by your Manager. Discharges are always unpleasant and costly so you can be sure they won't be handled lightly. If you believe you have been treated unfairly, you have a right to an interview with the Vice President and/or President. Advance notice is not given in discharge cases or to those employees terminated within their "try-out" period.

COMPANY REFERENCES

The Company is always glad to cooperate with former employees by answering as fully as possible, any inquiry which may be received from their prospective employers. The Company, however, does not give open "To whom it may concern" letters of recommendation.

YOUR EMPLOYEE BENEFITS AT PINNACLE SALES COMPANY

YOUR VACATION WITH PAY

We believe that an employee should have a time of rest and relaxation each and every year. Vacation with pay is one of the ways we show our appreciation to you for your length of service and good work.

One week -- after a full year of full time employment

Two weeks -- after three full years of full time employment

Any employee who voluntarily quits without giving the Company at least two weeks notice or is discharged for cause forfeits all vacation rights. Only employees who leave the Company voluntarily with at least two weeks notice after being employed at least twelve continuous months will be paid for any unused vacation.

We must remember that our customers employ all of us. Therefore, we must be guided by customer demands when we schedule vacations. Vacations will be scheduled in such a way that we can best serve our customers by maintaining sufficient manpower to service their needs. You should make certain that you try to schedule your vacation with your Manager at least thirty (30) days in advance of the desired time off. Annual vacations will be scheduled by your Manager with the most senior employee having first choice of vacation time. Included as a part of your vacation benefit is the ability to carry unused vacation days forward, IF YOU elect to do so. This "vacation day account" is limited to a maximum of five days and can be carried as long as you want. No vacation can be Scheduled between June 15th and July 15th or the week before and after Thanksgiving and Dec. 18th thru Jan 10th.

YOUR PAID HOLIDAYS

The following holidays are observed as paid Holidays at Pinnacle Sales Company, only when they fall on a normal work day:

Thanksgiving Day, Christmas Day, New Year's Day

Employees must be in an active pay status both the day before and the day after to be paid for the holiday. Scheduled employ who misses work the day before or the day after a holiday will not be paid for that holiday. Holiday pay for regular "full-time" employees will amount to eight hours at your regular straight-time rate. Overtime premiums will not be paid on holiday pay.

Part-time employees will not be paid for holidays.

If one of our paid holidays falls during your vacation period, you will receive an extra day of vacation with pay for the holidays observed during their leave. Employees absent from work because of an on-the-job injury will receive pay for holidays occurring during their absence but not to exceed any two.

INSURANCE PROTECTION FOR YOU AND YOUR FAMILY

Insurance may not seem important to you until you really need to use it. You should, however, know about the insurance we have and what is available for you by being an employee of Pinnacle Sales Company. This is real protection that we are happy to provide for you and your family's benefit, IF YOU QUALIFY!

Every "regular" full-time employee of Pinnacle Sales Company becomes eligible to apply for participation in our group insurance plan after a minimum of ninety (90) days of continuous employment. IF YOU QUALIFY, you will be placed in the program at the beginning of the first month FOLLOWING ninety (90) continuous days employment. (Example: date of hire: April 14, 20XX, end of the ninety day period: July 14, 20XX, date placed on Insurance policy: August 1, 20XX.) Our group insurance plan includes a term life insurance policy, hospitalization, surgical benefits and major medical coverage. Pre-existing conditions are excluded for a maximum of twelve (12) months, depending on the circumstances. The cost of this coverage will be divided into twenty-six (26) equal payments and deducted from your payroll check. Insurance premium obligations are accrued on a monthly basis.

Dental Insurance is available thru the company.

LIFE INSURANCE

Every employee of Pinnacle Sales Company is a participant in our group life insurance plan. The Company pays the entire cost of your premium for your life insurance protection. The amount of insurance is shown on your Insurance Certificate.

YOUR INSURANCE AGAINST UNEMPLOYMENT

The Company pays the entire cost of unemployment insurance. Its purpose is to provide temporary income for workers and their families when, through no fault of their own, they have lost their jobs. To qualify for payments from this fund the individual must have earned a certain amount of money in covered employment from the employer he/she is filing a claim against and, secondly, he/she must be willing and able to work.

