

David Berlusconi

From: John Austin
Sent: Thursday, 8 August 2019 9:04 AM
To: David Berlusconi
Subject: FW: will not be stepping down voluntarily.

Regards

John Austin
Dealer Principal Brad Garlick Ford/Ryde Hyundai/Ryde Isuzu Ute
Australian Automotive Group Pty. Limited
Phone (02) 9807 2933
Mobile 0418 600 561
Email jaustin@austautogroup.com.au

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From: Jill Uren
Sent: Tuesday, 6 August 2019 2:23 PM
To: John Austin
Cc: jackorjilly@gmail.com; Michael Clements; John Uren
Subject: will not be stepping down voluntarily.

Dear John,

I feel demoting myself unnecessary and that I am happy to have managerial performance reviews done. Having spoken to David from HR I am more clear. The fact that Dean doesn't trust me and somehow feels that he is insecure around me is not a good enough reason for me to comply to your request. Maybe it is for the best as I may show in the reviews some of the hardships that we are suffering on the floor here and others behaviours. I want a fair appraisal and that it should not be tainted by others personal opinions. I understand that Dean doesn't want me here he made that very clear this morning in the meeting. I feel some of the issues that we are having are that I am expected to fill in and take over with no understanding of what Dean or the business expects of me and without training from him either. I believe however that I have maintained the log correctly and have sold cars and second closed and have stayed back on numerous occasions to make the dealership run as smoothly as possible in Deans absence. I have also dealt with customer complaints and have resolved them, and not just for sales but also service customers. Please feel free and ask Ronald as I helped him the other day. I honestly believe that Dean is trying to make this hard for me. I have spoken to Michael this morning and he believes that we should (the three of us try and work through issues whether it be style or personality.) I am hoping that Dean gives me a fair chance as constructive dismissal is illegal and I have had this discussion with both HR and Michael.

I understand that Stephanie is upset because I brought to the attention yet again that customers are not aware of the price they are paying whether it be stamp duty or gst. Trying to educate people is not bullying .

I am also aware Ruby is upset with me due to something being taken out of context.(which funnily enough was said around Stephanie) If you ask Luke I have actually praised how well she has done for someone who was put in the

deep end and had to learn and cover two sights at the same time. I believe that this relationship is fractured due to the rampant politics and back stabbing in this business. I don't have a problem with Ruby.

I have worked very hard here and see the potential this site has. I am hoping that Dean if he is the manager he says he is ,he will give me a fair chance. I do however feel that he has been undermining me to staff for several months.

Les hired me as assistant as he said Dean needed support for him to be successful . I am sure you still have a relationship with him to ask. I believe Dean never liked this and he has his own personal adjender . I feel anything I do isn't good enough and that he undermines me.

I feel if I demote myself Dean gets his way, and is just the next step of him pushing me out. I feel that this is very unfair and illegal.

I do understand that Dean has anxiety but that should not be reflected upon me.

I am sorry if I am making this difficult for you but I do have rights.

I feel I have been put in a position where I have to demote myself, or resign. Neither of which I feel are fair with no performance appraisal or warnings. I understand that you want me to remain as sales but I can do that anywhere and with people that appreciate me and don't have their own adjenders .

Michael did however make it clear that he and yourself knew I was good sales person.

The fact that Dean doesn't want me is not a good enough reason for me to be put in this position. I have tried to put up and support his mental health issues.

I understand that Dean will not make this easy for me, but I have worked very hard here and I don't believe I should lose my position or my job. I try and help all departments as much as time physically allows me. I am aware of the politics and finger pointing that is rife on this site at the moment. I also believe this comes from Dean and his management decisions to set people against each other.

As you aware he sent Hyundai to question performance of dealership to try and get more staff here. I have worked at a pace that isn't healthy for months. I don't have lunch most days and find it hard to get to the bathroom. I really would like someone to have a look at the roster and really have a look at how hard I have worked and take into account how many days I have worked with Dean. Can we also take into account how many cars were closed on my shifts even if they went in Darren or Evins name.

I understand that the assistant manager covers the sales manager when they are not there but in the last several months the relationship has been stretched due to lack of attendance on his behalf.

You have spoken to me about this yourself.

I do enjoy working for you John and I honestly believe that without me here in the last several months in the the role of assistant manager , our figures would not be in the same place. I just want a fair trial.

The last time I went on holidays dealership figures were very different. I do believe that there was a run of eight days that a car was not sold. Can we go back and look at this please.

Dean should embrace that he has me to help him, but has been exactly opposite.

I feel he has never wanted me to succeed.

Jillian Uren



Jill Uren

New Car Assistant Manager | Ryde Hyundai

Service has MOVED - [4 Hope Street, Melrose Park](#)

691 Victoria Rd, Ryde NSW 2112

Phone | 02 9850 1288 0447 066 081



David Berlusconi

From: David Berlusconi
Sent: Thursday, 8 August 2019 3:46 PM
To: John Austin
Subject: update

Hi John, I just met with Jill and our conversation went for around 10 minutes. In a nutshell I advised

- John called me looking at options early this week for an issue that occurred last Friday. I told him there are many options including performance management, asking if she wanted to step down, and even asking her if she could think of anything we have not.
- John did not accept any resignation and the discussion about the change role was promoted for me as an alternative to explore.
- Dean had no say in this particular issue and this was all about a customer that was sent away by her (to which she denied – and I said lets discuss this later after I finish going through the stories from staff).
- I have spoken to a few people already and some issues were conflicting so I will revisit today and early next week, I can put everything in writing so she can see the issues and then I will give her the opportunity to prepare a response next week.
- Ultimately it was not Dean but rather John (as DP) that makes these decisions however John is bound by company policy as any DP

She said it was one bad day over the year and I said the performance management path is standard across the group and any sales manager in this situation would be performance managed in this same manner. So lets discuss next week after I gather all the stores and we can then address it. Today was just a catch up on where we are placed and how we are moving forward. She said that was fine so I will continuing working on this.

Regards

David Berlusconi

Human Resources Manager

Australian Automotive Group

60 O'Riordan Street Alexandria NSW 2015

P | +61 2 9332 8167 F | +61 2 9360 5375 M | +61 417 293 398

E | dberlusconi@austautogroup.com.au

