



Employee Handbook

WELCOME

We are providing you with this Employee Handbook to answer some of the questions you may have concerning the company and its policies. This handbook summarizes the benefits and personal policies that are now in place. While the Handbook is not all-inclusive, it does touch upon most policy and benefit issues that will be of interest to you.

We welcome and encourage any suggestions you may have for improving any aspect of our policies. We will consider all suggestions and will respond to such suggestions when appropriate. You can make your suggestions by either placing them into the suggestions box (if available at your location) or discussing them directly with your immediate supervisor.

The growth and success of our company results from quality people who work with us in providing valuable car rental services to our customers. Our continued success will depend on the continued maintenance of this strong partnership.

For additional information concerning any of the topics covered in this Employee Handbook, or to discuss any other situations which may arise, please contact your supervisor or the Company's Human Resources Department.

Company History

About Us.....

E-Z Car & Truck Rental, a minority owned company, was established by Luis E. Vega in 1968 with a \$5,000 loan. He began his operation with seven vehicles, and one employee.

Since then Mr. Vega has opened ten E-Z Rent-A-Car branches in Puerto Rico and turned the operation into the island's largest local auto rental company. At present E-Z Rent-A-Car generates sales of approximately \$10 million, has 65 employees and more than 1,000 rental vehicles in its Puerto Rico operation.

In 1998 E-Z Rent-A-Car became the first minority owned Car Rental Company to open at U.S. International Airport. E-Z Rent-A-Car Operates at the Orlando International Airport with approximately 50 employees and a fleet of 1,500 vehicles.

About This Handbook

The following pages contain information regarding many of the policies and procedures of E-Z Rent-A-Car Company. (Hereby referred to as "EZ"). This is not an employment contract and is not intended to create contractual obligations of any kind.

The policies and procedures outlined in this handbook will be applied at the discretion of E-Z Rent-A-Car and E-Z Rent-A-Car reserves the right to deviate from the policies and procedures of this handbook, or to withdraw or change them, at any time. We will notify you when an official change in policy or procedure has been made.

E-Z Rent-A-Car values the many talents and abilities of its employees and seeks to foster an open, cooperative, and dynamic environment where employees and the company alike can thrive. If you would like further information or have questions about any of the policies and procedures outlined in this handbook, please feel free to bring them to the attention of the General Manager.

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Company's Position on Labor Unions

We are opposed to unions in our workplace. We are proud of our relations with our employees. We believe that direct interaction between our employees and management is essential for the continued maintenance of good employee relations. We are committed to protect the personal rights and independence of our employees from outside interference from any union or agent. We believe that unions are not in the best interests of our employees or the Company because unions often create dissention and divisions rather than foster teamwork and mutual commitments.

Standard Employment Practices

At Will Employment

E-Z Rent-A-Car does not offer tenured or guaranteed employment. Except as E-Z Rent-A-Car has otherwise expressly agreed in writing, your employment is at will and may be terminated by you or by E-Z Rent-A-Car at any time, including after the evaluation period.

Probationary Period

Every newly hired employee is placed on 90 day probation at the start of their employment with E-Z Rent-A-Car, for the purposes of the Florida Unemployment Compensation Law. Employee must be aware that if his or her employer discharges the employee for unsatisfactory work performance under Florida Compensation Law they will not have their account charged for any unemployment benefits.

Equal Employment Opportunity

E-Z Rent-A-Car is committed to providing equal employment opportunities to all individuals without regard to race, color, religion, sex, national origin, age, disability, marital status, sexual orientation, or any other characteristic protected by law.

E-Z Rent-A-Car will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. An employee with a disability for which reasonable accommodation is needed should contact the General Manager to discuss possible accommodations.

Employees with questions or concerns about any type of discrimination in the work place are encouraged to bring these issues to the attention of the General Manager. Employees can raise legitimate concerns and make good faith 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 discharge.

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Sexual and Other Unlawful Harassment

E-Z Rent-A-Car will endeavor to maintain a work environment that nourishes respect for the dignity of each individual. This policy is adopted in furtherance of that tradition.

It is against the policies of E-Z Rent-A-Car for an employee to harass another person because of the person's sex, race, color, religion, national origin, age, disability, sexual orientation, marital status, or other characteristic protected by law. Actions, words, jokes, or comments based on such characteristics will not be tolerated.

Consequently, it is against the policies of E-Z Rent-A-Car for an employee to sexually harass another person. Unwelcome sexual advances, 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 an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or environment.

Any employee who believes that he or she is being unlawfully harassed should immediately contact their supervisor or the General Manager.

All complaints of harassment will be promptly, thoroughly and confidentially investigated, and where necessary, appropriate corrective action will be taken. Any person found to have unlawfully harassed another employee will be subject to appropriate disciplinary action, up to and including discharge.

Immigration Law Compliance

E-Z Rent-A-Car does not hire anyone that is not a citizen of the United States, nor is not a non-citizen that is authorized to work in the U.S under the Immigration Reform and Control Act of 1986. As a condition of employment, all new and past employees must show valid proof that they are eligible to work in the United States.

Criminal Convictions

E-Z Rent-A-Car reserves the right not to hire, or retain anyone that has been convicted of a criminal offense. Conviction of a crime that involves dishonesty may result in an automatic termination of employment. Before any decision is made, the nature of the crime and circumstances surrounding the conviction will be considered.

Driver's License

It is a mandatory policy that all employees have a valid driver's license during the duration of their employment with E-Z Rent-A-Car regardless of your position held within the company. All licenses must be current, valid and issued in the state in

which you are employed, within 90 days of residency (international license used with visa's excluded).

Evaluation Period

During the first three months of your employment with E-Z Rent-A-Car, you will be in an "evaluation period." During this time, your supervisor will continually evaluate your performance and compatibility with E-Z Rent-A-Car. Should your performance not meet the standards set forth by E-Z Rent-A-Car or your supervisor, your employment will be terminated. Upon completion of the evaluation period, you will be eligible for additional benefits, as set forth in the benefits information you received upon employment.