The Company pays a percentage of its' payroll to the Unemployment Compensation Fund. The percentage paid is based on the industry and/or the Company's employment experience. If you become unemployed through no fault of your own, you may be eligible for Unemployment Compensation for a limited period under provisions and laws of the State of Tennessee. This law is administered by the State Unemployment Compensation Commission. Applications for benefits are made through our local State Employment Service Offices.

WORKERS' COMPENSATION

If you are injured while you are at work, you will receive certain benefits under the Workers' Compensation policy which the Company carries on each employee. These benefits normally include the cost of your medical attention as well as a certain percentage of your weekly income for a specified number of weeks.

If you receive an injury on the job, IT MUST BE REPORTED the day the injury happened, whether it requires medical attention or not (insurance requirement). This allows the Company to provide you with proper medical attention, if we both agree you need it, and ensure that your Workers' Compensation claim is filled out promptly and correctly.

YOUR SOCIAL SECURITY BENEFITS AND PAYMENTS

The payment of Federal Old Age Benefits and Medical Benefits under the Social Security act is made by you and the Company. Normally, you will be eligible to receive a monthly income from Social Security when you retire, or become totally and permanently disabled.

Pinnacle Sales Company, by matching your contribution to Social Security on a 50/50 basis, actually pays one-half (1/2) of the cost of your Old Age Retirement and Medicare Benefits under Social Security.

UNIFORMS - WEAR - RESPONSIBILITIES

All Jiffy Lube employees are required to wear the uniforms supplied by Pinnacle Sales Company. Your Manager will explain the responsibilities that go "hand-in-hand" with the wearing of these uniforms. Examples of this would be leaving all uniforms on company property and the placement of soiled uniforms at the end of each shift.

The uniform must be worn in accordance with the directives provided by Pinnacle Sales Company. And it must be worn on the job at all times, in a neat manner. Caps must be worn in a professional manner, shirts must be buttoned completely, except for the collar button. Shirts must also be worn tucked inside pants completely.

If you leave the Company during the first 90 (ninety) days of employment, and the Company has incurred the setup cost of the uniform, you will be expected to reimburse the Company for that cost. You will also be held accountable for the uniforms assigned to you. You will be expected to pay the Uniform companies charges for any uniforms not turned in at the time of your departure. These charges may be deducted from your last payroll check.

EMPLOYEE PURCHASES

You may receive ONE Full Service oil change with conventional motor oil for your vehicle free of charge once every ninety (90) days. All other services may be purchased at HALF THE REGULAR RETAIL PRICE. These services/items are available for your personal vehicle. Be sure this work is accomplished at a time that will not interfere with normal customer service.

Applying your special pricing to vehicles other than your own could be cause for dismissal. Special requests will be considered, but must be presented to, and approved by, your Manager prior to any work being done.

WORKING ON PERSONAL CARS

No mechanical or other work will be done on personal vehicles on company property. Your Manager may give permission to allow some work to be done, inside the building, after normal business hours. PERMISSION MUST BE RECEIVED PRIOR TO ANY WORK BEING DONE!!!

SAVINGS PLAN

Any employee who desires to participate in a Savings Account may do so. Please notify the Payroll Department if you wish to participate. The authorized amount will be deducted from your pay each week and given to you the first payday in December.

MILITARY RESERVE OR NATIONAL GUARD TRAINING LEAVES

If a regular "full-time" employee who is a member of the Active Army or Naval Reserve or Active National Guard unit is called to serve a two-week tour of active duty training, he/she will be granted a leave of absence for the time required. You should give your Manager as much advance notice as possible of your intent to be away.

An employee entering into the U.S. Armed Services will be expected to show orders to the Manager as soon as they are received. Regular employees (not temporary) are eligible for reemployment according to prevailing federal laws.

