

# Livonia Chrysler Telephone Monitoring Policy

This dealership uses a telephone recording system called Barracuda that can record all incoming and outgoing phone calls.

Access to this system is limited to designated managers as allowed by Colleen McDonald.

This system is to be used only to listen to business calls to train and develop employees.

In the course of monitoring calls this dealership's managers will not listen in on what are obviously private, personal conversations past the time that the nature of the call becomes clear. This is not only this dealership's policy but it is also the federal law (ECPA).

Livonia Chrysler Jeep will enforce a zero tolerance to violations of this policy; any manager that violates this policy will have his access to Barracuda removed immediately.

Any violation observed or witnessed by the undersigned manager must be reported to Colleen McDonald immediately.

X \_\_\_\_\_  
Manager

X \_\_\_\_\_  
Date