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A lot of people have fancy things to say about customer service, but it's just a day-in, day-out, ongoing, never-ending, persevering, compassionate kind of activity. - Christopher McCormick

WVADA 87TH ANNUAL FAMILY DEALER CONVENTION!

The WVADA 87th Annual Family Convention took place on June 13th-16th at the The Greenbrier Resort in White Sulphur Springs thanks to our Corporate Sponsors: Protective and United Bank. This was our first big event we have hosted since COVID-19 and we had a record turn out! To begin our convention, Congresswoman Miller kicked off our BB&T Welcome Reception by addressing our members; and we also had special guests Senate President Craig Blair and Speaker Roger Hanshaw join us. To continue Sunday night, Gold Touch hosted our Casino Night (Blackjack Tournament) which turned out to a big hit. The weather stayed perfect for us the following day for our attendees to enjoy our Federated golf scramble on the Old White Course. The fun didn't stop there as we concluded our day with the Ally-Rita-Ville Block Party with live music, food and a relaxed welcoming atmosphere, where we were joined by a very special guest, Governor Jim Justice. Tuesday, our attendees had the option to participate in the Capital Automotive and Arnett Carbis and Toothman Sporting Clay Shoot or the Good News Mountaineer Garage and CVR Wine & Design. While we have a great time at our convention, we also held industry relevant business meetings on Monday and Tuesday mornings. We enjoyed a joint business meeting with NCADA and greatly appreciate our speakers. The Speakers for this year included:

- Hubert Davis - ESPN Analyst, UNC Head Basketball Coach
- Paul Metrey - Senior Vice President, Regulatory Affairs
- Paul Walser - 2021 NADA Chairman
- Dean Lindsay - Keynote Speaker
- Johnnie Brown - Pullin, Fowler, Flanagan, Brown & Poe
- Katie Capito - Frost, Brown, Todd
- Patrick Smith - Arnett, Carbis, Toothman
- J.E. White, Jackson Kelly

Our 87th Annual Convention came to end on Tuesday night at our Chairman's Dinner, where we honored T.R. Hathaway and Chris Miller. T.R. passed the gavel to our incoming Chair, Roberta Olejasz. Our night ended with a crowd on the dance floor and attendees enjoying the interactive Komax photobooth.

Special Thanks to our Convention Sponsors!! Our Successful

Event Would Not Have Been Possible Without Your Support!

WVADA 87TH ANNUAL CONVENTION

WVADA 87TH ANNUAL CONVENTION

WVADA Board of Directors Beginning July 1, 2021

Executive Committee

Roberta Olejasz, Chair
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Richard Stephens, NADA Director
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Wally Thornhill, NADA PAC Chair
Bill Cole, WVCAR PAC Chair
Mike Matheny, Emeritus

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Ginger Fato - 2022

District 2:
Nick Green - 2024
Jason Minsker - 2024

District 3:
Fred Timbrook - 2022
Austen Weimer - 2023

District 4:
Lou Thomas - 2024
Don Warner - 2022

District 5:

District 6:

Suzanne Persinger - 2024
Keith Powell - 2023

Dennis Sheets - 2024
Steve Talbott - 2023

At-Large Directors

Rodney LeRose - 2022
Jonathan LeRose - 2023
Lee-Anne Cole Greene - 2024

Obituary

It is with a heavy heart that we inform everyone of the passing of Joe Astorg. It was extremely special that Joe was able to attend our convention earlier this month and was present for the 2021 Dealer Photo. Joe Astorg was a true car guy and he will be greatly missed by his family and the West Virginia Dealer body.

Joe Astorg, 84, of Vienna, passed away June 28, 2021, peacefully at his home with his family by his side. He was born September 19, 1936, in Parkersburg, WV, the son of the late Smith Astorg and Margaret Astorg.