JURY DUTY

If you are a regular "full-time" employee and are summoned for jury duty, please tell your Manager as soon as possible. As good citizens, any of us are subject to being called for jury duty. In order to avoid any severe financial loss to you from serving on jury duty, the Company will pay you the difference between your jury duty pay and the amount you would have earned for eight (8) hours at your regular straight-time rate. Overtime pay will not be paid for jury duty. Jury duty pay will continue for a maximum of two weeks (ten working days). To be eligible for jury duty pay, you must get a statement from the Court Clerk indicating the time you served on the jury and the amount you received as jury duty pay. Just as soon as you receive a summons to serve on a jury, you must to tell your Manager so that he/she can arrange for another employee to take over in your absence.

If you are one of our part-time employees and are called for jury duty let your Manager know as soon as possible. The company will need to redo our work schedules. Every effort will be made to provide you with as many work hours as possible during this time.

FUNERAL LEAVES

If there should be a death in the immediate family of any "full-time" regular employee, he/she will be granted a leave of absence of up to three days if needed. The Company will pay you the amount you would have earned for these days had you been working for the Company. These leaves will be granted for Spouse, Mother, Father, (paternal or other) Sister, Brother, Child or Step-Child.

LEAVE OF ABSENCE

The Company recognizes that certain circumstances may arise which necessitate a leave of absence. Circumstances under this policy include personal illness, including pregnancy, or other compelling personal reasons. The leave of absence must be requested in writing, and only be granted for thirty (30) day period. For additional leave time, a written request must be sent to the President for review. In cases of illness, a doctor's statement will be required as part of the review. Leaves of absence will not extend beyond 180 days.

Due to the nature of our business, where we must provide regular service to our customers, we cannot guarantee returning an employee to his or her former job should they be on a leave of

absence for more than thirty (30) days. Therefore, if your job has been filled during your absence, you will be given consideration in future job openings for which you are qualified.

YOUR RESPONSIBILITIES TO PINNACLE SALES COMPANY

YOU MUST BE ON TIME

Our work is planned in advance. Every job has a very definite place in the successful operation of the Company. Therefore, you are expected to start your workday on time and be punctual to all working appointments.

If for any reason you are unable to be at work at your scheduled starting time you are expected to call your Manager before your scheduled time to start work. This is necessary in order for adjustments to be made.

ATTENDANCE

Occasionally it may be necessary for you to be absent from work as a result of illness or for personal reasons. In such cases, you are expected to notify your Manager at least sixty (60) minutes before the beginning of your scheduled starting time. Advance notification is necessary so arrangements can be made to handle your work during your absence. Also, this notification is necessary in order that your absence can be classified as excused. Your manager may require a doctor's certificate for verification.

If you are absent for an extended period because of personal illness, you are expected to have your condition reported to your Manager AT LEAST once a week. When you return to work, after any absence, report to your Manager prior to beginning your normal duties.

QUITTING EARLY AND LEAVING YOUR JOB

If an emergency, personal business, or pressing personal circumstances which cannot be attended to outside of working hours requires you to leave your job, you may request permission from your Manager. He/she will consider the urgency of your request and the time when you can best be spared. You should clock out when leaving the premises on personal matters, and clock in again when you return.

WASTE PREVENTION

Waste of time, materials, equipment, and utilities is costly to the Company, and to you. You can help build your future, and the Company's, by the amount of time you save as well as the quality of service you render. You should make every minute count. Eliminate waste whenever possible. In the long run everyone benefits from reduced operating cost. The amount of money saved by eliminating waste can be passed along to employees so that we can have something to share in good times and bad.

GOOD HOUSEKEEPING

One sure indication of an efficient worker is the condition and appearance of his/her work area. Orderliness in your work area reduces accidents, improves health conditions, reduces fire hazards, adds to the efficiency of your work, and improves the quality of our services. We can all help by placing trash and refuse in the containers provided and by applying a few simple rules of tidiness. It is everyone's responsibility to help keep our premises clean and sanitary. The appearance of our property is a direct reflection of the image we present to our customers. These areas include, but are not limited to, the upper and lower bays, all storage areas, both public and private restrooms, the office and lounge, the exterior grounds, dumpster area and the parking lot. In other words, EVERY SQUARE INCH OF OUR PROPERTY.

