



Thoroughbred Express Auto Wash

Team Member Handbook

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WELCOME

Welcome to Thoroughbred Express Auto Wash! We are pleased that you have decided to join our team. We hope that this will be a valuable experience - not only for us as your employer, but for you as a team member.

Thoroughbred Express Auto Wash is a conveyORIZED, tunnel-based, express car wash that offers a clean, shiny, and dry car to every customer. There are other included amenities in addition to the use of our vacuums offered to our wash customers for no additional charge at each of our locations.

Outlined in this packet are company standards and expectations that will ensure you get the best possible experience as a member of the Thoroughbred team. As a member of our team, you will have an integral role in our success. You were hired because we feel that you have the work ethic, personality, and willingness to greet each customer with a smile and to make each of our customers feel special and want to come back. Our goal, here at Thoroughbred Express, is to offer EACH & EVERY customer the best we have in customer service as well as produce a clean, shiny, and dry vehicle. The way we achieve our goals of outstanding customer service, and a clean, dry, and shiny vehicle first starts with hiring great people. We are committed to training and developing our Team Members in a way that they feel confident in doing their job effectively and efficiently. We will also provide an environment where you can work safely, contribute to our success, and pursue your own personal goals. If you choose at any point to pursue another career without our company, we hope we have helped in your development so that you leave better and more capable than when you came in.

The TEAM MEMBER HANDBOOK contains policies and procedures and other pertinent information to help acquaint you with our company. Like any other company, Thoroughbred Express Auto Wash has standards and expectations that help us operate in a safe and productive manner. Productivity and an exceptional level of quality are essential to our business.

Standards Versus Expectations

A standard is a level of quality, something that is accepted as a norm, and generally used as a basis for judgment. An expectation is a strong belief that something is going to happen in the future, or a feeling that someone or something is going to achieve common goals.

Our standards are our non-negotiable rules that all Team Members must follow so that we are able to meet expectations that the company has regarding safety, customer service, product quality, reputation, etc.

Mission Statement

To provide an unparalleled service experience & top-quality exterior car wash while making lasting contributions to communities that are served by Thoroughbred Express.

Core Values (S.A.D.D.L.E)

Core values are the fundamental beliefs of a person or organization. These guiding principles dictate behavior and can help people understand the difference between right and wrong.

OUR CORE VALUES



HOURS OF OPERATIONS

Thoroughbred Express Auto Wash runs hours of operation on two seasonal schedule, Summer & Winter, and reserves the right to change these operating schedules at any time. Inclement weather can affect these schedules & this will be communicated by your management as it occurs.

Summer Schedule: March 15th-October 15th

Mon, Tues, Wed, Thurs, Friday, Saturday
7:00am-8:00pm

Sundays
8:00am-7:00pm

Winter Schedule: October 16th-March 14th (of the following year)

Mon, Tues, Wed, Thurs, Friday, Saturday
7:00am-6:00pm

Sundays
8:00am-5:00pm

Holiday Schedule

NEW YEAR'S DAY - CLOSED

EASTER SUNDAY – CLOSED

MEMORIAL DAY – CLOSED

INDEPENDENCE DAY – CLOSED

LABOR DAY – CLOSED

THANKSGIVING DAY – CLOSED

CHRISTMAS EVE - NORMAL OPENING; EARLY CLOSING (Closing at 2:00 pm local time)

CHRISTMAS DAY – CLOSED

NEW YEARS EVE – NORMAL OPENING; EARLY CLOSING (Closing at 5:00 pm local time)

GETTING STARTED

Onboarding

Before you will be permitted to start your first day of on-site training, you must complete the following:

- Thoroughly read your Team Member manual front to back and sign back page (Bring in to your first day of training).
- Complete any online training content or quizzes that will be issued via a link to the personal email you have provided.
- Accept an invite to the scheduling platform that will be sent as a link to your email and confirm with the manager if there are any issues with your availability.
- Accept an invite to our “SLACK” communication platform that will be sent as a link to your email.
- Study different wash packages that are offered by Thoroughbred Express & be prepared to take an in-person quiz by the end of your first week of training.
- Review Uniform & Dress Code requirements and communicate with the hiring manager if you are unable to abide by this code due to not having certain items (navy, grey, or dark khakis, belt, non-slip shoes, etc.).
- Complete “Onboarding” documentation links sent to your personal email that include but are not limited to:
 - Page 1 of an I9
 - Providing proper I-9 documents within 3 days of hire date
 - Federal (W-4) and State Tax Withholding forms
 - Tax Credit Eligibility form
 - Emergency Contact form
 - Pay Distribution Method selection
 - EEO Reporting
 - Veteran and Disability Status
 - Handbook Acknowledgment form
 - Non-Disclosure Agreement.

First Day Expectations

On the first day of employment, ***Team Members are expected to arrive 15 minutes early to their scheduled shift*** so you can be provided Thoroughbred Express uniforms and give ample time for the manager to be available to show you how to clock in and begin your training.

Show up on your first day in appropriate attire (outlined in uniform standards). We will provide you with things outlined in the “uniform” portion of this Team Member handbook on your first day. If you are not prepared in appropriate attire, you will not be permitted to work until the issue is resolved.

Find the training manager on duty and inform them you are there for your shift.

60 Day Introductory Period

New employees working for Thoroughbred Express Auto Wash go through a 60-day introductory period upon starting with the company. As an at-will employee, the new hire may leave the position at any time without cause. Thoroughbred Express Auto Wash also has the right to terminate any employee with or without cause at any time.

New hires receive the following during the probationary period:

- Extensive training and support from their supervisor
- Support for improving performance to meet our standards and expectations
- A copy of the Handbook and Training Guides will be provided.
- A written performance evaluation at the end of the introductory period

Upon successful completion of the introductory period, the new hire is granted permanent employee status. Completing this introductory period does not guarantee continued employment with Thoroughbred Express Auto Wash. Employment is at-will and can be terminated at any time with or without cause. The employee is subject to all company policies and procedures.

The new employee is granted all of the normal and customary benefits offered to regular full-time employees per the employee handbook. This includes:

- Health, dental and disability insurance.
- Vacation time, sick leave and additional paid time off per the handbook.

Work Schedule and Time Keeping

Time Clock

We recommend arriving for your shift 10 minutes prior to your scheduled shift time so that there is a smooth transition of shift changes. Your manager may allow you to clock in prior to your scheduled shift time if you arrive early. Arriving 10 minutes before your scheduled shift will allow for a smooth transition between AM & PM staffing and will give Team Members time to ensure all job responsibilities are completed for your shift so there is no backtracking.

Each Team Member will be issued their own personal timeclock information that is for their use only and should not be shared with any other Team Member. You cannot ask another Team Member to clock you in for your shift or clock you out. This is a serious violation of our time clock policy and will be treated as such with respect to Team Member progressive discipline.

If a Team Member forgets to clock in or out or has any issue with their timecard, they must complete the time clock adjustment form online and submit it to the site manager for approval and correction. If you haven't heard a response in regards to your adjustment form in 24 hours it is your responsibility to follow up with your manager.

Breaks

Rest Periods: All Team Members who work at least 4 consecutive hours will be given a 10-minute break, for each 4 hours worked. This break is meant to be on site and you are not permitted to leave the property during this break. Breaks must be in appropriate designated break areas. Team Members will not be required to clock out during rest periods. However, you must communicate and get approval from your manager prior to taking a paid rest period. If your manager denies you of this right, please communicate with upper management as soon as possible.

Meal Breaks: Each Team Member who works a minimum of 5 consecutive hours will be given 1 unpaid, 30-minute meal break. Although it is preferred that Team Members stay on site during this period, Team Members are permitted to leave and return to work during a meal period so long as they do not overextend 30 minutes. Meal periods will be given between the third and fifth hours of your shift. Meals eaten on site must not be in view of the customer and must stay in designated break room or employee vehicles. Employees must clock out for meal breaks and repeated offenses of this is considered time-theft and will result in termination of employment.

Scheduling: Requests & Approvals

Schedules will be completed by the site manager and posted for two weeks at a time. These will be posted for all team members in our company communication channels to ensure there are no discrepancies when you are expected to work. You are also able to review schedules on our scheduling platform. Any schedule changes must be approved by management and reposted in our communication channel.

Weather Impacting Schedules

During periods of inclement weather that result in decreased volume, you may be contacted by the manager on duty prior to the start of your shift to confirm when/if you are needed to arrive at your originally scheduled time. Often, rain days will be used to clean the wash tunnel equipment/facility or further training.

Store Closings

If the weather is not suitable for being open for business or safety reasons, the decision to close the wash early is up to the store manager or upper management. If we close for the day, we will not re-

open. Any store closings made by site management must be communicated in proper communication channels.

If anyone other than the store manager makes the decision on their own to shut the store down for any reason without approval from upper management, it will result in immediate dismissal. This includes but is not limited to closing the store early at the end of a regular workday or opening the store later than business hours require.

If the decision is made properly to shut the store down early, ALL closing procedures are still to be followed. If the decision is made properly to open the store late, ALL opening procedures are still to be followed. Refer to your training manual or review closing checklist and ask your manager if you have any questions.

Parking

All Team Members must park in designated Team Member parking areas. You are not permitted to park in the vacuum area. If you have anything that could be deemed inappropriate or offensive on your vehicle (stickers, paint, flags, etc.) you will be asked to remove said items or you may not be permitted to park on our property.

Communication Channels

Thoroughbred Express uses multiple communication channels, to post pertinent information that team members need to be aware of throughout employment. These may include but are not limited to: posting of schedules, change of procedures, implementation of procedures, announcement of upcoming specials and community events, and required actionable items.