Standards of Conduct

E-Z Rent-A-Car expects that all employees conduct themselves in a professional and ethical manner. An employee should not conduct business that is unethical in any way, nor should an employee influence other employees to act unethically. Further, an employee should report any dishonest activities, or damaging conduct to an appropriate supervisor.

In the event that you become aware of another employee's behavior or actions which you believe, are inappropriate, illegal, problematic, or in any way inhibit or affect your job performance or the E-Z Rent-A-Car work environment, you should discuss such behavior or actions with the President, the General Manager or other appropriate management personnel.

All reasonable concerns will be promptly, thoroughly and confidentially investigated by E-Z Rent-A-Car and, where necessary, appropriate corrective action will be taken. You should not discuss such actions or behavior

With other E-Z Rent-A-Car employees. Your discussing such matters with other employees may – in and of itself – create an unacceptable work environment for which you will be held responsible and for which you may be disciplined in accordance with E-Z Rent-A-Car's disciplinary policy.

Personnel File

E-Z Rent-A-Car keeps personnel files on each of its employees. These files are confidential in nature, and are managed by the General Manager. They will not be copied or be removed from the premises unless there is a legitimate business reason to do so.

All employees may view his or her personnel file by contacting the General Manager during normal business hours. No employee may alter or remove any document in his or her personnel file or any other employees file.

General Policies and Procedures

Orientation

In accordance with federal law, both new employees and re-hires will be required to provide documentation of identity and eligibility to work in the United States. The I-9 form will be used for this purpose.

New employees will also receive a copy of the Employee Handbook, and will be given the time to read it, and ask any clarifying questions of the General Manager. The signed copy of the "Acknowledgement & Receipt of Understanding" will be placed in the employees personnel file.

Reporting Changes

You are responsible for promptly notifying the General Manager of any change in your name, address, telephone number, marital status, and citizenship, tax withholding allowances, emergency contact information, insurance beneficiary, or dependent insurance coverage. Accurate and correct information is vital for benefits and insurance records and other Company files.

Each employee is required to notify the General Manager, in advance, of the dates of all approved vacation or leave time to be taken. Additionally, employees are to inform human resources of sick day's taken and excessive lateness in arriving at work.

Job Classifications

Employees are classified by two major categories: "Exempt" and "Non-exempt." This handbook applies to both Exempt and Non-Exempt employees.

(1) Exempt employees are generally salaried and fall into one or more of the following four classifications: executive, professional, administrative, or sales. These employees are required to submit a time record for each pay period, for the purpose of tracking hours worked and calculating compensation.

These employees are exempt from the applicable provisions of state and federal wage and hour laws (FLSA).

(2) Non-exempt employees are eligible to receive overtime pay in accordance with state and federal wage and hour laws (FLSA). These employees are required to submit a time record for each pay period, approved by the appropriate supervisor, for the purpose of tracking hours worked and calculating compensation.

Employees are also classified as one of the following three statuses:

(1) Full-time: any employee that is regularly scheduled to work 35 hours a week or more. Full-time employees are eligible for standard company benefits.

(2) Part-time: any employee that is regularly scheduled to work less than 35 hours per week. Part-time employees are not eligible for the standard company benefits.

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(3) Temporary: any temporary worker that has a predetermined start and end date of employment. Temporary employees are not eligible for the standard company benefits.

(4) Salaried: any employee that is salaried, or in a supervisory position must work a minimum of 50 hours per week, 100 hours per payroll period. If the salaried employee falls below his/her minimum hours they will be deducted accordingly from their bonus and or commissions. Salaried employees are eligible for standard company benefits.

Pay Periods

All employees are paid bi-weekly on the completion of two weeks period that has been set forward by the payroll department. All bonuses and commissions are paid once per-month.

Hours of Work

E-Z Rent-A-Car's standard work week for full-time employees is five days. Schedules may vary based on the Company's needs. Employees may not deviate from the Company's hours of work, unless a manager or supervisor specifically approves a request.

E-Z Rent-A-Car preference is for employees to work within the schedule they have been provided. However, it is understood that exempt employees may be required to work extra hours to accommodate certain deadlines. If such extended hours are required, E-Z Rent-A-Car will allow some flexibility with the expectation that employees will make every effort to align their hours with company hours. However no employee can be tardy more than 5 minutes of their starting schedule time. All employees must be at their scheduled post within 5 minutes of their scheduled time. This is in order to facilitate consistent and reliable availability for meetings and other interactions.

Breaks

E-Z Rent-A-Car managers determine appropriate lunch and dinner breaks per their needs. Typically, employees working for more than four consecutive hours are provided with a meal break. Breaks are scheduled throughout the workday, so as not to disrupt the business processes of E-Z Rent-A-Car.

Time Keeping

All employees are required to use the time clock, logging time-in, time-out, and any non-compensated breaks. In cases where the time clock is out of service, or unavailable, employees will write their time down on a sheet, and have it signed by a manager or supervisor. It is strictly forbidden for an employee to sign another employee in or out.

Overtime

Nonexempt employees are to be paid time and one-half (1.5) for work time that exceeds 40 hours during a scheduled work week. Employees asked to work overtime are expected to do so. Exempt employees are not eligible for overtime pay.

The calculation of overtime hours will not include holiday, sick leave or vacation days during a given scheduled workweek. Upon the discretion of management, nonexempt employees may receive one-half (1.5) for work time completed on a Company holiday.

All over time hours must be approved by a manager in writing.

Salary Increases

Salary increases are based on performance or promotion. All salary increases are at the discretion of an employee's supervisor and/or the General Manager.

Payroll

Both exempt and nonexempt employees will have federal and state taxes withheld from their wages. Payroll checks will not be released prior to the set pay schedule for any reason, nor will they be released to anyone other than the employee.

Performance Reviews

Every E-Z Rent-A-Car employee will be subject to a performance appraisal at least once a year. The employee's supervisor or the General Manager will give these reviews. The reviews will focus on job-related strengths and weaknesses, as well as overall fit with the Company. Goals and improvement plans will be mapped out each review period, and progress will be measured at the next review.