GARNISHMENT - DEBTS

The assignment of wages, or an order for garnishment of wages for credit for any employee is regarded as a serious matter. If a creditor obtains a garnishment of your earnings the company is required by law to deduct the necessary payment. If a garnishment is received, you will have until the date of the garnishment in order to obtain a release.

CLOTHING, PERSONAL APPEARANCE AND BEHAVIOR

Employees shall dress and groom themselves in such a manner as to be an asset to the company. Uniforms, or any other clothing, worn on the job must be clean and pressed. Jiffy Lube caps will be worn in a professional manner, shirts buttoned and tucked in pants. Hard- soled shoes (dark in color, preferably black) will be considered proper footwear. Shoes should be oil and slip resistant.

Acceptable grooming standards include neatly trimmed haircuts kept above the collar, sideburns above the bottom of the earlobe, mustaches, beards and goatees neatly trimmed not to exceed ¼" in length. Where you have not facial hair you are required to be clean shaven and the ability to give our customers a pleasant and sincere SMILE!

All employees must exhibit the following characteristics and behaviors to provide excellent customer relations:

Pleasant, natural smile.

Good eye contact.

The ability to convey a genuine, caring interest.

Assist PSC/JLI team members when appropriate.

Politeness as demonstrated by "Thank you!" and "Please?"

The customer must always be treated with respect, no matter whether he/she is right or wrong.

INTIMACY, INTENSITY AND INTEGRITY

Every employee should always govern his/her work ethics by Jiffy Lube International's philosophies of "Intimacy", "Intensity" and "Integrity":

Intimacy -- A genuine care and concern for the customers vehicle, the customer and our service center as though it were our own.

Intensity - Fanatical dedication to getting the job done right the first time.

Integrity - Doing what you say you will do, when you say you will do it, even if no one is watching.

PARKING

Please park only in the areas assigned to "Employees". Please do not park in spaces reserved for customers or in such a manner as to cause problems with the natural traffic flow of the property.

BATHROOM BREAKS

We understand there are times when bathroom breaks are necessary. Cell Phones are not allowed in the bathroom, unless approved by the manager. Excessive bathroom breaks, or time spent in the bathroom will result in time lost on your part. **If you have an illness that is causing an issue, we will understand this as a temporary problem.** Spending more than 5 minutes in the bathroom will be considered excessive, and therefore can result in time lost. A manager or superior has the right to clock you out or edit your time if they deem that you are abusing your bathroom privileges. Stalling in the bathroom on company time, while cars are present or not, is considered abusing the time clock and will not be tolerated.

PHONE CALLS

Emergency/personal long distance calls must be approved before the call is to be made. Please discourage personal calls from family or friends, except for emergencies, during working hours. If you do receive a call when you are busy, the number will be taken, and you can return the call at a later time.

WORKING SAFELY - SAFETY AND ACCIDENTS

We want the company to be a safe place for you to work. You can help us do the job. Accidents are serious for you and your family in that they reduce your earnings and cause physical discomfort. They are serious to the company because skill is lost in not having you

available to work. You will be helping yourself, your family and the company if you will follow every safety precaution and avoid taking unnecessary risks in your work. Please report all hazardous conditions and unsafe habits immediately.

VEHICLE ACCIDENTS - WHAT TO DO IN CASE OF AN ACCIDENT

Insurance is provided by our insurance company. Immediately notify the store Manager if a customer's vehicle is damaged in any way. All pertinent information should be secured and brought to the office. Under no circumstances should liability be admitted, or payment of any kind be made to any person or company. Fill out the forms to the best of your ability as neatly as possible for action by our insurance company.

CARE OF EQUIPMENT

The company has invested thousands of dollars in equipment which is designed to enable you to do your work more efficiently. Your cooperation in the care and use of this equipment is necessary to maintain it in good condition. If any of our equipment is defective or is not the best for the job, notify your Manager immediately so that repairs or replacements can be made.