Joe graduated from Parkersburg High School in 1954 and founded Astorg Buick in 1974 and Astorg Mercedes-Benz in 1977. He had a passion for the automotive

industry and proudly serviced the automotive needs of the Mid-Ohio Valley for over 50 years. Joe's proudest business accomplishment was bringing a Mercedes-Benz dealership to Parkersburg in 1977. He enjoyed his daughters cooking, talking shop with his son, spending time with his wife and collecting Lionel Trains. Joe also had dear friendships spanning more than 40 years with the Strobl, Criss, Enoch and Topping families.
He is survived by his wife, Barbara Bryan Astorg; two daughters, Carolyn Cooke (Matt) of Vienna and Rebecca Rogers (Randy) of Vienna; one son, Paul Astorg (Kami) of Vienna; one brother, Robert Astorg (Geni) of Vienna; one niece, Margaret Astorg; grandchildren, Natalie, Lon and Alan Cooke, Alisha, Garrett (Vanessa) and Mason Humphrey, McClaren and Meredith Rogers, Seve (Chanalee), Tyler (Miranda), Cale (Anna) and Cameron Astorg; and great-grandchildren, Hunter Mace, Gemma and Violet Humphrey, Rylee, Christian, Sevana, Camille and Cassius Astorg.

There will be private graveside services at the convenience of the family. Lambert-Tatman Funeral Home, Vienna is honored to serve the Astorg family.

In lieu of flowers donations may be made to the Pink Mammogram Fund at Camden Clark Foundation P.O. Box 1834 Parkersburg, WV, 26102.

Online condolences may be made at **www.lamberttatman.com**.

"A DREAM written down with a date becomes a GOAL. A goal broken down into steps becomes a PLAN. A plan backed by ACTION becomes

REALITY.

Welcome New Associate Members

Capital Automotive

Are you seeing consistent investment returns on ***REINSURANCE?***

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PARTNERING TO MEET YOUR NEEDS

Capital Automotive was established over 37 years ago and we have been developing and executing successful business plans for F&I ever since. This includes compensation plan design, staffing, evaluating, and training on an ongoing and consistent basis. Success doesn't just happen; it takes practice, dedication, and hard work. And behind every successful team, there's a knowledgeable coach who keeps them focused on the game plan and provides the training and support they need to win. When you partner with Capital Automotive, that's exactly what you get—the right tools to increase profits year after year with the flexibility to adapt to your unique market, and a winning coach to support your success.

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NADA

OSHA Issues Guidance on COVID-19 Risks for Unvaccinated and At-Risk Workers Focus is on

Identifying/Mitigating Risks

The Occupational Health and Safety Administration **released revised guidance** to help identify COVID-19 exposure risks for unvaccinated or otherwise at-risk workers and to help prevent exposure and infection. Unless otherwise required by federal, state or local law, most employers no longer need to put protections in place for fully vaccinated workers who are not otherwise at-risk from COVID-19 exposure. The revised guidance recommends:

1. Granting paid time off for employees to get vaccinated.
2. Instructing infected workers, unvaccinated workers with exposure to someone testing positive for COVID-19, and workers with COVID-19 symptoms to stay home from work.
3. Implementing physical distancing in communal work areas for unvaccinated and otherwise at-risk workers.
4. Providing unvaccinated and otherwise at-risk workers with face coverings.
5. Suggesting that unvaccinated customers, visitors or guests wear face coverings.
6. Continuing to perform routine cleaning and disinfection.
7. Implementing protections from retaliation.

The guidance covers these issues and other protective measures in detail. As with other OSHA guidance, these suggestions technically are not mandatory and create no new legal obligations. However, OSHA will consider an employer's good faith efforts to comply with its guidance in the context of enforcement.

Many states have OSHA-approved plans with health and safety standards and enforcement programs that are at least as effective as OSHA's but with different or more stringent mandates. Most states and many local governments have instituted emergency COVID-19-related measures and have imposed stricter or different employment laws applicable to dealership operations. Look to state and metro dealer associations for specifics on these state and local requirements. For more information, see **NADA's Coronavirus Hub**, including the revised **FAQs: Dealership Health and Safety Concerns During a Pandemic** or contact NADA Regulatory Affairs at **regulatoryaffairs@nada.org**.