Performance reviews will determine salary increases and promotions. Employees will have the opportunity to thoroughly review all performance appraisals, and provide a written opinion on it. All performance reviews and responses will become part of an employee's personnel file.

Bonus Structure

Bonuses are not part of employee base salary or hourly wages. E-Z Rent-A-Car may institute a bonus structure or incentive plan at any time. E-Z Rent-A-Car guarantees no bonus plans. Any bonus structure will be determined by management, and will likely include some level of performance achievement. Employees will receive notice of any additions, subtractions, or changes to any new or existing bonus structure. All bonuses are merely token of appreciation from the company toward employees and it may change, stop or be deducted at any time. An employee must be in good standing with the company to receive any portion of this bonus. An employee that had decided to leave the Company voluntarily must notify the company of two weeks notice prior to their departure from the Company to be eligible for any bonuses.

Expense Reimbursement

E-Z Rent-A-Car will reimburse employees for reasonable pre-approved business expenses. Reasonable expenses while traveling on Company business include travel fares, accommodations, meals, tips, telephone and fax charges, entertainment of clients, and purchases on behalf of the Company. Local expenses include Company purchases, taxi or public transportation fares when on Company business, and entertainment of clients. For exempt employees, dinner and taxi fare home will be reimbursed when working past 10:00 p.m., provided the employee arrived between 9:00 and 10:00 a.m. and was required to stay late. Late meals are not to exceed \$10 per employee per day.

All expenses must be submitted via the required expense form and approved by the employee's supervisor prior to submission for reimbursement. Whenever possible and in situations where the employee may question the reasonableness of an expense, the employee should secure approval in advance of incurring the expense. Unreasonable or excessive expenses will not be reimbursed. Any questions should be directed to the employee's supervisor.

Relocation Assistance

Current employees moving or transferring at the Company's direction to a location of the Company which is 100 or more miles away from the employee's current location, may be eligible to receive reimbursement for their moving expenses. Requests for such reimbursement must be approved by the President of the Company and arranged through the Human Resources Department. Employee initiated transfers are not covered by this policy.

Attendance & Punctuality

Punctuality and regular attendance are important to the smooth operation of E-Z Rent-A-Car. If you are consistently late or excessively absent, E-Z Rent-A-Car's ability to perform work is affected and an unfair burden is placed on your co-workers. Therefore, unless your absence is permitted or excused under E-Z Rent-A-Car's holiday, vacation, sick or other policies, you are responsible for being at work and arriving on time. If you are going to be absent or late, it is your responsibility to call your supervisor as soon as possible, preferably in advance of lateness. If you are absent for several days, you must notify your supervisor each day.

An employee who is absent for reasons other than those permitted or excused by E-Z Rent-A-Car's holiday, vacation, or leave policies, or who repeatedly fails to provide notice as required, will be subject to appropriate disciplinary action, up to and including discharge.

Availability for Work

Employees must be available for work during their normal schedule hours. If, for any reason, there is a change in your work availability status, you must notify your supervisor at least one week prior to the change.

Mandatory Meetings

Employees may be required to attend mandatory team meetings. In the event that a mandatory meeting interferes with an employee's regular schedule, no overtime will be paid for attendance. This involves employees who may be telecommuting or job sharing.

Telecommuting

Employees may be approved for telecommuting under the Company's offsite workforce program. Telecommuting is generally discouraged, but may be allowed if it can be shown that it will improve the employee's performance or productivity. Telecommuting arrangements must not disrupt the daily activities of a group or workflow. Both a supervisor and the President of the Company must approve all employee telecommuting arrangements. No telecommuting arrangement will be considered permanent, and the policies may be reviewed and altered at any time.

Holidays

The following are paid holidays for eligible employees:

- New Year's Day
- Memorial Day
- Independence Day
- Thanksgiving Day
- Christmas Day

Note: E-Z Rent-A-Car will make reasonable efforts to accommodate holidays pertaining to an employee's established beliefs that are not included in the above list. Employees should speak with their supervisors to obtain approval for taking time off to observe such holidays.

Vacations

If you are a full time employee you are eligible for 40hrs of paid vacation time, after one year of continuous service.

Drugs and Alcohol

E-Z Rent-A-Car will not tolerate the use or possession of alcohol or illegal drugs on the job or on Company property.

Employees using or possessing alcohol or illegal drugs on Company property or while at work or who report to work under the influence of alcohol or illegal drugs will be subject to disciplinary action, up to and including discharge.

Violence & Weapons

E-Z Rent-A-Car takes threats of violence extremely seriously. Any act or threat of violence by or against any employee, customer, supplier, partner or visitor is strictly prohibited. This policy applies to all Company employees, whether on or off Company property.

Any use or possession of weapons, whether illegal or not, is prohibited on Company property, or while on Company business. This includes knives, guns, martial arts weapons, or any other object that is used as a weapon. Any employee caught possessing a weapon will be disciplined, up to and including termination.

Smoking

Smoking is permitted in designated smoking areas. Smoke breaks may only be taken within your normal break time unless pre-approved by a supervisor or manager.

Food and Beverages

E-Z Rent-A-Car sometimes has visitors in the office. The Company's surroundings should always reflect a professional appearance. Eating at your desk or at the rental counter where maybe visible to customers is not acceptable; eating should be done unobtrusively and in a manner so as to prevent damage to valuable Company equipment and other property. All employees are personally responsible for keeping the area around their workstation clean and presentable. Employees are also responsible for returning meeting areas to a clean and presentable condition after use.

Recycling

E-Z Rent-A-Car supports environmental awareness by mandating recycling in the workplace. Employees should dispose of bottles, cans and paper in the appropriate recycling bins. Employees are also encouraged to conserve energy by shutting down their computers, monitors and printers at night, and by turning off the lights when not needed.

Visitors

Only customers and authorized visitors are permitted at E-Z Rent-A-Car's offices. This includes unauthorized sales persons, or those collecting for charitable causes.