SAFETY RULES

In order that Pinnacle Sales Company may become a safer place to work, the following safety regulations are to be complied with and enforced:

1. All customers will be escorted to the Lounge with the employee walking between the customer and the open pit.
2. Smoke in authorized areas only. This safety rule is a must for two reasons: (1) a fire could put us all out of work, and (2) the insurance company demands that such rules be enforced.
3. All injuries, NO MATTER HOW SLIGHT, are to be reported to your Manager. He/she will in turn instruct you where to report for treatment.
4. All liquid spills should be cleaned up immediately to prevent employees and/or customers from falling.
5. Any leaking or unsafe high pressure lines should be reported to the Manager immediately and repaired.
6. Brake fluid should be handled very carefully. If spilled in someone's eyes it may cause blindness.
7. Windshield wiper fluid is a corrosive material and should be handled accordingly.
8. Hi-Pressure air lines (ie. Chassis lube) should never be placed against your skin.
9. Safety glasses/goggles and Bump hats must be worn by appropriate personnel at all times.
10. Horseplay and practical jokes are prohibited as they often lead to injury.
11. All aiseways are to be kept clear at all times.
12. If you drive a company vehicle, do not speed beyond the limits established by the company and those considered legal by town, city, state, or federal authorities.
13. All damage done to Company property or equipment will be reported to the Manager immediately.
14. CARS AND TRUCKS - All single vehicle accidents will be reported to the Manager or District Manager or Corporate office within twelve (12) hours, ALL OTHER accidents will be reported to the corporate office immediately.

Anyone not following the above procedures will be subject to disciplinary action.

In addition, all employees involved in a vehicle accident, IN WHICH THE EMPLOYEE IS JUDGED AT FAULT, will be required to reimburse the company for the first \$100.00 worth of damage.

These rules are offered with the belief that many accidents can be prevented. However, rules alone will not prevent accidents; it takes the cooperation of all of us to see that accidents are eliminated. Report any unsafe conditions to your Manager or corporate headquarters. Remember to always THINK SAFETY!

YOUR PERSONAL CONDUCT AND COMPANY RULES

You have the responsibility to us and to your fellow workers to conduct yourself according to certain rules of good behavior and conduct. In any business, some rules are needed to help everyone work together by letting them know what can and cannot be done. We expect our employees to retain their jobs on the basis of following company rules and showing good behavior and efficiency. For these reasons, we have included in our handbook a list of most of our rules (Appendix). You are expected to read, understand, and follow these rules in your day-to-day work.

Disciplinary action, whether a warning slip or suspension, is given only for the purpose of correcting someone for doing something wrong. Having to dismiss an employee is a distasteful action for everyone, and it seldom happens. However, failure to follow our work rules works against the best interest of our other employees and our company and usually leads to dismissal. In every case where disciplinary action is being considered, you will be given every opportunity to explain your side of the case. Should you have any questions at all concerning any work rule listed, please see your Manager.

WHEN THINGS GO WRONG

It will always be our policy to let an employee tell his/her side of the story and give full consideration to his/her problem or complaint. There will be no discrimination against anyone for his/her part in presenting a complaint or discussing a problem with his/her Manager or anyone in our management. It is our sincere desire to help you work out any complaint or problem you have to the satisfaction of both you and the company. Remember, the only way we can help you answer your questions, or solve your problems, is for you to tell us about it. Please do not hesitate to do so.

HOW WE KEEP IN TOUCH WITH EACH OTHER PLEASE KEEP US INFORMED ABOUT YOURSELF

Your Personnel Record

When you entered our organization you completed a form supplying us with the various facts we must know about you. This information was transferred to a permanent and confidential file which is the company's factual picture of you as an individual. Keeping this record correct and up-to-date is important to you because it enables the company to reach you in an emergency, forward your mail, properly maintain your insurance and other benefits, compute your payroll deductions, etc. The office should be notified promptly of changes in:

1. Address and telephone number.
2. Marital status.
3. Name.
4. Beneficiary or dependents listed in your insurance policy.
5. Number of dependents for Withholding Tax purposes.
6. Person to notify in case of accident.

