

KATRINA UPDATE

WANADA and Its Members Surpass \$650,000 in Contributions to Hurricane Relief
NADA Hurricane Assistance Clears \$3 Million

With the final numbers now in, Washington area new automobile dealers and dealer employees raised an extraordinary \$650,000 for 2005 hurricane victims, principally in the Katrina-stricken Gulf Coast Areas of Louisiana, Mississippi and Alabama.

Partnering with the National Automobile Dealers Charitable Foundation Emergency Relief Fund for hurricane stricken dealers, WANADA's Community Support Foundation raised nearly \$200,000 for the NADA effort. WANADA itself *matched* dealer member contributions to the level of \$50,000 of the NADA relief effort, Koons Automotive took top honors with the WANADA/NADA drive contributing \$100,000 for fundraising they did internally.

Beyond WANADA/NADA hurricane relief, other WANADA members reported direct contribu-

tions to the Red Cross and other groups, raising another \$450,000. Like Koons Automotive, DARCARS contributed \$100,000 which they channeled to the Red Cross.

Brown's Automotive, Euro Motor Cars, Hendrick Honda and Sheehy Automotive each cleared \$40,000 in contributions to the Red Cross. Correspondingly, BMW of Sterling and Lindsay Automotive cleared \$40,000 in contributions in separate hurricane relief efforts.

A total of 30 WANADA members contributed to hurricane relief overall at varying levels of commitment which together assembled the composite of \$650,000 for the region.

"I couldn't be more proud of my fellow Washington area dealers for the phenomenal empathy and charitable giving they dem-

onstrated that put our regional dealer group in the forefront of the nation's critically important hurricane relief effort," said WANADA Chairman Dennis Rippeon.

Speaking of the national dealer effort, NADA Chairman Jack Kain was similarly high in his praise of his industry in hurricane relief. "Dealers continue to demonstrate its extraordinary generosity and resiliency in times of need," said Kain.

Dramatic coverage of Hurricane Katrina's impact on Gulf Coast
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SIGN UP NOW!

WANADA Annual Meeting & Luncheon, Tuesday, Nov. 22

Featuring Keynote Speaker

Mike Jackson, Chairman & CEO, AutoNation

Come and hear one of the most astute executives in today's automobile business. That's AutoNation Chairman & CEO Mike Jackson, who will be the keynote speaker at WANADA's Annual Meeting and Luncheon, Tuesday, Nov. 22, 2005 at the McLean Hilton in Tysons Corner. Washington area new car dealer principals, kindred-line affiliates, associates, key managers, and business friends will not want to miss this informative and provocative annual event. For more information and reservations, see the information sheet enclosed with this WANADA Bulletin. Sign up today!



Hurricane Relief *(Continued from page 1)*

dealerships is now available on NADA-TV Online (www.nada.org/nada-tv), and will be featured in the next issue of NADA's *AutoExec* magazine (www.autoexecmag.com).

Hurricane Flood Cars

NADA also is working to protect dealers and consumers from purchasing flood-damaged vehicles. Experian Automotive, in cooperation with NADA, has instituted a toll-free number and e-mail address for NADA members to obtain free branded title and other information to check vehicles for hurricane damage. Dealers concerned that a vehicle might have been storm-damaged may access these free services by calling (800) 509-5489 or e-mailing stormsupport@experian.com.

Also, the National Insurance Crime Bureau (NICB) announced the launch of a free online database for the public, listing vehicles damaged by Hurricanes Katrina and Rita. Some 70,000 vehicle's VIN numbers are currently listed in the database, with more added daily. To search the database, go to www.nicb.org.

In the aftermath of Hurricanes Katrina, Rita and Wilma, however, the need is still great. Donations can still be made online at www.nada.org/donationform. Or dealers can mail contributions to NADCF Emergency Relief Fund, 8400 Westpark Drive, McLean, VA 22102. Make checks payable to NADCF Emergency Relief Fund.

Hurricane Relief Reported to WANADA

WANADA salutes the following dealerships and individuals who gave so generously to the NADCF Hurricane Relief Effort, the American Red Cross, and other charitable and manufacturer-sponsored hurricane relief programs:

- **AV Automotive LLC**
- **BMW of Sterling**
- **Brown's Automotive Group**
- **Chesapeake Petroleum**
- **Courtesy Chrysler Jeep**
- **Criswell Automotive**
- **Curtis Chevrolet-Kia**
- **DARCARS**
- **Euro Motorcars**
- **Fairfax Hyundai**
- **Farrish of Fairfax, Inc.**
- **First Choice Mitsubishi**
- **Fitzgerald Auto Malls**
- **Hagerstown Honda**
- **Hendrick Honda**
- **Herb Gordon Automotive**
- **Jerry's Ford Sales, Inc.**
- **Ken Dixon Automotive**
- **Koons Automotive**
- **Lindsay Automotive**
- **Mattos Pro Finishes**
- **Ourisman Automotive**
- **Ourisman of Virginia**
- **Rosenthal Automotive**
- **Safford Motors**
- **Sheehy Auto Stores**
- **Sport Automotive**
- **Stohlman Automotive**
- **VOB Auto Sales**
- **WANADA**

SCAM ALERT:

Bogus Invoices

WANADA, as well as dealer associations around the country, continue to get reports of dealerships receiving questionable invoices— the latest from a New York entity called Market Media charging \$998 for “advertising.” Not a new phenomenon, bogus invoices to dealerships have also included Internet services, computer software, light bulbs and the infamous “services.”