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This is to protect the Company from theft or frivolous lawsuits. Visits from friends and family should be kept to a minimum, and should not exceed fifteen (15) minutes. Employees are responsible for the conduct of their guests.

All visitors must enter through the reception area, and receive a name badge. Any employee that notices an unauthorized visitor should notify their supervisor immediately.

Workplace Attire and Uniforms

E-Z Rent-A-Car has a uniform code and standard which must be followed. People will judge you and the Company by your personal appearance, and we ask that you continue to look and act your best. Use good taste and remember that, even If you do not have direct contact with the public, our customers often have access to areas where you can be observed.

Employees who are issued uniforms will be required to wear them at all times while on duty. No deviations from the uniform will be permitted. Employees are to dress in appropriate business attire for meetings with clients or vendors at E-Z Rent-A-Car's offices or other locations.

Kiosk Agents, Service Agents & Fleet Personal:

Shirt with E-Z Rent-A-Car logo. Shirts must be kept clean. All shirts must be worn tucked in.

Shorts or pants may be navy or black in color cotton or docker style (length of shorts may not be any shorter than 3 inches above knee. No basketball, workout shorts or denim allowed.)

Tennis shoes with socks must be worn.

Rental Agents & Office Staff:

Women: White button down blouse. Blouse must be kept clean and must be worn tucked in. Uniform Scarf must be worn around neck.

Black pants or skirt may be worn.

Black, shoes or boots with matching socks must be worn.

Men: White button down Shirt. Shirts must be kept clean and must be worn tucked in. Uniform tie must be worn around neck.

Please understand that the above is to unify the appearance of all personnel and to portray a professional image. Failure to follow the dress code will result in disciplinary action. Thank you in advance for all of your cooperation.

Telephone Use

Telephones are provided to enable employees to carry out work assignments in an efficient manner. Personal telephone calls should be kept to a minimum and personal toll calls should not be made at E-Z Rent-A-Car's expense.

Voice Mail and Electronic Mail

All electronic and telephone communication systems and all communications and information transmitted by, received from, or stored in these systems are the property of E-Z Rent-A-Car and as such are intended for job-related purposes. Personal use should be kept to a minimum. Electronic or telephone communication systems may not be used to transmit messages that may be considered inappropriate under E-Z Rent-A-Car's policies, including those prohibiting harassment. Employees are not permitted to use a code, access a file, or retrieve any stored communication unless authorized to do so or unless they have received prior clearance from an authorized Company representative. All pass codes are the property of E-Z Rent-A-Car and may be used by E-Z Rent-A-Car to access electronic and telephone communications at any time. E-Z Rent-A-Car reserves the right to monitor any electronic, telephone, or other communications made using E-Z Rent-A-Car systems or property.

Use of Company Vehicles

All Company vehicles are to be used for business purposes only. Employees using an assigned vehicle for personal purposes must receive written authorization from a supervisor to do so.

Use of Company Property

All Company workspace, including file cabinets and lockers are the property of E-Z Rent-A-Car, and must be available to management at all times. The use of personal locks on any Company property is strictly forbidden. No Company property may be used to house personal files or items. No company equipment, including computers, photocopiers or printers may be used for personal business.

Postage, Shipping and Office Supplies

Postage, shipping, and office supplies paid for by the company are for business purposes and are not to be used for an employee's personal purposes.

Personal Property

E-Z Rent-A-Car does not assume responsibility for any personal property located on its premises. Employees are to use their own discretion when choosing to bring personal property into the office, and do so at their own risk. Additionally, employees may not bring or display in the office any property that may be viewed as inappropriate or offensive to others.

Personal Safety

The safety of each employee's health and security is very important to E-Z Rent-A-Car. E-Z Rent-A-Car is willing to make reasonable efforts to address an employee's safety concerns. Employees should remember to use caution and good judgment in all activities, and should notify their supervisor or a human resource representative if they believe there is a safety issue that should be addressed.

Monitoring & Searches

All Company property is subject to monitoring and review at all times. This includes, but is not limited to, desks, lockers, company vehicles, computers and email files. Reasons for searches and reviews include, but are not limited to, personal abuse of company property, theft investigation and improper disclosure of confidential information.

E-Z Rent-A-Car retains the right to conduct searches at any time. This includes the right to search individual computers or files, even if protected by a password. Any employee that attempts to obtain or alter a password for the purpose of accessing restricted files will be subject to disciplinary action, up to and including termination.

Inventions and Creative Works

You agree that all Inventions (as herein defined) shall be and remain the property of E-Z Rent-A-Car. "Inventions" shall mean all ideas, potential marketing and sales relationships, inventions, research, plans for products or services, marketing plans, computer software (including, without limitation, source code and object code), computer programs, original works of authorship, characters, know-how, trade secrets, information, data, developments, discoveries, improvements, modifications, technology, algorithms and designs, whether or not subject to patent or copyright protection, made, conceived, expressed, developed, or actually or constructively reduced to practice by you solely or jointly with others in connection with or relating to any work performed by you for E-Z Rent-A-Car. You acknowledge that all of said Inventions shall be considered as "work made for hire" belonging to E-Z Rent-A-Car.

To the extent that any such Inventions, under applicable law, may not be considered work made for hire by you for E-Z Rent-A-Car, you agree to assign and, upon its creation, automatically assigns to E-Z Rent-A-Car the ownership of such material, including any copyright or other intellectual property rights in such materials, without the necessity of any further consideration. E-Z Rent-A-Car shall have the exclusive right to use the Inventions, whether original or derivative, for all purposes. At E-Z Rent-A-Car's expense, you will assist E-Z Rent-A-Car in every proper way to protect the Inventions throughout the world, including, without limitation, executing in favor of E-Z Rent-A-Car or any affiliate of E-Z Rent-A-Car patent, copyright, and other applications and assignments relating to the Inventions.

Confidential Information

E-Z Rent-A-Car requires that employees not disclose information held to be confidential by E-Z Rent-A-Car, and also requires new employees to sign a non-disclosure agreement. Any questions about this policy should be addressed to the General Manager.

