

# WELCOME TO CRISWELL AUTOMOTIVE!

## **HERE ARE SOME ANSWERS TO FREQUENTLY ASKED QUESTIONS:**

If you have trouble with your phone, computer, or accessing any of the manufacturer websites or websites needed to do your job, please send an "IT Ticket" to: [IT@CRISWELLAUTO.COM](mailto:IT@CRISWELLAUTO.COM)

The following information can be found anytime at: [WWW.CRISWELLEMPLOYEE.COM](http://WWW.CRISWELLEMPLOYEE.COM)

- Employee handbook
- Paid Time Off Request form
- Health Benefits and Open Enrollment Information
- Retirement Plan and 401(K) Information
- Paperless Pay Instructions

### **Change in your personal status? PLEASE NOTIFY HR! ([hr@criswellauto.com](mailto:hr@criswellauto.com))**

- This includes changes in address, phone number, family status, health benefits, tax deductions, direct deposit, etc.

### **Where do I park when I come to work?**

- Gaithersburg campus: parking is permitted at the Park N' Ride only a block from campus. A shuttle will take you to and from the dealerships.
  - Park N' Ride Shuttle: (301) 250-5126
- Germantown Campus: park on Amaranth Drive.

### **How do I get paid?**

- Employees are paid through *direct deposit* either bi-weekly or monthly.

### **How do I get my paystubs?**

- Please follow the instructions to sign up for *Paperless Pay*.

### **What should I do if I am going to be absent or late for work?**

- Notify your manager by phone as soon as possible. No texting or emails.

### **How much paid time off do I have?**

- Paid leave is based on years of service for full-time employees:

After 1 Year	56 hours of Paid Time Off
After 2 Years	80 hours of Paid Time Off
After 10 Years	120 hours of Paid Time Off

- 30 DAY NOTICE IS REQUIRED AND MUST BE APPROVED BY YOUR MANAGER.
- Paid time off forms can be found at [criswellemmployee.com](http://criswellemmployee.com) and should be submitted through your manager.

- Paid time off hours are used first whether the employee is sick, absent, or on vacation. Once the hours are used for the year, an employee will not be paid if they are not at work.
- Paid time off hours are renewed annually on the employee's anniversary of employment.

#### **Can I get paid for holidays?**

- Full-time employees are eligible for holiday pay after 90 days of employment.
- Employees must work the day before AND after the holiday to receive holiday pay.
- Holiday pay is time and a half.

#### **How do I enroll in the health benefits program?**

- All full-time employees are eligible on the 1<sup>st</sup> of the month following 60 days of employment. YOU MUST TURN IN YOUR HEALTH FORMS TO HR WITHIN 45 DAYS OF EMPLOYMENT.
- Open Enrollment is held annually in September with an October 1<sup>st</sup> effective date.
  - Only during Open Enrollment can you make changes to your benefits.
- Any questions pertaining to your benefits should be directed to HR.

#### **How do I enroll for a 401(k) Retirement Plan?**

- You will be automatically enrolled on the 1<sup>st</sup> day of the quarter following 6 months of employment.
- Automatic enrollment is 4%, you may change this at any time.
- You can access your account through: [transamerica.com](https://transamerica.com)

#### **How do I get business cards, name tag, desk name plate?**

- Please see your manager for orders.

#### **Is there a uniform or dress code?**

- Please refer to our handbook (available at [criswellemployee.com](https://criswellemployee.com)) or consult your manager.