These channels are not to be used for group discussions amongst employees, especially unrelated to official Thoroughbred business.

Presentation and Appearance

Smiling

As a team member of Thoroughbred Express Car Wash, our #1 standard in every customer interaction is greeting everyone with a SMILE! 😊 We want anyone who chooses to use our facility to have the best car wash experience possible, and this begins with a warm greeting and a smile! As there are limited opportunities to interact with our customers on a personal level, each opportunity must be used to offer a lasting impression.

Team Member Dress Code

As a team member of Thoroughbred Express, you will always be required to follow our company uniform policy. You will be provided company issued apparel. You may be responsible for paying for the cost or replacement items. Prior to the first day of employment, each team member must sign a Team Member Uniform Agreement outlining said conditions for the dispersal of uniform items, repayment of items lost, and acknowledgment of dress code standards. While on the clock, you must follow all dress code requirements.

We require a uniform and all items worn, whether issued by us or not, must be clean, pressed, in good condition and fit appropriately. When considering colors of pants and shoes, remember, dark colors look cleaner longer.

It is prohibited to make any alterations to your uniform and will be subject to disciplinary action if it occurs.

If a Team Member wears company issued apparel in public and off company property, they are expected to behave in a manner that does not jeopardize the reputation of the company. If this instance occurs, you will be held responsible for any damaging actions that occurred and subject to progressive discipline and/or termination.

You will receive:

*Excessive requests for replacement T-shirts could require payment

- ✓ Thoroughbred issued hats
- ✓ Weather specific outerwear as needed that is Thoroughbred branded
- ✓ T-shirts (short and long sleeve)
- ✓ Manager polos

You will provide your own:

- ✓ Pants or shorts; dark colored or khaki
- ✓ Slip-resistant shoes with closed toes and heels; black, gray, brown, or another neutral color
- ✓ Solid colored socks
- ✓ Unbranded and plain black toboggans, earmuffs, and headbands

Inappropriate attire:

- ✓ Sweatpants, jogging pants, or leggings;
- ✓ Pants with stains, tears or holes;
- ✓ Light Colored or Dark Colored Jeans
- ✓ Flip-flops, sandals or open heel shoes;
- ✓ Outerwear that is not Thoroughbred issued;
- ✓ Hats that are not Thoroughbred issued;
- ✓ Thoroughbred T-shirt with stains, tears or holes;
- ✓ Thoroughbred outer wear with stains, tears or holes;
- ✓ Crocs and Moccasins and other thin or non-protective footwear.

The items should always be clean and in good condition. Shirts should be well-fitted so there's not excess material that can pose a safety risk. Hair should be neat and well-groomed with long hair secured. Facial hair should also be neat and well-groomed, this includes sideburns, mustache, and beards.

Other items to consider:

- ✓ Limit jewelry to make sure there is nothing dangling or large that may create a safety hazard or vehicle damage. This includes body piercings and chains. Earrings should lay flat against the ear and not protrude.
- ✓ No visible tattoos that could be perceived as offensive or derogatory and no tattoos of any nature on your face.
- ✓ Maintain personal cleanliness by bathing daily, brushing your teeth and cleaning and trimming your fingernails.
- ✓ Use deodorant to minimize body odors.
- ✓ Do not use heavily scented perfumes, colognes, and lotions. These can cause allergic reactions, migraines, and respiratory difficulty for some co-workers and customers.

Personal Appearance Standards

- Uniforms must be washed before each shift; uniforms that have an odor due to not being cleaned are prohibited.
- Earrings must lay flat against the ear and not protrude.
- Necklaces must be tucked into a shirt and under your uniform if worn.
- Bracelets, earrings, or any accessories that can cause physical harm to yourself or damage to customer vehicles are not allowed.
- **NO** sagging pants will be allowed at any time.
- Shoes with laces must **ALWAYS** be **TIED**.
- Hygiene.

If any of the above standards are not met, your manager will address the concerns and may ask you to leave your shift to correct before you are able to return.

Objective

To ensure Thoroughbred Express Auto Wash customer-facing employees who are engaged in service and delivery functions are clearly identified as representing the company, Thoroughbred Express Auto Wash has established the following uniform policy.

Policy

Employees engaged in tasks involving customers and alliance partners are required to always wear company-designated uniforms while working and representing Thoroughbred Express Auto Wash.

Each new employee will receive three uniforms upon hire and will receive a Jacket come seasonal need. Employees are required to sign for the uniforms, and the uniforms are considered company property and are to be returned in the event of termination of employment or anytime on demand.

Upon issue, company uniforms become the responsibility of the employee for maintenance and care. In the event a uniform needs repair or replacement, employees will be required to return the uniform in exchange for a replacement. While normal wear and tear is expected, excessive damage or loss of company uniforms may result in disciplinary action.

Thoroughbred Express Auto Wash may issue new uniforms periodically or require uniforms to be returned for special purposes (e.g., logo change, corporate color change). Employees will be given notice of the exchange, and the company will provide suitable replacement uniforms.

Employees are required to return all issued uniforms upon termination of employment. If all issued uniforms are not returned, Thoroughbred Express Auto Wash will deduct the cost of the uniforms from the employee's final paycheck (except where such deductions are prohibited by state law), as follows:

- Jackets: \$85.00
- Hats/Beanies: \$15.00
- Shirts: \$20.00
- Sweaters: \$25.00

If employees have questions regarding this policy or its implementation, they should contact the human resource department or the facility services department.

I understand that if the uniforms mentioned above are lost, stolen, or damaged that my employer may require I pay the cost of replacements via payroll deductions. I understand that if my employment is terminated within 60 days of hire, I will be required to return the above-mentioned uniforms or any other company property belonging to Thoroughbred Express Auto Wash before my final check is processed.

Attitude & Behavior

Team members of Thoroughbred Express are expected to arrive for their shift with a positive attitude and behave according to company guidelines. We ask that team members do the best they can not to allow outside influences to affect their attitude or behavior while at work or in any customer interaction. In the case that outside personal issues affect the standard of work that we expect, you will be subject to progressive discipline process and/or asked to leave your shift until said issues are resolved.

PAY AND BENEFITS

Pay Schedule

Your pay rate is outlined in your Offer Letter. Our pay periods run from Sunday to Saturday and employees will be paid weekly, on Wednesday. All Team Members are paid for the prior pay period of the following week. You will be provided with a physical pay stub or instructions to access your pay stub electronically.

Commissions: Selling Unlimited Plans

Commission will be awarded to all team members who satisfy the requirements for earning money from an unlimited wash plan sale on credit card payments only. However, using tactics to manipulate guests into purchasing an unlimited wash plan without highlighting the terms and conditions in order to earn commission will not be tolerated for any reason, and breaching this policy will be cause for the progressive discipline process. At Thoroughbred Express we take pride in total honesty and transparency

regarding unlimited wash plans with our guests, and any team member's action that negatively impacts this is grounds for immediate termination.

If an employee has an involuntary separation of employment, the employee will not be eligible for commissions or bonuses.

Bonus Plan Policy

Purpose

Thoroughbred Express uses formal recognition programs, including lump-sum bonuses, incentive plans, and nonmonetary awards, to motivate and retain valued employees who provide exemplary performance or meet specified targets. These programs are intended to reward staff employees whose achievements have resulted in a particular benefit to Thoroughbred Express Auto Wash.

Eligibility

Employees are defined as exempt and non-exempt-level employees whose participation in the bonus plan has been approved by the Chief Operations Officer and Human Resources. To be eligible for the bonus payment, the active employee must have completed all assigned goals as outlined in the plan and must be employed as of the date on which the payout is due as follows:

If an employee has a voluntary separation of employment, provides a written two-week notice, and successfully fulfills the full notice, the employee will be eligible for bonus pay after the separation of employment.

Payment of bonus, following a voluntary separation of employment will be processed on the date of administering pay.

If an employee has an involuntary separation of employment, the employee will not be eligible for commissions or bonuses.

Scope

This policy applies to all regular full-time and part-time employees. Thoroughbred Express reserves the right to modify this policy and our bonus plans without notice. Written and Verbal promises of bonuses from managers or executives must be put in writing and approved by HR.

Procedures

Bonus compensation, and any other compensation, may be subject to federal or other regulation that supersedes this bonus plan.

The Bonus Plan is provided at the discretion of Thoroughbred Express Auto Wash. Thoroughbred Express Auto Wash reserves the right to administer, modify, or terminate the plan with or without notice.

Tips

Thoroughbred Express allows tips and requires whoever receives the tip to split it with other team members working at that time. The company reserves the right to revoke this privilege and not allow tips if it becomes an issue at any site amongst its members or with the customers. If the tipping policy is explicitly causing issues and revoked, then it will be a violation of company policy if it continues and subject to progressive discipline.

Exempt and Non-Exempt Classifications

Exempt: Salary positions within the organization of Thoroughbred Express Auto Wash entail positions of Management and Support groups which are classified as Exempt Employees and are exempt from Overtime. Salary Exempt employees of Thoroughbred Express Auto Wash will receive a predetermined amount of compensation each pay period on a weekly basis. Exempt Salaried employee pay deductions are permissible under guidelines defined in the Federal Labor Standards Act (FLSA).

Non-Exempt: Hourly positions within the organization of Thoroughbred Express Auto Wash entail primarily positions at the Site Level. Non-Exempt employees are not exempt from Overtime and must be paid overtime hours at 1.5x their rate if work is conducted over 40 hours per week within the pay period of Sunday through Saturday.