Conflicts of Interest

E-Z Rent-A-Car requires that employees should not place himself or herself in a position where the employee's personal interests might conflict or appear to conflict with the interests of the company. Conflicts of interest exist in those instances where the actions or activities of an employee on behalf of the Company involves: 1) the obtaining of an improper personal gain or advantage, 2) an adverse effect upon the interest of one or more of the Company's assets, or 3) the obtaining by a third party of an improper gain or advantage. Employees are required to disclose all conflicts of interest to a supervisor. Failure to do may result in disciplinary action, up to and including termination.

The following are cited as examples of conflicts of interest:

Gratuities and gifts

An employee must not place himself or herself under actual or apparent obligations to anyone by accepting or permitting his or her spouse or dependent relative to accept gifts or other favors where it might appear that they were given for the purpose of improperly influencing the individual in the performance of Company duties.

Entertainment

Entertainment is, within limits, a normal part of business activity. However, the giving or receiving of unusual, excessive or unreasonable entertainment is prohibited.

Investments

No employee may, without the consent of the Company, hold, directly or indirectly, through his or her spouse or dependent relative, material ownership investment in any business from which the Company secures good or services or which is in competition with the Company or which is a customer of the company.

Non-Solicitation and Distribution of Literature

Solicitation is not accepted at E-Z Rent-A-Car Company. Greater Orlando Aviation Authority ("GOAA") and E-Z Rent-A-Car company strictly prohibits solicitation or referral of customers to Off-Airport Rental Car service providers. This is to inform you that if you violate any of the Airport's rules regarding solicitation, or any other

Airport concession rules (see attached copy), you will be immediately terminated, no questions asked.

Solicitation and Distribution of Literature

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience to others, employees may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause during working time. Employees who are not on working time (e.g., those on lunch hour or breaks) may not solicit employees who are on working time for any cause or distribute literature of any kind to them. Furthermore, employees may not distribute literature or printed material of any kind in working areas at any time, or in areas where, at the time of solicitation or distribution, customers are likely to be present. Non-employees are prohibited from distributing material or soliciting employees on the Company's premises at any time.

Violation of this policy may lead to disciplinary action, up to and including termination.

During the period of your employment and for a period of twelve (12) months after the termination of your employment with E-Z Rent-A-Car, you shall not, directly or indirectly, (i) solicit for employment or employ any person who was employed by E-Z Rent-A-Car during your employment with E-Z Rent-A-Car; or (ii) call on, solicit, or take away for yourself or for any other person or entity any person or entity who or which was a customer of E-Z Rent-A-Car during your employment with E-Z Rent-A-Car.

Rehired Employees

If an individual is rehired after a break in service of 60 days or less, previous service with the Company will not be credited and the original hire date will not be adjusted to reflect the length of absence.

Outside Employment

The Company reserves the right to require employees not to engage in outside employment which interferes with job performance, or is performed for individual or companies which are in competition with the Company.

Before considering additional employment, please discuss the matter with your supervisor or the Human Resources Department.

Competing Employment

Due to the highly competitive nature of the industry in which E-Z Rent-A-Car is involved, employees are restricted from certain associations or working arrangements with competing or conflicting organizations. Subject to E-Z Rent-A-Car's prior written approval, you may work for other businesses during the course of your employment with E-Z Rent-A-Car; provided, however, you may not (i) accept or perform work of a

nature that conflicts or competes in any way with the business or services of E-Z Rent-A-Car; (ii) use any E-Z Rent-A-Car resources including, but not limited to, computer hardware and software, telephones, facsimile machines, and copiers, for or in connection with any non-E-Z Rent-A-Car work; (iii) perform any non-E-Z Rent-A-Car on E-Z Rent-A-Car premises; or (iv) perform any non-E-Z Rent-A-Car work during normal business hours.

Employment of Relatives

Employment of relatives is not prohibited by E-Z Rent-A-Car, provided that the following conditions are met: (i) the applicant is qualified for the position, (ii) the employee and relative will not be in a direct reporting relationship with one another, and (iii) the personal relationship will not adversely affect the workflow or processes of the Company.

Leave Policies

General Policies

E-Z Rent-A-Car provides Eligible Employees with leaves for a variety of reasons. The following discussion summarizes E-Z Rent-A-Car's leave policies in a way that E-Z Rent-A-Car hopes will be generally helpful.

As with all policies, E-Z Rent-A-Car reserves the right to revise or rescind these policies at its discretion, subject to legal requirements. This statement of leave policies is not intended to create a contract between E-Z Rent-A-Car and its employees.

To apply for leave, or to inquire into what leave may be available, an employee should contact the General Manager. An employee applying for leave will be asked to state why he or she wants the leave, when he or she wants the leave to begin, and when he or she wants the leave to end. The General Manager will inform the employee what type and duration of leave, if any, has been approved and will also tell the employee what requirements, such as certification of a health condition, the employee must fulfill.

All leaves are granted for a specific period of time. An employee who foresees being unable or unwilling to return to work at the end of the leave period should apply for any other leave for which the employee is eligible, including an extension of the current leave. E-Z Rent-A-Car reserves the right to terminate the employment of an employee who does not return to work at the end of the approved leave period.

Sick Leave

Eligible Employees earn one-half day of paid sick leave for each full calendar quarter worked (3 full days of sick leave per year).

The following guidelines are designed for the proper use of sick leave:

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- a) If you do not report to work, you must phone your supervisor or have someone call for you as early as possible after the office opens. This procedure allows your supervisor to rearrange work schedules in your absence.
- b) If you must leave the office before the end of your schedule time because of illness, inform your supervisor.
- c) If you foresee the need to take sick leave (e.g., for non-emergency surgery or for a doctor's appointment), tell your supervisor as soon as possible so that plans can be made to cover your absence.
- d) Disabilities related to pregnancy or birth of a child will be treated as all other disabilities for purposes of E-Z Rent-A-Car's leave policies.
- e) If you are absent because of sickness or disability, E-Z Rent-A-Car may require that a doctor of E-Z Rent-A-Car's choice examine you.
- f) In case of an extended absence, you should consult other sections of this handbook and your insurance plan booklet to see whether you are eligible for short-term or long-term disability leave.
- g) Sick leave unused at the end of the year will be carried into the next year.
- h) Employees will not be paid for unused sick leave when their employment ends.