NADA Releases New Guide on Online Financing and eContra cting

NADA's new Driven guide addresses an important part of the online sales process: electronic contracting, or eContracting. **A Dealer Guide to Online Financing and eContracting** discusses both in-dealership and remote eContracting, together with the corresponding best practices to help dealers manage compliance obligations. The guide also provides basic information on beginning the online process and applying for credit; vehicle delivery with online sales; and post-sale assignment, distribution, and funding. The guide was prepared for NADA by attorneys Daniel Doman and Joseph Karam of RouteOne LLC.

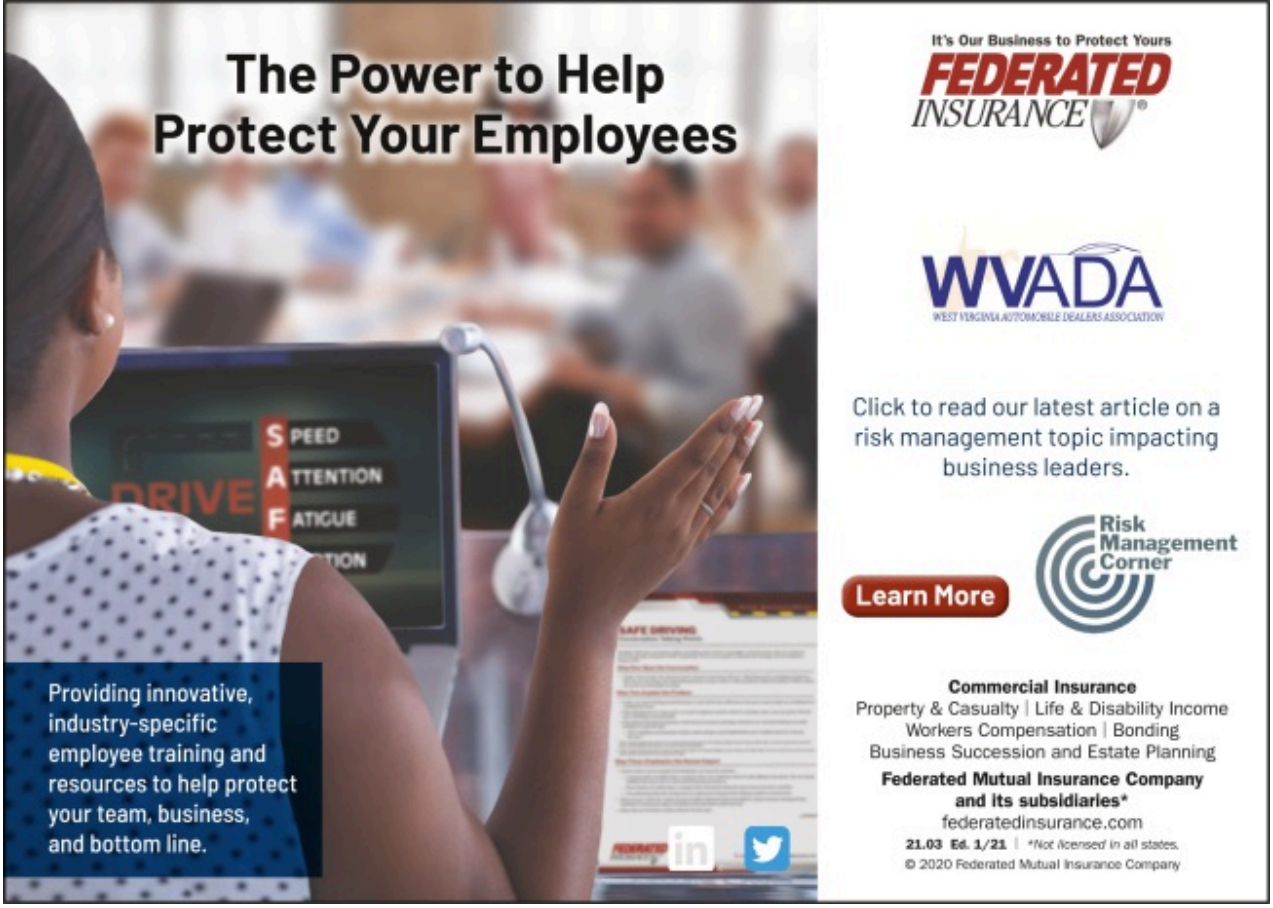
Jeff Weber
Chairman, Regulatory Affairs Committee

EEO - 1 DATA COLLECTION BEGINS - DEADLINE JULY 19TH

The U.S. Equal Employment Opportunity Commission (EEOC) will start to collect annual EEO-1 reports April 26. The EEOC requires dealerships with more than 100 employees to file annually an Employer Information Report (**EEO-1 Report**). The EEO-1 Report asks for the number of employees sorted by job category, race, ethnicity and gender. Dealerships must also display an "EEO is the Law" **poster**.