Full Time and Part Time Classifications

Part Time: Part time employment is a type of employment arrangement that allows an employee to work fewer hours in a week than worked by individuals under fulltime employment. Generally, part time employment is 29 hours or less scheduled per week as defined in the Thoroughbred Express Pay Schedule.

Full Time: Full time employment is an employee who works an average of 30 plus hours per week as defined in Thoroughbred Express Auto Wash pay schedule. Full Time Employees are eligible for company benefits such as: Health Insurance, Dental Insurance, Vision Insurance, PTO, Holiday Pay, and Retirement Plans if applicable.

Paid Time Off (PTO)

Thoroughbred Express encourages work-life balance and has established this PTO policy to allow our employees time away from work for rest, recovery, or to meet personal demands outside of work. These hours are available for use for vacation, sick time, personal days, days the store is closed due to inclement weather or other approved absence days.

PTO is for FULL TIME EMPLOYEES ONLY (30+ hours a week average) and begins to accrue upon the first hours worked. The hours are added to the employees' PTO bank monthly and the balances are reflected on each pay stub. You can also view your accumulated & used PTO on the company payroll site or via check stubs.

It is the team member's responsibility to know their PTO bank balance and contact their manager or payroll if they feel the balance reflected on their pay stub is incorrect.

<u>FLSA</u>	<u>Tenure</u>	<u>Accrual</u>	<u>Maximum Earned</u>	<u>Maximum Roll-over</u>
Full Time, Hourly	1 st year	0.02 hours/hour worked	40 hours PTO	40 hours PTO
Full Time, Hourly	2 nd year	0.04 hours/hour worked	80 hours PTO	80 hours PTO
Full Time, Hourly	3 rd year	0.06 hours/hour worked	120 hours PTO	120 hours PTO
Full Time, Hourly	4 + years	0.08 hours/hour worked	160 hours PTO	160 hours PTO
Full Time, Salary	1 st – 2 nd years	1.54 hours per pay period	80 hours PTO	80 hours PTO
Full Time, Salary	3 rd year	2.3 hours per pay period	120 hours PTO	120 hours PTO
Full Time, Salary	4 + years	3.07 hours per pay period	160 hours PTO	160 hours PTO

Use of PTO:

An employee must be employed for at least 60 days before she/he can begin to use accrued PTO. Paid Time Off must be requested and approved by the store manager before the hours will be distributed. To do this, complete a PTO request form on our back-office web page and submit it. This form will be used to communicate the approved PTO request for payroll administration. All PTO requests must be submitted a full week (7 days) before the next schedule comes out. Keep in mind that this is a request, and not guaranteed to be approved. It must be approved by your manager in order to be used.

PTO will be paid out as “straight time” & not given as overtime pay in the event the employee is at or close to 40 hours.

Unused PTO:

Team members are allowed to “roll-over” maximum earned hours. Team Members are not eligible to accrue more than Maximum Earned PTO into the next year if they have unused PTO from the following year.

For Example: A Full Time Hourly Employee at their one-year anniversary will be able to accrue 40 hours of PTO. An employee of Full Time Employment Status will be eligible to accrue PTO on a prorated accrual determined by their first day of employment calculated through the end of their new hire Calendar Year.

Accrued, unused PTO will be paid out upon separation of employment, with a successful 2 week resignation.

Holidays

Thoroughbred Express stores are closed on the days specified in the above “Holiday Schedule” section of the employee handbook. Full-time employees will receive 8 hours of Holiday Pay on any day we are closed for a holiday. Employees who are late for scheduled shifts, absent, or leave prior to their

scheduled shift ending will not be eligible for Holiday Pay. These scheduled days apply to the employee's last scheduled shift before the Holiday and first day scheduled back from the Holiday.

Employees "not on payroll" will not be eligible for Holiday Pay. If an employee is on an approved Medical Leave or does not work the scheduled hours before and after the Holiday, the employee will not receive Holiday Pay. If an employee is absent or late on their shift scheduled before or after the Holiday, this will result in loss of Holiday Pay.

Bereavement

Thoroughbred Express recognizes that the loss of a family member is a difficult life event, requiring time to grieve and fulfill personal obligations. The objective of the Bereavement Leave Policy establishes uniform guidelines for providing time off to employees for absences related to the death of Immediate family members and fellow employees.

To be eligible: All Full-Time (30+ hours weekly) active employees are eligible for benefits under this policy.

Procedure: An employee who wishes to take time off due to the death of an immediate family member should notify his or her supervisor as soon as possible. If employee leaves work early on the day he or she is notified of the death, that day will not count as bereavement leave. but you may decide to use unused PTO at a moment's notice for these instances. In addition to bereavement leave, an employee may, with his or her supervisor's approval, use any available PTO or additional approved unpaid time off as necessary. Employees will be required to provide documentation regarding their bereavement leave. (Ex: letter from the mortuary stating date of services and relationship to deceased, obituary stating relationship, certifications of birth stating relationship, etc.)

Bereavement Pay is calculated based on the base pay rate at the time of absence, and it will not include any special forms of compensation, such as incentives, commissions, bonuses, overtime or shift differentials.

Paid Bereavement Leave will be granted according to the following schedule:

- Employees are allowed up to 3 (three) consecutive days off from regularly scheduled duty with regular pay in the event of the death of the employee's spouse, domestic partner, child, stepchild, parent, stepparent, father-in-law, mother, mother-in-law, son-in-law, daughter-in-law, brother, sister, stepbrother, stepsister, grandparent, or grandchild.
- Employees are allowed 1 (one) day off from regular scheduled duty without pay in the event of death of the employee's brother-in-law, sister-in-law, aunt, or uncle.
- Employees are allowed up to 4 (four) hours of bereavement leave to attend the funeral of a fellow regular employee of the company, provided such absence from duty will not interfere with the normal operations of the company.

Health Benefits Participation

Continuation of Coverage (COBRA)

The Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under the Thoroughbred health plan(s) when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Thoroughbred offers each eligible employee, spouse and dependents a written notice describing rights granted under COBRA when they become eligible for continuation of coverage. The notice contains important information about the employees' rights and obligations. In addition, they will be provided, when required, with a certificate of prior health coverage when they lose coverage under the health benefit plan.

Company Health Coverage

Thoroughbred Express offers employer paid financial coverage of the selected health coverage plan we offer to Full Time Employees. You are able to add your spouse but there is not any discount for having multiple people on our offered health coverage. Insurance Coverages are offered at the time of hire and notifications are automatically sent via Payroll Notification and communicated during time of hire.

Team Member Washes

All team members of Thoroughbred Express Car Wash will be given 1 team member wash pass for their use. After 4 months, the team member will receive a second pass for use by a person of their choosing, typically a spouse, boyfriend/girlfriend, family member, etc. Use of team member wash passes will be monitored by management periodically and any misuse of these passes will be met with progressive discipline.

CODE OF CONDUCT

As an employee of Thoroughbred Express, you are expected to act in a way that adheres to our principles/values and procedures, exhibit a high degree of personal responsibility, and respects the rights and feelings of others. You are expected to exhibit high standards of professionalism and refrain from any behavior that might be harmful to you, your co-workers and/or the Company, or that might be viewed as unfavorable by current or potential customers or the public at large.

Thoroughbred Express has established reasonable policies and rules for the conduct of our employees that will protect the interests and safety of you, your teammates, our customers, and the Company. If you have any questions about these basic rules, or what we expect of you as one of our employees, please discuss them with your manager or HR.

Progressive Discipline

Progressive discipline focuses on an employee's behaviors that do not align with the job requirements and/or expectations of management. We want to give employees a chance to correct their behavior when possible and assist them in doing so. We also want to ensure that we thoroughly investigate and handle serious offenses.

Our progressive discipline process has 4 stages of increasing severity. These stages are:

1. Coaching
2. First Warning
3. Final Warning: This triggers a probationary period
4. Termination

Different offenses correspond to different steps in our disciplinary process. Once the employee has received a Final Warning, the next step in the Progressive Discipline stage is separation of employment.

Our company may treat circumstances differently from that described in this policy. But we are always obliged to act fairly and lawfully and document every stage of our progressive discipline process.

Keep in mind that our company isn't obliged to follow the steps of our progressive discipline process. As you are employed "at-will", we may terminate you directly without launching a progressive discipline process. For serious offenses we may terminate you without warning.

Reasons for disciplinary action include but aren't limited to

- Being late for a shift
- Calling in for a shift consistently (barring extenuating circumstances)
- Calling out for a weekend shift (barring extenuating circumstances)
- Having to be sent home because of not being in proper uniform
- Not following safety policies
- Policy violations of any kind resulting in write-up
- No call/no show - Terminable on 1st offense unless extenuating circumstances.
- Other Issues that don't align with our Core Values

Probationary Periods

Probationary Periods are durations of time that an employee can prove that they can correct any issues that are occurring with the expectation that if it does not get resolved they are subject to termination. (Usually comes after the second strike); Final Warnings trigger probationary periods. Probationary Periods do not exceed past 180 days (6 months) and will not expire prior to the 180 days.

Time and Attendance

Attendance and Punctuality

We are lucky to work in a fast-paced and busy environment and the success of our operation depends to a great extent on your being at work on time each day as scheduled. Your absence or tardiness can have a negative impact on the customer's experience and can place added burden to your teammates. We

require that every employee arrives no more than 10 mins before their scheduled shift, clocks in, and is ready to work at their station by their scheduled shift.