If you are eligible for sick leave, you may use the leave to care for your sick or injured children on the same terms that apply to use for your own illnesses or injuries.

Short-Term Disability Leave

Paid short-term disability paid leave is available if the employee chooses to accept the plan from the insurance carrier.

An employee seeking short-term disability leave benefits must submit a statement from a doctor demonstrating that he or she is unable due to illness or injury to perform the job and stating the expected duration of the inability to work. If the medical information submitted is not, in the discretion of E-Z Rent-A-Car, sufficient to establish inability to work, the employee may be required to submit to an examination by a doctor selected and paid by E-Z Rent-A-Car.

Family and Medical Leave

Employees may take unpaid leave per the terms of the Family and Medical Leave Act of 1993. Employees should also be aware that pregnancy is considered a disability and may be eligible for disability benefits under mandatory disability benefits laws of certain states.

Personal Leave of Absence

Requests for personal leave without pay are considered individually and granted at the discretion of management. The reason for the request, the employee's length of service, the employee's work record, and the demands of the individual's job are examples of the type of factors typically considered in evaluating a request for personal leave of absence. A request for personal leave of absence will be granted only if the employee is not eligible for any other type of leave. An employee may not be on personal leave of absence for more than 2 months in a calendar year.

Jury Duty

Employees summoned for jury duty will be allowed the necessary time off from work to perform this civic responsibility. Employees must give E-Z Rent-A-Car 15 days advance notice. E-Z Rent-A-Car will pay such employees the difference between their regular salary and any jury duty fees received. Employees will be expected to report to work during all regular hours if their presence is not required in a jury room or court. E-Z Rent-A-Car may require the employee to supply documentation from the court affirming the employee's jury duty service.

Military Duty

Employees who are absent from work in order to attend an annual encampment in a recognized reserve branch of the armed forces of the United States will receive leave of absence of up to a maximum of two weeks per year. Leaves for military service and reinstatement after performing military service will be provided in accordance with the requirements of law.

Funeral Leave

When a death occurs in an employee's immediate family, an employee may take up to three days in order to attend the funeral or make funeral arrangements. In unusual circumstances, additional time off may be granted, with or without pay, at the discretion of E-Z Rent-A-Car. For purposes of the funeral leave policy, "immediate family" means an employee's spouse or child, as well as a parent, grandparent, brother, or sister of the employee or the employee's spouse.

Forced Closings and Severe Weather

Unless notified by your supervisor, you are to report to work on all regularly scheduled days, regardless of weather conditions. If you are unable to report to work due to weather conditions, you must notify your supervisor as soon as possible.

In the event that the Company closes due to severe weather conditions or another reason, you will not be required to report to work.

Employee Benefits

The following is a list of benefits that E-Z Rent-A-Car makes available to Eligible Employees. The descriptions in this handbook are a summary only. The separate plan documents explain each benefit in more detail and the language of the plans' documents controls the various plans. Benefits may be modified, added or terminated at any time by the insurance company or benefit provider, per the terms of the plan, or by E-Z Rent-A-Car, at its discretion.

Benefits Eligibility

Full-time employees that have successfully completed the evaluation period are eligible for the benefits outlined below. Part-time employees (less than 35 hours per week), are not eligible for these benefits.

Medical Insurance

Medical insurance is available for Eligible Employees and their qualified dependents. Refer to the plan summary for details regarding coverage, eligibility, waiting periods and cost.

Employee Discounts

Full-time employees are eligible to receive a discount for renting a vehicle. The employee discount policy is not permanent, and may be reviewed, altered, or discontinued at any time. Current employee discount rates can be obtained through your supervisor or the General Manager.

Worker's Compensation

E-Z Rent-A-Car requires that all employees report job-related accidents or injuries to a supervisor immediately, whether the accident occurred on or off Company premises. Failure to report an injury, regardless of how minor, could result in difficulty with the employee's claim.

All workers' compensation claims will be paid directly to employees, and employees are expected to return to work immediately upon release by their doctor.

COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health coverage under the Company's health plan, should the employee lose his or her eligibility (e.g., upon termination). Under COBRA, the employee pays the full cost of coverage at the Company's group rate, plus an administrative fee. Details of COBRA coverage and how to apply for it will be provided by the General Manager at the time eligibility is lost.

Disciplinary Policies

Problem Resolution

E-Z Rent-A-Car seeks to deal openly and directly with its employees, and believes that communications between employees and management is critical to solving problems.

Co-workers that may have a problem with one another should attempt to resolve the problem themselves. If a resolution cannot be agreed upon, both employees should approach the supervisor, who will work with the employees to determine a resolution. In these instances, the decision of the supervisor is final.

Employees that have a problem with a supervisor should first go to the supervisor and state the problem. If a resolution cannot be agreed upon, the employee should present his or her problem, in writing, to the General Manager or the Company President. The decision of the HR Manager or President will be final.

Discipline

E-Z Rent-A-Car's policy is to attempt to deal constructively with employee performance problems and employee errors. The disciplinary process will be determined by E-Z Rent-A-Car in light of the facts and circumstances of each case. Depending upon the facts and circumstances, the discipline applied may include, among other things, oral or written warnings, probation, suspension without pay, or immediate discharge. Each situation will be considered in light of a variety of factors including, but not limited to, the seriousness of the situation, the employee's past conduct and length of service, and the nature of the employee's previous performance or incidents involving the employee. Details of this process are outlined further in the Corrective Action section below.

Corrective Action

Corrective Action is taken against an employee in response to a rule infraction or a violation of Company policies. Correction action will continue until the violation or infraction is corrected.

Corrective Action usually begins with a verbal warning, followed by a written warning that is placed in the employee's personnel folder. If more serious corrective action is required, the employee may be put on probation, or have his or her employment terminated.