2019 EEO-1 Component 1 data collection was delayed due to the COVID-19 public health emergency; the EEOC announced that 2019 and 2020 EEO-1 Component 1 data collection will open Monday, April 26, 2021; employers will have until Monday, July 19, 2021, to submit two years of EEO-1 data.

Beginning March 29, the EEOC began to formally notify EEO-1 filers via email. Filers should prepare to submit data in anticipation of the April 26 opening of the data collection period. When the collection opens, resources to assist filers with submissions will be available online at **https://EEOCdata.org**. An EEOC Filer Support Team will also be available to respond to filer inquiries and to provide additional filing assistance. Questions can also be directed to NADA Regulatory Affairs at **regulatoryaffairs@nada.org**.



Federated Insurance's Claim of the Month
Could it happen to you?

An auto dealer hired a general contractor to complete building renovations. The general contractor utilized a modular building for limited, temporary operations on the dealership's property. While construction was ongoing, someone assaulted one of the dealership's customers in the modular building during the daytime. The contract in place with the general contractor did not have language that required the contractor to indemnify the dealership, nor was the dealership an additional insured under the general contractor's insurance policy.

CLAIM AMOUNT: $450,000.00

Claim advice:

- Obtain a certificate of insurance from any contractor working on premises to confirm adequate limits of insurance.
- Consider requesting additional insured coverage from contractors working on premises.
- Have qualified counsel review any proposed contracts to be entered into for work being completed on premises in order to confirm hold harmless and indemnity agreements are as discussed and agreed to.

In addition to the above, consider enhancing your dealership's security presence in high crime locations. Construction activity can attract unwanted individuals to the premises.

Federated Mutual Insurance Company is recommended by 19 state and national auto dealer associations for customized insurance programs and value-added risk management services, such as mySHIELD®, the Risk Management Resource Center, and the Federated Employment Practices Network®. Visit **federatedinsurance.com** or **contact your local marketing**

representative for resources you can use to create or enhance your own risk management program.

This article is for general information and recommendations for risk prevention only and should not be considered legal or other expert advice. The recommendations herein may help reduce, but are not guaranteed to eliminate, any or all risk of loss. Coverage will be determined based on the facts of the claim and the terms of your policy, if approved for issue. All products and services not available in all states. Qualified counsel should be sought with questions specific to your circumstances and applicable laws. © 2021 Federated Mutual Insurance Company.

In the Community

Jenkins Ford Wins the President's Award

"In order to achieve the President's Award, dealers must exceed customer expectations every day in every department. The pursuit of excellence is not for the faint of heart - it requires passion, tenacity and, of course, hard work. This prestigious award salutes those top-performing Ford and Lincoln Dealerships that embrace these philosophies, achieving among the highest levels of customer satisfaction - in both sales and service - in automotive retailing."

Ford Motor Company's President's Award recognizes and rewards dealers who have excelled in achieving superior Customer Satisfaction and are Blue Oval Certified. The President's Award recipients exemplify commitment and resolve. They understand what it takes to attain the distinction of a leader and can consistently exceed that level.

What makes this award even more significant is that the customers are the judges. Through a comprehensive survey, customers rate dealers on the basis of their Sales and Service experience. Only 340 dealerships out of more than 5,000 are awarded this high honor. This award is a great achievement that Jenkins Ford has won 11 times now! The Presidents Award means they make sure their customers are always happy and they know it takes a full team to make that happen. Every worker at Jenkins Ford, which includes people who answer the phone, sales and internet staff, service adviser's and technicians, office staff, parts and body shop staff - each person plays an important role to provide excellent customer satisfaction at Jenkins Ford!