We recognize and appreciate employees who can achieve attendance excellence and we use attendance records to measure dependability when determining wage increases, promotions, transfers and/or retention of leadership status.

Notifying your Manager:

It's your responsibility to notify your manager if you're going to be late or absent due to sickness or emergency. This is done by speaking directly to the Manager on Duty (MOD) or Site Manager and stating the expected time of arrival or return to work; if the phone is not answered, a text message is the next step. If you relay the message through email, the scheduling app or another employee, that will not be counted as notification.

Failure to properly notify your manager may cause an increase in progressive discipline. If you are absent and fail to follow the above notification requirements, that absence will be marked as a missed shift. Excessive call-outs or late notifications can also lead to progressive discipline.

Exchanging Shifts

Employees may exchange shifts upon written Manager approval. Following Manager approval, employees must post approval within company communication channels to notify and update the team and leadership.

Requesting Time Off

Team Members are required to submit any time off requests (paid or unpaid) 1 week prior to the schedule being posted and can only be approved by the site manager.

Requesting time off is done through Jolt and requests are not guaranteed to be approved. We ask you to request time off with as much notice as possible. Your manager will be alerted of your request and will approve or disapprove based on business need.

Call Out Procedures

Calling out of a shift is when a team member contacts the manager 24 hours prior to their shift and notifies them that they cannot be there for any reason. Thoroughbred Express acknowledges that things come up due to illness or other emergencies, however, habitual calling out is unacceptable and can lead to a reduction in shifts.

One of our most important core values is **Dependability**. All team members are expected to be dependable and not leave the team "out to dry" by either calling in for their shift or being a "no show". This puts immense strain on your teammates. These actions are outlined explicitly below.

Team Members are considered a "no show" when they have not contacted their manager & have not shown up within 1 hour of their scheduled shift. If this occurs, they will be subject to progressive discipline process & could result or lead up to separation of employment.

Outside Employment

We understand we have employees that have more than one job and it's more common than ever for people to make a living in multiple and creative ways. That said, we expect you to devote your attention and efforts to Thoroughbred's interests during working hours, so you can fully carry out your responsibilities and duties as assigned. Avoid outside commitments that would impair the effective performance of your duties, either in the form of time demands or the establishment of relationships which run contrary to your obligations to Thoroughbred Express. All employees will be judged by the same performance standards and will be subject to Thoroughbred's scheduling demands, regardless of any existing outside work requirements.

No employee may use working hours for outside employment, nor use any resources of Thoroughbred Express for outside employment.

If we determine that an employee's outside work interferes with performance or the employee's ability to meet our requirements or is contrary to the interests of Thoroughbred, the employee may be asked to terminate the outside employment or cease employment with us. Outside employment will be considered contrary to the interests of Thoroughbred Express if it has the potential of having an adverse impact on the company. Any outside employment that constitutes a conflict of interest is prohibited. This would include, but is not limited to; employment by vendors, clients or competitors of Thoroughbred Express.

Moonlighting

Thoroughbred Express Auto Wash recognizes that some employees may need or want to hold additional jobs outside their employment with the company. Employees of Thoroughbred Express Auto Wash are permitted to engage in outside work or hold other jobs, subject to certain restrictions based on reasonable business concerns.

Procedures

Thoroughbred Express Auto Wash applies this policy consistently and without discrimination to all employees, and in compliance with all applicable employment and labor laws and regulations. The following rules for outside employment apply to all employees notifying their supervisors or managers of their intent to engage in outside employment:

- Work-related activities and conduct away from Thoroughbred Express Auto Wash must not compete with, conflict with or compromise the company's interests or adversely affect job performance and the ability to fulfill all responsibilities to Thoroughbred Express Auto Wash. Employees are prohibited from performing any services for customers of Thoroughbred Express Auto Wash that are normally performed by Thoroughbred Express Auto Wash and this prohibition also extends to the unauthorized use of any company tools or equipment and the unauthorized use or application of any company confidential information. In addition, employees may not solicit or conduct any outside business during work time for Thoroughbred Express Auto Wash

- Thoroughbred Express Auto Wash employees must carefully consider the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. If outside work activity causes or contributes to job-related problems at Thoroughbred Express Auto Wash, the employee will be asked to discontinue the outside employment, and the employee may be subject to the normal disciplinary procedures for dealing with the resulting job-related problem(s).
- Employees may not use Thoroughbred Express Auto Wash paid sick leave to perform work for another employer.
- If an employee's outside employment presents a conflict of interest with Thoroughbred Express Auto Wash, as defined in the Conflict-of-Interest Policy, or if such outside employment has any potential for negative impact on Thoroughbred Express Auto Wash the employee will be asked to terminate the outside employment.
- Fraudulent use of company sick leave or an employee's refusal to comply with Thoroughbred Express Auto Wash reasonable request to terminate outside employment may result in immediate termination of employment with Thoroughbred Express Auto Wash.

Nothing in this policy is intended to, nor should be construed to limit or interfere with employee rights as set forth under all applicable provisions of the National Labor Relations Act, including Section 7 and 8(a)(1) rights to organize and engage in protected, concerted activities regarding the terms and conditions of employment.

Conflict of Interest

A conflict of interest refers to any case where a team member's personal interest may contradict the interest of the company. This is an unwanted circumstance as it may have implications on the team member's judgment and commitment to the company, and by extension to the realization of its goals. Conflicts of interest are not welcomed at Thoroughbred Express Auto Wash.

All employees must maintain professional and ethical business relationships with suppliers and other employees.

It is our policy to forbid employees from engaging in or holding a financial interest in any other business which directly competes with Thoroughbred Express. Rendering of directive, managerial, or consulting services to any outside concern which does business with or is a competitor of our company, except with our knowledge and written consent, is also prohibited. If you think that there's a possibility you may have a conflict, it's your responsibility to reach out to the Management.

Solicitation and Distribution

Solicitation is any form of requesting money, support or participation in products, groups, organizations or causes which are unrelated to our company (e.g. religious proselytism, asking for petition signatures). Distribution means disseminating literature or material for commercial or political purposes.

Our business is focused on promoting and selling Thoroughbred Express services and products. With that in mind, we do not allow the sale or promotion (solicitation) of outside products or services to our customers or employees on company time.

1. Solicitation and distribution of literature by non-employees on company property is prohibited.
2. Solicitation by employees on company property during working time is prohibited.
3. Distribution of literature by employees on company property during working time is prohibited.

As an employee, you may solicit from your colleagues only when you want to:

- Ask colleagues to help organize events for another employee (e.g. adoption/birth of a child, promotion, retiring)
- Seek support for a cause, charity or fundraising event sponsored, funded, organized, or authorized by our company.
- Invite colleagues to employee activities for an authorized non-business purpose (e.g. recreation, volunteering)
- Ask colleagues to participate in employment-related activities or groups protected by law (e.g. trade unions)

In all cases, we ask that you do not disturb or distract colleagues from their work.

Confidentiality

You may encounter confidential information such as plans, financial data, trade secrets, customer lists, marketing strategies, formulas, pricing, marketing, health, or personal information about employees. You are expected to protect confidential information by safeguarding it when in use, filing it properly, disposing of it properly, and discussing it only with those having a legitimate need to know. This obligation continues even after employment has ended. Thoroughbred Express will take appropriate corrective action in response to any unauthorized disclosure of confidential information, up to and including termination.

Team Member Protection & No Retaliation Policy

Thoroughbred Express takes employee protection and confidentiality very seriously and guarantees that unless there is a legal requirement to report, anything shared will be kept confidential. This is not limited to but includes, informing management of another team member acting in a manner that is not consistent with company policies, disruptive/aggressive customer interactions that were not provoked by a team member, or anything that may have a negative influence on a team members wellbeing.

Our No Retaliation policy describes our provisions towards employees who file reports for harmful, discriminatory, or unethical behavior. Whether accusations are true or false, our company wants to prevent victimization and other retaliatory behavior towards the employee. We believe it's important that employees aren't afraid to speak up about any issues. It's to our company's benefit to resolve them as soon as possible. An environment of fear can only be harmful in the long run. We'll follow all legal prohibitions for retaliation and will grant employees the right to speak about misconduct. In any case, we will try to preserve legality and business ethics.

Team Member Contact Information Confidentiality

No team member with Thoroughbred Express is to give any of the following personal contact information out to vendors, customers, or any other member of the community without consent:

- Cell or Home phone numbers
- Physical Addresses
- Personal Emails (Company Emails are OK)
- Employee Schedules

If a customer would like to speak with an employee or manager within our organization, please collect contact information for the customer and deliver it to said employee to reach out to the customer at a time most convenient for them. No one at any point is permitted to give personal phone numbers out without approval.

Fraternization

We want to encourage positive working relationships between coworkers at all levels within the company. It is our policy to place restrictions on relationships between Management and subordinates that may negatively impact the workplace or convey the perception of favoritism. For purposes of this policy, “fraternization” is defined as a close friendship, a relationship of an intimate or romantic nature, or conduct that creates the appearance or impression that such a relationship exists.

Similarly, employees at all levels should not allow romantic relationships or friendships with other employees to impair their job performance, adversely affect others, or create an uncomfortable work environment. If fraternization issues occur, they will be addressed, and progressive discipline will be followed accordingly.

In the event of acquiring a new store with already established relationships (marriage or otherwise), we will look to relocate the individual at the next available opportunity. If another store is not within a reasonable distance, we will monitor the situation and wait until the opportunity presents itself for relocation of job position.