In addition, you should give notification about the completion of training or education courses so that you may receive proper consideration as better job opportunities arise throughout the company.

BULLETIN BOARDS

Information of general interest is regularly posted on our bulletin boards. Please form the habit of checking the bulletin boards daily, so that you will be familiar with the information posted there.

EMPLOYEE COUNSELING

All of us have our little, and sometimes big, problems. Sometimes personal problems gang up on us, and we don't know where to turn. Whenever problems begin to bother you, interfering with your outlook on life, your work or even your physical well-being, it often helps to get it off your chest. At times like these, we want to help you, if we can, without being "nosey". We will be glad to talk with you in confidence about any problems you may have. We naturally have your best interest at heart and are willing to help when possible.

OTHER BOOKLETS AND LETTERS

In addition to this Employee Handbook, you will receive other informative booklets from the company. You will want to take these booklets home with you so that your family may know more about your job and your benefits here at Pinnacle Sales Company. We sometimes produce a company newsletter. The function of this newsletter is to provide you and your family with interesting news and helpful information which will keep you up-to-date on the happenings here.

S U M M A R Y

The employee benefits, personnel policies, and rules of this handbook will remain in effect unless changes are considered necessary because of general economic conditions or because of conditions pertaining to our particular business. No such change in any benefit, policy, or rule will be made except after due consideration of the mutual advantages, responsibilities and benefits of such changes on you as an employee and on the company.

APPENDIX A
RULES FOR ALL OF US TO LIVE BY

The purpose of these rules is not to restrict the rights of anyone but rather to define them. By keeping you informed of your rights, you will be more satisfied and the company can maintain an orderly and efficient operation.

Since the violation of some rules is more serious than the violation of others, action toward the employee may range from verbal/written correction to dismissal.

In order to be absolutely fair, we have what we call a "wash-out" period for certain rules. We believe that a person's mistakes with the company should not haunt him/her for years afterwards. Therefore, after having made a "mistake", it will "wash-out" after a twelve month period.

1. Inefficiency or lack of application of effort on the job.
2. Insubordination and/or unwillingness to cooperate with the Manager or other employees (refusal to perform service connected with an employee's job as required by the employee's Manager).
3. Committing actions which affect the safety of equipment or personnel.
4. Violating a safety rule or safety practice/procedure.
5. Knowingly clocking in or out for another employee, having another employee clock in or out for you, or unauthorized altering of a time sheet. ANY alteration MUST be initialized by employee AND Manager.
6. Smoking in restricted areas.
7. Being tardy without proper notice or excuse.
8. Being absent without proper notice or excuse.
9. Leaving your job or your regular working place during working hours for any reason without authorization from your Manager, except for lunch, rest periods and going to the rest rooms.
10. Leaving work before end of shift or not ready to work at start of shift.
11. Failing to arrange any necessary adjustments of your work scheduled hours with management person.
12. Reporting for work or working under the influence of alcohol, or drugs, excluding prescribed medication.
13. Possession of alcohol, drugs, or narcotics, excluding prescribed medication, on company property.
14. Consuming alcohol or drugs, excluding prescribed medication, during hours you are working.
15. Disorderly conduct on company property.
16. Immoral conduct or indecency on company property.
17. Abusive language to any customer, Manager, or to any employee.
18. Harboring a disease that will endanger fellow employees.
19. Misrepresentation of physical condition or any other important facts in seeking employment.
20. Dishonesty or removal of another employee's property or company property without permission.

21. Willful destruction of company property.
22. Gambling on company property.
23. Responsible for instigating fighting on company property.
24. Possession of fireworks or explosives on company property without permission from management.
25. Possession of a firearm or any other type of weapon on company property without PRIOR permission of store Manager.
26. Contributing to unsanitary conditions.
27. Uncleanliness or unpleasant personal habits.
28. Conducting any type of personal business without authorization during working hours, including using the telephone for personal reasons except in an emergency.
29. Permitting visitors in work area without consent of management.
30. Violations of company policies outlined in other sections of this handbook, or habitual offenders of various company rules will be dealt with by written correction to dismissal depending upon frequency and nature of offense.