#PresidentsAward #TeamJenkins #JenkinsFord #KeepThinkinJenkins #EZPrice

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McClinton Auto Group

A year after the fourth-generation family takes the helm, McClinton Chevrolet and McClinton Mitsubishi provide online vehicle purchase experience, McClinton Million-Mile Warranty, and new scholarship for automotive technicians.

McClinton Auto Group recently established the Roger Brown Tool Scholarship to reward new body shop employees with an annual $1,000 grant to purchase tools. The scholarship commemorates loyal, hard-working body shop employee Roger Brown, who retired in February 2020 after 45 years of dedicated work with McClinton Chevrolet. Scholarship recipients are selected based on dedication, work ethic, and consistent monthly body shop hours for 12 consecutive months.

McClinton Auto Group is a proud supporter of the community, working with many local businesses and foundations to contribute to the greater good. McClinton hosts an annual classic car show to collect food and monetary donations for the **Children's Home Society of West Virginia**. The 9th annual McClinton Car Show will be 9 a.m. to 2 p.m. Saturday, June 26th at McClinton Chevrolet. In addition, McClinton hosts an annual fundraising event to thank local first responders and has helped Toys for Tots for over ten years. The dealership also supports local sports teams, including sponsoring the **Worthington Little League** baseball team for more than 20 years.

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ANNUAL MCCLINTON CAR SHOW RETURNS AFTER YEAR OFF

After taking a year off due to the COVID-19 Pandemic, the annual McClinton Chevrolet Mitsubishi **car show** returned for 2021. Now in its ninth year, the car show saw some big changes for the return.

Show organizers **Ginny McClinton Bowden** and Scott Morehead decided to scale the overall show back from years past. “This year we took a Cars and Coffee approach,” said Bowden, dealer principal of **McClinton Chevrolet Mitsubishi**. “We wanted to let everyone just sit back and enjoy the cars. After the year we all experienced, everyone needed a nice relaxing morning.” In

addition to a format change, the show also moved from Friday evening to Saturday morning. This move was made to help beat the heat.
Another big change for 2021 was the addition of The Bodega. This year the first 100 entrants received a free beverage and sweet treat from The Bodega. They provided beverages including hot coffee, frozen lemonade, and iced coffee. In addition to the delicious beverages, the first 100 entrants also received a free t-shirt created by The Shirt Factory.

In total, 112 people/cars registered for the event. However, Bowden mentioned that several more vehicles showed up later in the day but did not register. Bowden went on to say that over 300 individuals showed up throughout the day.

One thing that remained from years past was The Children's Home Society of West Virginia. Entrants were asked to provide cash or food donations for the organization. Between the entry donations and the money raised from the 50/50 drawing, McClinton Chevrolet Mitsubishi donated $2,000 and delivered a truckload of food earlier this week.

The Children's Home Society was not the only Community Organization in attendance. The United Way Alliance of the Mid-Ohio Valley was also at the car show. They were there to promote their upcoming **Color Me United 5K Family Fun Run .** McClinton Chevrolet Mitsubishi is also the title sponsor of the fun run. It's taking place on Saturday, July 17th in Parkersburg City Park.

When asked about the overall success of the show, Bowden said "This show was a huge accomplishment and a great comeback for our entire team. I am so grateful for all our partners and the members of our community who came out to support us. We can't wait to do this again next year when the show turns 10."
McClinton Chevrolet would like to thank the following organizations and individuals:

The Bodega
The Children's Home Society of West Virginia
The United Way Alliance of the Mid-Ohio Valley
Kramer's Tree Service
CRJ Vending
Scott Morehead/The Employees of McClinton Chevrolet
The Shirt Factory
Rollin' Oldies Car Club

Timbrook Ford employee retires after 45 years!

Congratulations Denny on a successful 45-year career in the automotive business and thank you for spending the last 14 with us. Enjoy your retirement!!

Vaughn Booth With Superior Toyota-Hyundai Retires After 18 Years of Service!

Superior Toyota-Hyundai wishes Vaughn Booth a very happy retirement! Thank you

for your 18 years of "Superior Service" to our dealership!!!

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