Dating Employees

For the purpose of this policy “Dating” includes consensual romantic relationships and sexual relations. Non-consensual relationships constitute sexual harassment and are prohibited. Key Holders, Department Heads, and Managers are strictly forbidden from dating those they oversee and a transfer or change of position may be required. If a dating relationship occurs, it’s in the best interest of both parties to be open about it and report it to HR so the situation can be evaluated and a course of action (e.g. transfer the employee) can be determined.

Friendships with Employees

Close friendships can also confuse the working relationship between a leader and an employee. Questions of favoritism may arise and result in negative feelings and loss of morale. For this reason, we also discourage leaders from being friends with their employees, this includes social media connections and contact or any communication that is social in nature rather than professional. We think it’s in everyone’s best interest that anyone in a supervisory position is not involved with their direct reports

outside of work.

Openness and Procedure

We expect our team leaders to be open about their personal relationships with employees or peers. Keeping work relationships secret may negatively impact all parties involved and can incite deceit, resentment, and gossip.

1. Any individual in a supervisory position with Thoroughbred Express must disclose the existence of a romantic or sexual relationship with another coworker to a direct supervisor or HR. The circumstances will be reviewed to see if there's a conflict of interest.
2. If a conflict of interest exists, we will work with both parties to consider options to resolve the conflict and make sure the parties no longer work together on matters where one is able to influence the other. Matters such as hiring, firing, promotions, performance management, compensation decisions, and financial transactions are examples of influencing or conflict of interest situations.
3. Failure to cooperate with Thoroughbred Express to resolve such conflict of interest in a mutually agreeable fashion may be deemed insubordination and result in disciplinary action up to or including termination.

Personal Guests and Visitors

For reasons of safety, security, and productivity, you are asked to minimize visits from friends and family during your work hours.

Visitors are not allowed beyond the customer designated areas, nor are they allowed in the building before or after business hours.

If an unauthorized individual is observed on our premises, employees should immediately notify management or, if necessary, direct the individual to designated customer areas.

Electronic Communications

You have the responsibility to use electronic information systems in a professional, ethical and lawful manner. Access to electronic information systems is given to assist with the performance of your job. The systems belong to Thoroughbred Express Auto Wash and may only be used for authorized business purposes and access can be terminated at our discretion.

We consider all electronic information and communication stored or transmitted with the use of our computer networks, telephones, and software to be the property of Thoroughbred Express and reserve the right to access, review, disclose, disseminate, archive and delete any and all such electronic information and communication. Users waive any right to privacy in anything they create, store, send, or receive using the Company's electronic information systems. Use of our electronic information systems constitutes consent to inspection, monitoring, and/or disclosure of information created, stored, sent, or received by the user.

Copying software, using shareware without proper registration, copying graphics for use as screen savers or wallpaper, and forwarding or copying email messages all may constitute copyright

infringement. Users must comply with all software licenses, copyrights, and all other state and federal laws governing intellectual property and online activity.

Thoroughbred Express' electronic communication tools and software should be used for business communication only.

All electronic material downloaded from the Internet or from computers or networks MUST be scanned for viruses and other destructive programs before being placed onto our electronic information systems.

Because of export restrictions, programs or files containing encryption technology are not to be transmitted in any way outside the United States without prior written authorization by Thoroughbred Express.

It is not possible to identify every type of inappropriate or impermissible use of the Company's computers, e-mail, voice mail and Internet systems. Employees are always expected to use their best judgment and common sense. The following prohibitions will be strictly enforced:

- Employees may not transmit, retrieve, download, or store inappropriate messages or images relating to race, religion, color, sex, national origin, citizenship status, age, disability, or any other status protected under federal, state, and local laws.
- Employees may not use the Company's computers, e-mail, voice mail and Internet systems in any way that violates our policy against unlawful harassment, including sexual harassment to another employee, vendor, patron, or other outside party.
- Employees are strictly prohibited from altering, transmitting, copying, downloading, or removing any proprietary, confidential, trade secret or other information of the Company, or of the Company's patrons. In addition, employees may not alter, transmit, copy, or download proprietary software, databases, and other electronic files without proper and legally binding authorization.
- Employees may not use or allow another individual to use the Company's computers, e-mail and Internet systems for any purpose that is either damaging to the Company or detrimental to its interests.
- Employees are strictly prohibited from using the Company's computers, e-mail or Internet systems in any manner that violates the federal Anti-Spam Law.
- Employees must honor and comply with all laws applicable to trademarks, copyrights, patents and licenses to software and other electronically available information.
- Employees may not solicit personal business opportunities or conduct personal advertising through the Company's computers, e-mail, or Internet systems.
- Employees may not engage in gambling of any kind through the Company's computers, e-mail, or Internet systems.
- Employees may not engage in day trading or otherwise purchase or sell stocks, bonds or other securities or transmit, retrieve, download, or store messages or images related to the purchase or sale of stocks, bonds or other securities through the Company's computers, e-mail or Internet systems.
- No electronic communications can be sent that attempt to hide the identity of the sender or represent the sender as someone else.

Users are notified that they are responsible for the material they review. Storing, sending, receiving, displaying, printing, or otherwise disseminating electronic communication is strictly prohibited if the

communication exhibits any one of the following criteria (users encountering such material should report abuses to the Director of Communications & Human Resources immediately):

- Deemed fraudulent, harassing, illegal, embarrassing, sexually explicit, obscene, intimidating, racist, sexist, defamatory or derogatory. Users encountering such material should report abuses immediately.
- Contains attachments that have not been subjected to virus checking.
- Non-business and interferes with the conduct of business or individual performance.
- Negatively impacts network performance.
- Commercial or personal advertisements, solicitations, promotions, political material, or any other unauthorized material for personal use.

Email Usage

Employees should not use their email to:

- Register to illegal, unsafe, disreputable, or suspect websites and services.
- Send obscene, offensive, or discriminatory messages and content.
- Send unauthorized advertisements or solicitation emails.

Email can be a medium of hacker attacks, confidentiality breaches, viruses, and other malware. These issues can compromise our reputation, legality, and security of our equipment.

- Select strong passwords with at least eight characters (capital and lower-case letters, symbols, and numbers) without using personal information (e.g. birthdays).
- Remember passwords instead of writing them down and keep them secret.
- Change their email password every quarter.
- Avoid opening attachments and clicking on links when content is not adequately explained (e.g. "Watch this video, it's amazing").
- Be suspicious of clickbait titles.
 - Check email and names of unknown senders to ensure they are legitimate.
 - Look for inconsistencies or style red flags (e.g. grammar mistakes, capital letters, excessive number of exclamation marks.)

Violations of this policy may result in disciplinary action, up to or including termination of employment. Employees who damage the Company's computer system through its unauthorized use may additionally be liable for the costs resulting from such damage. Employees who misappropriate copyrighted or confidential and proprietary information, or who distribute harassing messages or information, may additionally be subject to criminal prosecution and/or substantial civil money damages.

Thoroughbred Express is not responsible for damages, direct or indirect, arising out of the use of its electronic information systems.

Internet Security

All Internet data that is composed, transmitted, or received via a Thoroughbred Express computer communications system is property of Thoroughbred Express and as such, is subject to disclosure to law enforcement or other third parties. You should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

Our employees are advised to use the internet for the following reason:

- To complete their job duties
- To seek out information that they can use to improve their work.
- To communicate to customers, colleagues, vendors, or other business partners

You are required to secure advance authorization from leadership prior to downloading, installing, or copying software onto any Thoroughbred Express computer. After securing appropriate authorization, Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet.

Electronic media and services should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system.

Abuse of the Internet access provided by Thoroughbred Express Auto Wash in violation of law or policies will result in disciplinary action, up to or including termination of employment. Employees may also be held personally liable for any violations of these policies.

Personal Devices

We want to ensure your personal devices do not become a distraction or disruption to customer service and general safety. Headphones, tablets, personal speakers, and any other devices should never be used while working.

Personal devices not only create a disruptive distraction for the user but can diminish the quality of service being provided to our guests and can be a safety hazard.

Cell Phones

Only the Manager on Duty (MOD) and company leadership may have a cell phone on their person during working hours. All other employees should have their phones and digital devices put away while working; unless:

- ✓ Directed or permitted to use a cell phone by the MOD or company leadership.
- ✓ Contacting a manager through that cell phone
- ✓ On an approved rest or meal break

When using your cell phone while at work, all employees should follow these simple rules:

- ✓ Get permission from your MOD or make sure you are on an approved break.
- ✓ Keep personal calls brief and use private areas so as not to disturb colleagues or customers.
- ✓ Don't use your phone while driving a company vehicle.
- ✓ Don't use your phone to record confidential information.

Use of cell phones while loading cars or in prep bay areas is **STRICTLY ENFORCED** and can result in immediate termination. Additional information about the application of progressive discipline for this policy will be provided to you in a separate document.

Social Media

When at work, we expect our employees to refrain from engaging in personal social media unless authorized by the Manager on Duty (MOD) and when given permission we expect you to act responsibly, according to our policies and ensure that you stay productive.

When representing Thoroughbred Express on social media or using other electronic communication:

- Be respectful, polite, and patient.
- Avoid speaking on matters outside your field of expertise when possible.
- Follow our confidentiality and data protection policies and observe laws governing copyrights, trademarks, plagiarism, and fair use.
- Coordinate with our leadership and marketing teams when you're about to share any impactful content.
- Correct or remove any misleading or false content as quickly as possible.

Any non-business-related use of social media during work hours is not permitted except during meals or authorized breaks. Do not download personal social media apps on any Thoroughbred Express owned equipment.