E-Z Rent-A-Car considers some violations as grounds for immediate dismissal, including, but not limited to: insubordinate behavior, theft, destruction of company property, breach of confidentiality agreement, untruthfulness about personal background, drug or alcohol abuse, or threats of violence.

Employees charged with some infraction and subject to corrective action may appeal that corrective action. An appeal must be submitted in writing to the General Manager or the Company President. If, after reviewing the corrective action, the HR

Manager or President determines that the supervisor followed procedures accordingly, the corrective action will stand. If the supervisor has failed to follow company policy, the action may be reversed. The decision of the HR Manager or President is final.

Separation Policies

Job Abandonment

Employees of E-Z Rent-A-Car that are absent for more than two consecutive days without notifying a direct supervisor are considered to have voluntarily abandoned their employment with the Company. The effective date of termination will be the last day the employee reported for work. If an employee abandons a job, he or she will not be entitled to accrue vacation days, unless required by law.

Resignation/Voluntarily Quit

It is Company's policy to attempt to conduct an exit interview with each employee before they leave their employment with the Company. If the employee does not complete the exit interview they will forfeit all bonus and commissions earned. Further, upon termination of employment, all Company property such as uniforms, Company car, office equipment, keys, and Company documents and materials must be returned to the Company and any money owed to the Company, such as advances, must be repaid.

Employees who fail to complete the exit interview or to return company properties and or repay any money that is owed to the company at the time of resignation shall forfeit all their commissions or bonuses. Furthermore, employee must give a written notice and 14 days advance notice prior to resignation.

Termination

E-Z Rent-A-Car does not have tenure or guaranteed employment. You or E-Z Rent-A-Car may terminate your employment at any time for any reason.

Termination may result from any of the following: (I) Corrective action measures, which include infractions for violation of company policies, (ii) layoffs, which include the elimination of an employee's job function or headcount reduction due to redundancy or cost reduction, and (iii) involuntary dismissal, which may include poor performance reviews or failure to demonstrate an acceptable attitude in the workplace.

Discharge for Misconduct

The following described actions are merely illustrative and are not intended to be a complete list of conduct that can result in disciplinary action up to and including immediate discharge, even for a single violation:

- a. Submitting an employment application containing false information.
 - b. Falsification of Company records or reports.
 - c. Falsifying, altering or destroying any Time and Attendance Card or record, punching someone else's Time and Attendance Card or permitting someone else to punch your Time and Attendance Card or record your time.
- Insubordination or failure or refusal to perform assigned duties
 - Illegal possession, use of or being under the influence of drugs or narcotics
 - Use of or being under the influence of alcohol while on duty
 - Theft or misappropriation of property, materials, services or equipment belonging, leased or entrusted to the Company. Stealing is absolutely prohibited and will result in immediate termination. Unauthorized possession or removal of the Company's property from the workplace is considered theft.
 - Engaging in actions that endanger employees, customers or visitors, or that endanger or damages Company property or disrupts the flow of work. This includes reckless driving.
 - Fighting or loud and disruptive arguing
 - Sleeping while on duty
 - Possession of firearms, other weapons or explosives
 - Willful or negligent damage, or destruction or abuse of property, materials, services or equipment belonging, leased or otherwise entrusted to the Company.
 - Misuse, unauthorized disclosure or other manner of breach of trust with respect to the Company's trade secrets and other proprietary or confidential information
 - Threatening, intimidating, harassing, coercing or endangering employees, or visitors of the Company
 - Immoral conduct or indecency
 - Excessive absences, tardiness or departure from the workplace without proper notification, authorization or reasonable cause.
 - Neglect of duties or poor work performance.
 - Creating or contributing to unsanitary or unsafe workplace conditions.
 - Unauthorized use of Company vehicle
 - Failure to immediately report any accident involving a Company vehicle
 - Conducts prohibited elsewhere in this handbook.

If an employee is terminated for any of the above, the employee forfeits all accrued benefits including all commissions or bonuses except as may be otherwise provided by law.

Termination Process

E-Z Rent-A-Car requires that employees return all documents, files, computer equipment, uniforms, company tools, business credit cards, keys and other Company owned property on or before the last day of work. When all Company owned property has been collected, the employee will receive his or her final paycheck, and any accrued vacation pay, if applicable.

Employees leaving the Company will have the option of having an exit interview with the General Manager.

Employment References

Due to confidentiality considerations, E-Z Rent-A-Car does not provide employment references for former employees. Human Resources will provide dates of employment and positions held only.

E-Z Rent-A-Car Employee Handbook
Acknowledgement of Receipt & Understanding

I hereby certify that I have read and fully understand the contents of this Employee Handbook. I also acknowledge that I have been given the opportunity to discuss any policies contained in this handbook with a Company official. I agree to abide by the policies set forth in this handbook, and understand that compliance with E-Z Rent-A-Car's rules and regulations is necessary for continued employment. My signature below certifies my knowledge, acceptance and adherence to the Company's policies, rules, and regulations.

I acknowledge that the Company reserves the right to modify or amend its policies at any time, without prior notice. These policies do not create any promises or contractual obligations between this Company and its employees.

Name (Print) _____

Signature _____

Date _____

Employee Comments:

Expense Policies

E-Z Rent-A-Car Travel & Expense Policy

This guide is to help you manage internal and client related expenses. As with everything, we expect you to act responsibly and professionally when incurring and submitting costs.

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Please use the following guidelines to learn about reimbursable expenses. If you have any questions, please see your direct supervisor or a member of the finance department.

