

Friday, 14 June 2019

Mr John Hughes  
19/1432 Ernest Street  
Crows Nest, NSW, 2065  
**DELIVERED BY EMAIL:**

Dear John

**REFERENCE: Outcome of disciplinary meeting**

The purpose of this letter is to formally advise you that we have reached a conclusion regarding recent allegations of misconduct that was brought to our attention.

It was alleged that on 1 June 2019 you failed to perform your sales duties and engaged in misconduct specifically,

- By not approaching customers in the car yard as required in your role
- Not taking reasonable measures in valuing a vehicle or, confirming the valuation that AAG staff had given
- Sending a potential customer away without obtaining their contact details
- Not taking reasonable efforts to sell a vehicle to a customer.

A subsequent disciplinary meeting was held on 11 June 2019 at Titan Ford where you were given the opportunity to respond to these allegations that were presented to you prior to our meeting

During our meeting you confirmed the above allegations did in fact occur. I also noted that you cooperated in full during our investigation and at no stage, did you hinder the process and accepted full responsibility for what had occurred. We also note your contribution and ongoing positive efforts you continually make to the business and recognise you were well aware of the managerial challenges our business faces.

While AAG appreciates your honesty and cooperation in this matter and indeed, consider this as a significant mitigating factor in reaching our conclusion, I am still forced to conclude the allegations have been substantiated and for this reason, the Australian Automotive Group has elected to issue you a formal warning on this matter and will take no further action.

As such we advise that a record of this will be placed on your personnel file and we remind you that any further breaches of policy and/or misconduct may lead to disciplinary action leading up to and including dismissal.

If you have any enquiries in relation to this matter, please feel free to speak to your manager or myself.

Yours sincerely



David Berlusconi  
Human Resources Manager