When using personal social media:

- Ensure others know that your personal account or statements do not represent Thoroughbred Express as a company.
- Avoid sharing intellectual property or confidential information.
- Be considerate of co-workers and do not post personal information about anyone within our company at any time.
- Recognize that anything you say or do on social media can reflect poorly upon the company. In any instance that the reputation of the company is put in jeopardy because of something posted on social media, it may lead to reprimanding of team members or termination from the company.

Store Phone

Team members use of the store phone is prohibited for any use other than business related phone calls. If you need to contact someone about anything other than Thoroughbred related official business, it must be done on break and out of customer vicinity.

Misuse of store phones will result in progressive discipline.

WORKPLACE HEALTH AND SAFETY

Thoroughbred Express is always committed to protecting the safety, health, and well-being of our employees, customers, and all guests to our sites.

These policies cover all employees and interns (paid and unpaid) while representing Thoroughbred Express during all working hours, including during mealtimes and break periods. Employees must comply

with these policies as a condition of employment and continued employment. If you deliberately disregard our guidelines or policies, we may terminate you for your own or others' safety.

Safety and Preventative Action

As your employer it is our responsibility to:

- Identify, manage, and control hazards to establish safe work practices.
- Provide information to foster awareness of health and safety.
- Provide protective clothing and equipment as required.
- Make adequate preparations for emergencies.
- Record all accidents and "near misses" and investigate where necessary to ensure future accidents are avoided.
- Ensure you are professionally trained and supervised to do your work in a healthy and safe manner.
- Provide reasonable opportunities for you to be involved in health and safety.

As an employee it is your responsibility to:

- Contribute to the process of hazard identification, analysis, and control.
- Ensure all work accidents and illnesses are reported and recorded.
- Use any protective clothing and equipment provided.
- Not undertake any work which is unsafe.
- Look out for the safety of fellow employees.
- Not leave fellow employees alone at the site.
- Observe all workplace safety rules and hazard controls.

Negligent Safety (Willful or Intentional Misconduct and Violations)

Objective

In the context of employment, willful misconduct refers to an employee's intentional or reckless behavior that is harmful to the employee, team members, or employer's interest.

We recognize and appreciate employees who can achieve attendance excellence and we use attendance records to measure dependability when determining wage increases, promotions, transfers and/or retention of leadership status.

Negligent Safety Infractions

Each situation will have to be judged on its own information based on the investigation and factual findings. The below items are examples of what will constitute breaking a company rule or safety violation:

- Emergency
- Ignorance of the policies in place
- Injuries
- Breaking confidentiality agreements

- Fighting
- Intoxication
- Offensive Language
- Negligence
- Theft
- Sleeping on the Job
- Workplace harassment or bullying
- Workplace Discrimination
- Not enforcing or complying to safety regulations and/or procedures in regard to preventable injuries or injuries in which could be sustained.

Any accident or injury at work should be brought to the attention of the Manager on Duty (MOD) and recorded.

If you have any concerns about health and safety or any ideas about how health and safety can be improved, we welcome you to bring this to the attention of your manager and/or corporate leadership.

Shared Responsibility

It is every employee's responsibility to take reasonable care of the health and safety of others in the workplace.

All employees are encouraged to be concerned about working in a safe environment, support fellow workers in seeking help, and/or report dangerous behavior to a supervisor.

It is the responsibility of supervisors, managers, and company leadership to inform employees of this policy, observe employee performance, investigate reports of dangerous practices and/or document negative changes in performance.

Tobacco

Use of tobacco of any kind is ONLY permitted on breaks and in designated areas out of customer view.

Alcohol and Drug Free Workplace Policy

Thoroughbred Express Auto Wash has a ZERO TOLERANCE policy regarding the use of any form of drugs or alcohol while on company grounds. While the company cannot control what goes on outside of work, any employee who arrives under the influence of drugs or alcohol will be immediately terminated. This is non-negotiable and will be heavily enforced and monitored each day.

Drug Use & Possession Prohibitions

Employees may not work, report to work, or act on behalf of Thoroughbred Express under the actual or apparent influence of illegal drugs or with detectable levels of illegal drugs or the metabolites of illegal drugs in their systems. Employees may not possess illegal drugs or engage in the illegal use of drugs while on Thoroughbred Express Auto Wash property or while acting on behalf of the company. Employees may not manufacture, distribute, dispense, transfer, sell, or purchase illegal drugs, or

attempt to do the same while on our property or while acting on behalf of the company. Employees may not store, use, sell, purchase, or transfer drugs, or paraphernalia while working or while on Thoroughbred Express premises or while conducting company business.

Alcohol and Marijuana Use Prohibition

Employees may not be impaired during working hours, while on Thoroughbred Express property, while attending business-related activities, or while on duty. We prohibit off-premises abuse of alcohol when those activities adversely affect job performance, job safety, or the company's reputation in the community.

Under no circumstances may team members operate equipment and/or motor vehicles belonging to Thoroughbred Express, or personal vehicles to conduct company business, while they are impaired by or after the consumption of alcohol or marijuana.

Marijuana

This policy does not prohibit the lawful, off-duty use of marijuana, but team members are not permitted to use, possess, or be impaired or adversely affected by marijuana on the jobsite or while working. This includes Medicinal Marijuana.

Prescription Drugs

Use of prescription drugs, in their original container, prescribed by a licensed physician as medication for use by the person possessing the medication is allowed. If you are taking a legal drug or medication (over-the-counter or by prescription) that may adversely affect judgment, coordination, or the ability to perform assigned job duties, you must notify your supervisor before starting work that your judgment or coordination may be impaired. Your supervisor, after review, will decide whether to allow you to remain at work or to make other suitable arrangements as allowed by law.

The improper or unauthorized use, sale, solicitation, purchase, possession, or transfer of prescription or over the counter drugs while on our premises or parking lots, in Thoroughbred Express vehicles or other property, or while performing Thoroughbred Express business is prohibited.

Reasonable Suspicion Testing

Testing will be conducted when we have reasonable suspicion that you may be affected using drugs or alcohol or that the use may adversely affect the job performance or the work environment. Reasonable suspicion may exist if your conduct or appearance shows signs of impairment. Some examples of circumstances giving rise to reasonable suspicion could include, but are not limited to, the following:

- If a team member is unable to perform normal job duties;
- has unexplained or excessive absences or tardiness;
- behaves in an abnormal or unusual way;
- was involved in, or contributed to, an incident that did or could have resulted in an injury to the team member or another person or material damage or loss to equipment, fixtures or other property;
- smells of drugs or alcohol;

- is in possession of drugs or alcohol;
- has glassy or bloodshot eyes;
- has difficulty paying attention or solving problems;
- exhibits paranoia or delusional behavior;
- exhibits unexplained fear or panic;
- exhibits unexplained euphoria;
- has an impaired memory;
- is disoriented;
- is drowsy or sedated and/or;
- otherwise appears to have used drugs or alcohol

Post-accident Testing

An employee may be required to submit to a drug and/or alcohol impairment test (which will be administered as soon as practicable following the accident) when the company has a good faith belief that the employee, while on the company's premises or during the hours of employment:

- Was involved in or contributed to an accident that resulted (or could have resulted) in an injury to the employee or another person; or
- Was involved in or contributed to an accident that caused (or could have caused) equipment or material damage or loss.

Employees who have been required to submit to a drug and/or alcohol impairment test as a result of an accident will not be allowed to return to work until the results of the drug and/or alcohol test become available to the Company.

Disciplinary Consequences

Consequences of Refusal to Participate in Testing

Refusal to participate in drug-use or alcohol-impairment testing may be grounds for immediate termination.

Consequences of a Positive Drug-use Test or Alcohol-impairment Test

On receipt of a positive drug-use or alcohol-impairment test, you may be subject to suspension, discipline or other adverse employment action, including termination, at our discretion; and/or

Furthermore, you may be denied worker's compensation benefits if you test positive for drugs and alcohol and drug or alcohol impairment was a substantial contributing cause of an accident.

Workplace Violence

Our goal is to have a workplace free from acts or threats of violence and to effectively respond if such acts or threats of violence do occur.

Thoroughbred Express has zero tolerance for violent acts or threats of violence against our employees, applicants, customers or vendors. Examples of workplace violence include, but are not limited to, the following:

- Threats or acts of violence occurring on company premises, regardless of the relationship between the parties involved in the incident.
- Threats or acts of violence occurring off company premises involving someone who is acting in the capacity of a representative of the company at the relevant time.
- Threats or acts of violence occurring off company premises involving an employee if the threats or acts affect the business interests of the company.
- All threats or acts of violence occurring off company premises of which an employee is a victim if we determine that the incident may lead to an incident of violence on company premises.
- Threats or acts of violence resulting in the conviction of an employee or agent of company which adversely affects the legitimate business interests of the company.

Examples of conduct that may be considered threats or acts of violence under this policy include, but are not limited to the following:

- Threatening physical or aggressive contact directed toward another individual.
- Threatening an individual or his/her family, friends, associates or property with harm.
- The intentional destruction or threat of destruction of company or another's property.
- Harassing or threatening phone calls.
- Surveillance.
- Stalking.
- Veiled threats of physical harm or like intimidation.
- Communicating an endorsement of the inappropriate use of firearms or weapons.

All comments about violence will be taken seriously—and may result in your termination. Please do not joke or make offhand remarks about violence. Please do not assume that any threat is not serious. Please bring all threats to our attention so that we can deal with them appropriately.