WANADA once again recommends that dealerships use purchase order numbers for any products or services, taking care that your accounting staff matches the order number with the product or service being billed.

If you receive a bogus invoice, you can file a complaint with the Federal Trade Commission website, www.ftc.gov. Along the top there is a link bar, click on “file a complaint” and follow the instructions.

Flu Shot Delay Update

As of this writing, the Food and Drug Administration is holding 1.5 million doses of this year's flu vaccine pending approval of the vaccine lot. Until these doses are released, WANADA's Flu Shot Program vendor, Norvar, is having to reschedule flu shots at dealerships. Norvar is working with their vaccine suppliers in an attempt to obtain the shots as soon as possible and will contact you with updated schedules. Hopefully, the government won't derail this year's flu shots like it did in 2004. Stay tuned...

NADA MONTHLY DEALER OPERATIONS COMMENTARY

Dealership Safety Policies

How current are *your* workplace safety policies? Whether you're revising an older plan or starting from scratch, this sample safety policy will remind you of key areas you'll want to address:

The prevention of accidents and maintenance of safe working conditions is the shared responsibility of (Your Dealership Name) and its employees. (Your Dealership Name) complies with all requirements of federal, state, and local safety regulations to ensure a safe work environment. Supervisors will provide employees with information on company safety rules and requirements. Employees are expected to cooperate by familiarizing themselves with and obeying all safety rules and regulations.

To assist in providing a safe and healthful work environment for employees, customers, and visitors, (Your Dealership Name) has established a workplace safety program. This program is a top priority for (Your Dealership Name). Its success depends on the alertness and personal commitment of all.

(Your Dealership Name) provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Employees and supervisors receive periodic workplace safety training. Attendance is a mandatory job responsibility of all applicable employees. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor or with another supervisor or manager. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

All employees working around potentially dangerous equipment or hazardous materials must use appropriate safety and personal protection equipment. Employees should check with their supervisor if they have any questions about the safety and personal protection equipment to be used.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

You can customize versions of this and other dealership policies with *NADA Policies Now!*[®] *Blueprint for Dealership Personnel Policies*. Look for this and other valuable resources in the new late fall edition of NADA Management Education Catalog.

2005 Energy Star Award Applications Due December 31

NADA reminds all dealers who have implemented energy efficiency measures that they should take the time to apply for the 2005 Energy Star Award. Dealers whose facilities are 100,000 square feet or smaller and who independently own and operate their stores may apply. Whiz-bang upgrades--such as solar power--as well as more general improvements qualify. These include advances in lighting, heating/cooling, building shell and insulation, and automation and energy management. Award winners are recognized for their conservation efforts and may be cited as examples of what small businesses can do to enhance efficiency. For more information and an application, go to www.energystar.gov/index.cfm?c=sb_success.sb_awardsapp.

DEALERS IN THE SPOTLIGHT**Fitzgerald Receives National Capital Business Ethics Award**

Adding to an impressive array of honors in recent years, Fitzgerald Auto Malls was one of three companies to receive the 2005 National Capital Business Ethics Award last week during a gala awards dinner held at the Ritz Carlton in Tysons Corner. The awards are presented annually by the National Capital Chapter of the Society of Financial Service Professionals, in partnership with George Mason University. The awards recognize businesses outside the financial services industry that exemplify a strong commitment to business excellence and uphold the highest standards of civic and social responsibility, integrity and ethical conduct.

“This award is really a reflection of a lot of good people who have chosen to work in the automotive retail business,” commented Jack Fitzgerald, owner of Fitzgerald Auto Malls and WANADA’s next chairman. “Retailers are interacting with the public all day, everyday, and for any business to be honored with this award really sends a strong message about the people who work there.”

More than 50 companies from the Washington DC area were nominated this year to compete for the top honor. In addition to Fitzgerald Auto Malls, the awards also were given to National Security Research, Inc. and Ventera Corporation. These local award winners will be submitted to the national competition that culminates with the selection of three winners of the American Business Ethics Award, established in 1994 by the Society of Financial Service Professionals. For more information on the National Capital Business Ethics Awards Program, visit: www.businessethicsawards.org.

**Jack Fitzgerald****Halloween Elvis, Munchkins Trick or Treat WANADA**

WANADA’s insurance rep., Charley Spiridopoulos (left), who does a creditable Greek Elvis impersonation, was one of the Halloween highlights at the WANADA office this week. The other was the annual visit by trick or treaters from the nearby Children’s Place Day Care Center.

**Staying Ahead...**

A man has one hundred dollars and you leave him with two, that’s subtraction.

—Mae West

Enclosure

2005 WANADA Annual Meeting & Luncheon information sheet and registration form