General Guidelines

- Original receipts are required for reimbursement of all expenses (except for tips).
- All expenses must be submitted on an E-Z Rent-A-Car Expense Report form; original receipts should be taped to the back of the report or onto additional pages, and should be easily copied.
- Expenses must be submitted within thirty days to be reimbursed by E-Z Rent-A-Car.
- Expense reports submitted by the 1st of the month will be paid on the 15th; reports submitted by the 15th will be paid on the last day of the month.
- Use your Card when possible
- Lunch with other employees is not reimbursable unless approved by your direct supervisor.
- If you work more than twelve hours on a weekday, or six hours on or holiday or weekend, you can expense the cost of your meal. Costs should not exceed \$7 for lunch and \$10 for dinner per employee; if you are working on a partner project, you should submit this on a separate report.
- When you submit an expense for a meal, you **MUST** include the following information:
 - Printed receipt (including date, place, and time of meal)
 - Name, title, and company of those present
 - Nature of the business discussion
- All gifts, tickets to events, and other entertainment expenses are reimbursable only if they are necessary to conduct E-Z Rent-A-Car business and require pre-approval of your direct supervisor or another executive.

Cell Phone Policies

Cell phone expenses need to be itemized on the original cell phone bill, copies will not be accepted. The percentage of business calls to total phone calls will determine the amount of the access fee and taxes that are reimbursable by the company. For example:

Per minute rates

Highlight the business phone calls made and total their expense, (e.g. \$48.50 for business phone calls). Then, divide the business calls charges by the total call charges (e.g., \$79.50 for all phone calls) to get a percentage, (in this example, $48.5/79.50 = .61$).

Then, add all the access fees and taxes together and multiply by the percentage calculated above, (e.g., taxes and fees of $19.99 + 12.62 = 32.61 \times .61 = 19.89$). Then add the original amount of business call plus the amount of reimbursable access fee and taxes e.g. $\$48.50 + 19.89 = 68.39$ this is the amount reimbursable \$68.39.

Flat Rate Plans

Highlight the business calls and add the minutes, (e.g. 350 minutes for business calls). Then, divide the business calls by the amount of minutes allowed on the plan (e.g., $350/600 = .583$.) Then, multiply the percentage of business calls by the entire current amount due (e.g., \$115.62). So in this example, the amount reimbursable by the company is $.5833 \times 115.62 = 67.44$.

Ground Travel

E-Z Rent-A-Car does not pay for "normal travel" to and from the office. Travel outside of normal business hours (according to the location.) will be reimbursed if you work more than 10 hours that day. Holiday and weekend travel to and from the office will be reimbursed if you work more than four hours.

You are strongly encouraged to use public transportation when available and practical. If not, use a taxi. Car services should be limited to airports and hard to reach places, or when other transportation is not practical.

If you are on a company trip, you should only rent cars when public transportation is not convenient or readily available and where the use of taxis would be more expensive. We always rent mid-size or compact.

Traveling on E-Z Rent-A-Car Business

Travel and related expenses must be pre-approved by your direct supervisor or another company executive.

We always fly coach class with the lowest available. To get the best fare, plan your trip as far in advance as possible. If you fly business class, you will personally be responsible for the difference between business and coach class travel.

All hotel accommodations will be made in advance through the corporate office.

Expenses that exceed the above amount in these guidelines (i.e. upgrades to first, extended travel, car upgrades, and a luxury hotel) are your responsibility.

Travel plans frequently change, so make sure you cancel any reservations you have made— you will be held responsible for any costs incurred if you don't.

Travel Related Expenses

Food

When traveling, breakfast should not exceed \$7 per person, lunch \$10 per person, and dinner \$15 per person. Room service, drinks, and snacks from the mini bar should be avoided if possible, or at least used moderately

Gratuities/tips

Gratuities and tips are your responsibilities.

Non-reimbursable travel expenses

the following expenses are not reimbursable:

Personal travel insurance

Personal reading materials

Luggage

Baby-sitting or day care services

Personal grooming services (shoe shines, haircuts, manicures...)

Toiletries, cosmetics, or other grooming products

Expenses incurred by spouses, children, or relatives

In-room movies or video games

E-Z Rent-A-Car Incorporated

EMPLOYMENT, CONFIDENTIAL INFORMATION

As a condition of my employment with E-Z Rent-A-Car Incorporated, its subsidiaries, affiliates, successors or assigns (together the "Company"), and in consideration of my employment with the Company and my receipt of the compensation now and hereafter paid to me by Company, I agree to the following:

At-Will Employment

I understand and acknowledge that my employment with the Company is for an unspecified duration and constitutes "at-will" employment. I acknowledge that this employment relationship may be terminated at any time, with or without good cause or for any or no cause, at the option either of the Company or me, with or without notice.

Confidential Information.

Company Information

I agree at all times during the term of my employment and thereafter, to hold in strictest confidence, and not to use, except for the benefit of the Company, or to disclose to any person, firm or corporation without written authorization of the Board of Directors of the Company, any Confidential Information of the Company. I understand that "Confidential Information" means any Company proprietary information, technical data, trade secrets or know-how, including, but not limited to, research, product plans, products, services, customer lists and customers (including, but not limited to, customers of the Company on whom I called or with who I became acquainted during the term of my employment), markets, software, developments, inventions, processes, formulas, technology, designs, drawings, engineering, hardware configuration information, marketing, finances or other business information disclosed to me by the Company either directly or indirectly in writing, orally or by drawings or observation of parts or equipment. I further understand that Confidential Information does not include any of the foregoing items that have become publicly known and made generally available through no wrongful act of mine or of others who were under confidentiality obligations as to the item or items involved. In the event that I am required by law to disclose any Confidential Information, I will give the Company prompt advance written notice thereof and will provide the Company with reasonable assistance in obtaining an order to protect the Confidential Information from public disclosure.

Former Employer Information

I agree that I will not, during my employment with the Company, improperly use or disclose any proprietary information or trade secrets of any former or concurrent employer or other person or entity and that I will not bring into the premises of the Company any unpublished document or proprietary information belonging to any

such employer, person or entity unless consented to in writing by such employer, person or entity.

Third Party Information

I recognize that the Company has received and in the future will receive from third parties their confidential or proprietary information subject to a duty on the Company's part to maintain the confidentiality of such information and to use it only for certain limited purposes. I agree to hold all such confidential or proprietary information in the strictest confidence and not to disclose it to any person, firm or corporation or to use it except as necessary in carrying out my work for the Company consistent with the Company's agreement with such third party.