No weapons are allowed in our workplace during the hours we are open for business. Weapons include firearms, knives, brass knuckles, clubs or bats, and explosives. If your work requires you to use an item that might qualify as a weapon, you must receive authorization from your manager to bring that item to work or use it in the workplace. Any employee found with an unauthorized weapon in the workplace will be subject to discipline, up to or including termination.

If you observe an incident or threat of violence that is immediate and serious, IMMEDIATELY DIAL 9-1-1 and report it to the police.

Any employee who believes he or she has been subjected to actions, conduct, behavior, or communication violation of this policy should report the incident immediately to management. Any employee who receives a complaint or witnesses an act of violence, threats, or harassment, who observes a weapon, or who has reason to suspect that someone is in possession of a weapon has a responsibility to report that complaint or incident management immediately.

Thoroughbred Express will promptly and thoroughly investigate the circumstances, will attempt to keep such investigations confidential and will disclose reported information only as necessary to investigate

and resolve the matter. No employee who in good faith makes a complaint or reports or participates in an investigation pursuant to this policy, will be retaliated against.

Language/Profanity

Thoroughbred Express promotes a fun, family environment for all guests who choose to use our facility and the use of any form of profanity or harmful language towards any guest or team member is strictly prohibited. Failure to comply with this policy will result in team member disciplinary action.

Any hurtful, hostile, or profane language toward a manager or other employees on any communication channels is prohibited and can result in progressive disciplinary action.

Facility Cleanliness

At Thoroughbred Express we take pride in having a clean, tidy, and inviting facility and will designate specific times for deep cleaning. General cleanliness standards include but are not limited to, no visible trash in parking lots or tunnels, no trash spilling out of trash cans, clean floors and walls, clean team member spaces and office, and bathrooms. Rain days will be used for deep cleaning, however general day-to-day cleaning assignments must be completed each day and will be strictly enforced.

Common Area Cleaning Rule- If you can see it from our property, it is our responsibility to ensure it gets cleaned up even if it isn't on our property. This includes adjacent properties that are not well maintained, as well as curbside trash that technically belongs to the city.

COVID-19 has changed the way businesses look at disinfecting heavily used items on our property (vacuums, matt cleaner, etc.) and it is crucial to the health and safety of customers and employees to readily clean these areas.

Chemical Handling

No employee who has not been trained and signed off on the "Chemical Handling" portion of training program is permitted to handle anything chemical related at any time. Please refer to the Chemical Handling portion of the training manual for specifics on company policies regarding this subject.

Incident Report Policy

An incident report is needed when a customer believes something on our property did something to cause damage or imperfections to their vehicle. It is our responsibility to do "due diligence" on each outstanding incident report & determine whether it happened at our property or if it was already existing damage. It is not the responsibility of the employee taking the claim to pass judgement if we were responsible for these issues. Any dialogue used by the employee that implies that we are responsible for damage before the investigative processes will be subject to progressive disciplinary action. Investigative process will be completed once the manager has received the incident report form and has had time to review (24-72 hours after the report was filed).

Employees who file the incident report must follow training protocols and put forth honest efforts in recording pictures of areas in question.

Any vehicle collision on property (including in the tunnel) due to driver error will result in both parties needing to exchange insurance information. We do not have insurance cards on site and employees are not allowed to disperse any related information to involved parties. If they refuse to provide insurance, please contact the authorities to help mediate.

If any customer causes damage to our equipment due to negligence or user error, it is imperative that we get their insurance to cover said damages.

EQUAL OPPORTUNITY EMPLOYER

Thoroughbred Express Car Wash provides equal employment opportunities (EEO) to all Team Members and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. Thoroughbred Express Car Wash complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer leaves of absence, compensation, and training.

Thoroughbred Express Car Wash expressly prohibits any form of unlawful Team Member harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Thoroughbred Express Car Wash Team Members to perform their expected job duties is not tolerated.

The EEO laws prohibit punishing job applicants or Team Members for asserting their rights to be free from employment discrimination including harassment. Asserting these EEO rights is called "protected activity," and it can take many forms. For example, it is unlawful to retaliate against applicants or Team Members for:

- filing or being a witness in an EEO charge, complaint, investigation, or lawsuit
- communicating with a supervisor or manager about employment discrimination, including harassment
- answering questions during an employer investigation of alleged harassment
- refusing to follow orders that would result in discrimination
- resisting sexual advances, or intervening to protect others
- requesting accommodation of a disability or for a religious practice
- asking managers or co-workers about salary information to uncover potentially discriminatory wages.

Participating in a complaint process is protected from retaliation under all circumstances. Other acts to oppose discrimination are protected if you are acting on a reasonable belief that something in the workplace may violate EEO laws, even if you did not use legal terminology to describe it.

We will not do anything in response to EEO activity that would discourage someone from resisting or complaining about future discrimination.

For example, it could be retaliation if an employer acts because of the Team Member's EEO activity to:

- reprimand the Team Member or give a performance evaluation that is lower than it should be.

- transfer the Team Member to a less desirable position.
- engage in verbal or physical abuse.
- threaten to make or make reports to authorities (such as reporting immigration status or contacting the police).
- increase scrutiny.
- spread false rumors, treat a family member negatively (for example, cancel a contract with the person's spouse); or
- make the person's work more difficult (for example, punishing a Team Member for an EEO complaint by purposefully changing his work schedule to conflict with family responsibilities).

Engaging in EEO activity, however, does not shield a Team Member from all discipline or discharge. We are free to discipline or terminate workers if motivated by non-retaliatory and non-discriminatory reasons that would otherwise result in such consequences.

Reasonable Accommodation

Thoroughbred Express Wash complies with all applicable provisions of the Americans with Disabilities Act ("ADA"), the ADA Amendments Act of 2008 (ADAAA), and similar state laws. We will provide reasonable accommodations to any qualified individual with a disability, provided such accommodation does not constitute an undue hardship on the company, and complies with all legal requirements. If any employee believes s/he needs a reasonable accommodation to perform the essential functions of his/her job, that employee should contact their General Manager and Human Resources.

EMPLOYEE LEAVE OF ABSENCE

Family and Medical Act (FMLA) Leave

Under the Family and Medical Leave Act of 1993, as amended (FMLA), employees may be eligible for a period of job-protected unpaid leave for certain family and medical reasons as described below. This Family Medical Leave Act Policy provides an overview of employees' rights and responsibilities under the FMLA. We have posted notices of the FMLA at all Company facilities that provide more detail.

General Eligibility

To be eligible for FMLA Leave, an employee must have worked for us for at least 12 months and worked at least 1,250 hours during the 12-month period prior to the start date of the requested leave. When a request for FMLA is made, the company will advise of the employee's eligibility and the employee's rights and responsibilities.

When Spouses Work Together

If both spouses are employed by Thoroughbred Express and are eligible for leave under this policy, they're eligible for a combined total of 12 weeks of leave within the applicable 12-month period when the leave is due to the birth or placement of a child or to care for a parent who has a serious health condition, or a combined total of 26 weeks within the applicable 12-month period when the leave is due to the birth or placement of a child or to care for a parent who has a serious health condition and for Military Caregiver Leave. (However, in no event shall the spouses take more than a combined total of 12 weeks of leave within the applicable 12-month period for the birth or placement of a child or to care for a parent who has a serious health condition).

Notice of Need for FMLA Leave

An employee who wants to take FMLA must follow normal absence notification procedures. Failure to do so can result in discipline.

If FMLA applies or is believed to apply, the employee will be directed to contact Human Resources to complete a request for leave and will be advised of all supporting documentation needed.

To avoid a delay in FMLA protection, the employee must give notice as soon as possible and practicable under the circumstances of enough facts to advise the person receiving the call that FMLA may apply. Employees are always required to give notice as soon as practicable and possible, but, except for instances of active-duty leave, an employee is not required to provide more than thirty (30) days advance notice. If an employee fails to give the required notice with no reasonable excuse, FMLA coverage may be delayed. This can result in discipline for absences taken prior to FMLA coverage commencing.

Substitution of Paid Leave for Unpaid FMLA Leave

Employees must concurrently exhaust any short-term disability benefits, workers compensation benefits, accrued vacation time, or any other form of applicable paid leave for FMLA leave. All substituted paid leave that is being concurrently exhausted will be counted against an eligible employee's FMLA leave entitlement.

Intermittent FMLA Leave

Intermittent or reduced schedule leave is leave at varying times for the same qualifying condition. Intermittent leave or reduced schedule leave may be available if the need for leave is due to an employee's serious health condition or an employee's immediate family member's serious health condition and when the need for intermittent or reduced schedule leave is certified by a health care provider.

Employees who take foreseeable intermittent or reduced schedule leave must attempt to schedule their intermittent or reduced schedule leaves so as not to disrupt the operations of Thoroughbred Express and in some instances, we may require employees taking foreseeable intermittent or reduced schedule leaves to transfer temporarily to an alternative position for which the employee is qualified and which better accommodates the employee's leave schedule. Pay and shifts would not be affected by a change to an alternate position. Time worked in the alternate position would not count towards the employee's FMLA leave entitlement.

Recertification

In the following circumstances, the Company may, in its sole discretion, require recertification of the qualifying reason for FMLA: (1) where the employee needs more leave than the original certification justified; (2) where circumstances and facts cast doubt on the employee's need for FMLA; or (3) when the need for FMLA extends beyond 6 calendar months. In these situations, the employee will have fifteen (15) days in which to provide a completed Recertification form.

Restoration to Position and Benefits

Healthcare benefits will be maintained while an employee is on FMLA, subject to the payment of premiums. For all other benefits, they will be maintained similarly to others on similar forms of leave (paid/unpaid). Employees on paid FMLA (because they are concurrently exhausting a paid leave

benefit) will continue to have their premium payments deducted from their paycheck as if they were on non-FMLA paid leave. Employees on an unpaid FMLA leave (for which no paid leave is substituted or after all paid leave has been exhausted) will need to maintain the benefits they accrued prior to commencement of the leave by making premium payments. If the payment is not received on the due date or thereafter, the company will provide the employee written notice of non-payment and provide 15 days to make the payment. If the payment is not made within the 15-day window, and at least 30 days have passed from the due date, then coverage under the benefit plan will lapse, retroactively to the original due date. If an eligible employee fails to pay his or her portion of the required premium payments for benefit coverage, and Thoroughbred Express Auto Wash elects to make the employee's portion of premium payments to keep benefit coverage in effect, we may recover the amount of the premium payment from the employee regardless of whether the employee returns to work.

Employees are permitted to return to whatever position they would have held had they not taken FMLA leave. Generally, this means employees returning from FMLA leave within 12 weeks will be returned to the job position that they held when they went on leave, or a substantially similar one. If the employee would have lost their position even if they had not taken the leave, then there exists no reinstatement right. For example, if the employee's position is eliminated because of a reduction in force, then no reinstatement right exists.

Return-to-Work Policy

Purpose

Thoroughbred Express Auto Wash strives to assist employees to return to work at the earliest possible date following an injury or illness. A return-to-work program has several benefits for both the employer and employees by minimizing time lost from work.

This policy is not intended to supersede or modify the procedures applicable to employees eligible for reasonable accommodation under the Americans with Disabilities Act (ADA) or leave benefits under the Family and Medical Leave Act (FMLA). Inquiries about the ADA or FMLA should be directed to the human resource department (HR).

Eligibility

The policy applies to regular full- and part-time employees who are on leave as a result of injury or illness and who are receiving workers' compensation benefits.

Transitional Work

Thoroughbred Express Auto wash defines "transitional work" as temporary, modified work assignments within the worker's physical abilities, knowledge and skills.

When possible, transitional positions will be made available to injured workers to minimize or eliminate time lost from work. Thoroughbred Express Auto Wash cannot guarantee a transitional position and is under no obligation to offer, create or encumber any specific position for purposes of offering placement to such a position.

In the event an employee refuses transitional work (outside the employee's FMLA benefits period) and the employee satisfies the restrictions and ability to perform the transitional position, Thoroughbred

Express Auto Wash is not obligated to provide an alternative position. In such cases, Thoroughbred Express Auto Wash will notify the insurance carrier of the employee's refusal of the transitional work.

Procedures

To obtain a transitional assignment the employee must request a return-to-work form and a job description form from HR and provide them to the employee's health care provider for completion.

If the health care provider releases the employee to return to work on modified duty and has completed the return-to-work and job description forms, the employee should return the forms to HR within 24 hours or as soon as practicable. The employee cannot return to work without the release of his or her health care provider.

HR will review the return-to-work form and determine a transitional position for the employee if appropriate and transitional work falls within business needs. A transitional position job description, including physical requirements, will be prepared for review and approval by the employee's health care provider.

Transitional positions are developed based on the physical capability of the worker, the business needs of the company and the availability of transitional work. Thoroughbred Express Auto Wash will determine appropriate work hours, shifts, duration and locations of all work assignments. Thoroughbred Express Auto Wash reserves the right to determine the availability, appropriateness and continuation of all transitional work assignments.

It is the responsibility of the employee to provide HR with a current telephone number and address, so the employee may be contacted. The employee must notify HR immediately of any and all changes in medical conditions.

It is the responsibility of the employee and the employee's supervisor to notify HR immediately of any work-related injuries, if the employee misses time from transitional work or of any changes to transitional work assignments. HR will communicate with the insurance carrier or health care provider as necessary.

Job Offer

Upon completion of the return-to-work form and the health care provider's approval of the transitional position, written notice will be prepared by the employer and mailed to the employee's last known address noting the start date, hours, wage, duration and location of the transitional work assignment. The employee will be asked to sign the notice indicating his or her acceptance or refusal of the transitional work job offer and to return the notice to HR. Copies of the job description, work releases and the offer of a transitional position will be forwarded to the insurance carrier.

Any employee returning to a transitional position must not exceed the duties of the position or go beyond the restrictions indicated by the health care provider. If any medical restrictions change, the employee must immediately notify his or her supervisor and provide the supervisor a copy of the new medical release.

Supervisors will monitor work performance to ensure the employee does not exceed the requirements set by the health care provider.

Failure to Return from Leave

Unless required otherwise by law an employee granted a leave of absence under these provisions who fails to return to work upon expiration of the leave will no longer have protected absences. Further absences would count against the attendance policy.

Key Employees

An employee who qualifies as a “key employee” may be denied restoration of employment after a period of FMLA leave if holding the employee’s position open causes hardship in maintaining operations. A “key employee” is an employee who is salaried and is among the highest paid ten percent of the work force within 75 miles of the place where the employee reports to work. Upon requesting FMLA leave, an employee will be notified of his/her status as a “key employee” if there is a possibility that the Company may deny reinstatement after leave.

Military Leave

Employees intending to perform military service will be granted leave, health insurance benefits, and reinstatement in compliance with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and applicable state law. Employees are requested to advise their General Manager, as soon as possible, upon notification of requirement for military service. Early notification assists in planning for the absences.

Jury and Witness Duty

Employees summoned for jury or witness duty will be allowed the necessary time off from work. Employees must give Thoroughbred Express as much advance notice as possible and will be expected to report to work during all regular hours if their presence is not required in a jury room or court. We may require the employee to supply documentation from the court affirming jury duty service. Leave taken by non-exempt employees to perform jury or witness duty is unpaid.

For exempt employees, we will pay the difference between regular wages and the jury or witness duty pay (with the exception of travel expense) for the time actually served, up to a maximum of 5 workdays within a 24-month period. In order to receive payment for the time you served on jury or witness duty, you must provide your manager with a copy of the jury or witness duty voucher.

In unusual circumstances, Thoroughbred Express may ask you to exercise your right to request postponement of your jury duty to a more convenient time if you are asked to serve during peak season.

Outside Employment During Medical/Disability Leave

Leaves of absence are provided to employees who are unable to perform the essential functions of their job. Such leaves include FMLA, disability leave, and workers’ compensation disability leave. Since you must be disabled or temporarily incapacitated from your job to claim these benefits, we prohibit an employee who is on these forms of leave from participating in any activity that would be precluded by their medical restrictions. This includes working for any secondary employer while on a leave of

absence if the work to be performed would violate your medical restrictions. Violation of this policy may lead to disciplinary action up to and including immediate termination of employment.

EMPLOYEE EXITS

Since employment with Thoroughbred Express is based on mutual consent, both the employee and Thoroughbred have the right to terminate employment at any time, with or without cause, and with or without notice.

Resignation

To be considered re-hirable or be able to use managers as a reference from Thoroughbred, it is important to leave on good terms. For efficiency's sake, and to make sure our workplace runs smoothly, we ask that you give at least 2 weeks' notice. If you hold a highly specialized or executive position, we ask that you give us at least 30 days' notice, when possible. All notices must be in written format, or they will not be accepted as a legitimate notice to leave on good terms.

Leaving Procedures

All Thoroughbred Express property, such as building keys, car keys, or credit cards, must be returned during or before the employee's exit interview.

Final pay will be calculated to include any monies owed for uniforms not returned to the company, any advanced payroll advances, and rekeying expenses if keys are not returned.

Employee benefits will be affected by employment separation in the following manner: Any such benefits that are due and payable at separation will be paid at that time or within such time as required by law. At the time of separation, the employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

At the time employment is terminated, an employee forfeits sick, and holiday or other types of leave provided by Thoroughbred Express Auto Wash.

Final Paycheck

An employee who resigns or is terminated will be paid on the next scheduled pay day for any balance of pay not received in the previous paycheck. Uniforms will be reimbursed from the employee to Thoroughbred Express through Final Pay in the event of an unsuccessful introductory period if Uniforms are not returned.

AT WILL EMPLOYMENT

Your employment at Thoroughbred is "At Will". This means that you're free to quit at any time, for any reason, just as we are free to terminate your employment at any time, for any reason, with or without notice, with or without cause. We sincerely hope that your employment here will be a positive and rewarding experience.

Nothing in this Handbook constitutes a contract or promise of continued employment. Further, only the Chief Executive Officer of the company has the authority to enter into an agreement for

employment for any specified period or to make an agreement for employment other than At Will and any such agreement will be in writing.

The policies and procedures in this Guide are not conditions of employment and Thoroughbred Express Auto Wash can change, modify, add or eliminate any policy or benefit at any time, with or without notice at its sole discretion.

ACKNOWLEDGEMENT

I acknowledge receipt of the Thoroughbred Express Employee Guidebook and know that I am responsible for reading this carefully, understanding the contents of this Guide and adhering to the provisions. I further acknowledge that Thoroughbred Express Auto Wash has the unilateral right to modify or eliminate any policy within this Guide.

I understand that this Guide is not an employment contract, that my employment is At Will, as defined above, and that nothing in the Guide, nor any oral statement, can modify the At Will nature of my employment. Refusal to acknowledge the Thoroughbred Express Auto Wash Handbook, is voluntarily separation of employment by the employee, and Thoroughbred Express Auto Wash reserves the right to retract offer of employment as such refusal therefore means refusal to follow the standard policies and expectations of Thoroughbred Express Auto Wash.

Printed Name:

Signature:

Date: