

# PAID TIME OFF



Mister Car Wash (MCW) encourages work/life balance and has established a paid time off (PTO) policy to allow our employees time away from work for rest and to meet personal demands outside the workplace. PTO is available to use for vacation, sick or safe time, personal days, store holidays and other leaves of absence. Any questions about PTO? Contact Human Resources by calling 1-844-529-7392 or emailing HRhelp@mistercarwash.com.

## GENERAL POLICY

PTO is calculated based on an employee’s position and length of service with MCW. Generally, PTO begins to accrue upon hire and PTO hours are added to an employee’s PTO bank at the end of each pay period (see below for exceptions). An employee must be employed for at least 90 days before he/she can begin to use accrued PTO. When an employee has accrued the maximum amount of allowed hours in a year, the accruals will stop until the following year. At the end of each calendar year, an employee may carry over up to 80 hours of PTO to the next year. Any hours greater than 80 at December 31<sup>st</sup> will not be carried over, except as required by applicable law.

Effective as of January 1, 2018 the following table represents the various rates of accrual based on position and length of service:

Tenure	Tier 1	Tier 2	Tier 3
<b>0-12 months</b>	Max 40 hours annually 1 hour PTO per 30 hours worked	Max 80 hours annually 3.077 hours per pay period	No accrued PTO  Refer to Open PTO Policy below
<b>13-24 months</b>	Max 60 hours annually 1 hour PTO per 30 hours worked	Max 120 hours annually 4.615 hours per pay period	
<b>25-60 months</b>	Max 96 hours annually 1 hour PTO per 30 hours worked	Max 120 hours annually 4.615 hours per pay period	
<b>61+ months</b>	Max 128 hours annually 1 hour PTO per 20 hours worked	Max 160 hours annually 6.154 hours per pay period	
	CCR CSA Detail Drivers Lube Techs Maintenance Apprentice Production PT Asst. Manager Supervisor	FT Assistant Manager General Manager HQ Hourly Maintenance Lead Maintenance Tech Manager Regional Merchandise Assistant Regional Support Specialist Training Specialist	Division Manager HQ Exempt Regional Development Manager Regional Manager

PTO hours are not considered earned by an employee until used. Any unused hours in an employee’s PTO bank at the time of separation from employment (for any reason) will not be paid to the employee, except as required by applicable law. PTO may not be used in lieu of notice of resignation.

An employee who wants to use PTO hours should speak to their manager and request the time off through Dayforce. PTO for reasons other than for sick or safe-time purposes are subject to the manager's approval. When the need for PTO for sick or safe-time purposes is foreseeable, employees must provide seven (7) days advance-notice. If the need is not foreseeable, employees must provide notice to their manager as soon as possible [but in any event within 24 hours].

At the time of use, PTO hours will be paid at the employee's effective rate for CSAs and CCRs and at the base rate for all other employees. The effective rate is the average hourly rate for the previous calendar quarter (base rate + commission).

### **Use of PTO for Sick or Safe-Time Purposes**

An employee may use accrued unused PTO for the following reasons ("sick or safe-time purposes"):

- For an employee's, or an employee's family member's illness or health care;
- If an employee or a family member is a victim of domestic violence, sexual assault or stalking;
- When an employee's place of business or family member's school or place of care has been closed due to a public emergency, health-related reason, or another unexpected closure; or
- Other reasons required by a jurisdiction with a mandated paid sick leave law if the employee is scheduled to work in that jurisdiction.

Employees using PTO for the above-mentioned purposes who are away from work for more than three (3) consecutive days may be required to provide reasonable documentation to verify the need. Failure to provide such documentation required under this policy may result in the denial of a request to use PTO. Employees who use all available PTO for reasons other than for sick or safe-time will not have additional PTO provided.

If an employee is rehired within nine (9) months of separation, previously accrued but unused PTO will be reinstated.

MCW prohibits discrimination and retaliation against employees who request or use PTO for sick or safe-time purposes or for making a complaint about suspected violations of this policy.

This PTO Policy is intended to meet or exceed the requirements of all relevant federal, state, county and local laws and regulations. If any provision of this policy conflicts with applicable laws and regulations, the applicable laws and regulations will govern.

### **Open PTO Policy for Employees for DM, RM, RDM, and HQ Exempt**

MCW has adopted an Open PTO Policy for Division Managers, Regional Managers, Regional Development Managers, and Headquarters (HQ) exempt employees. Each such employee is afforded the flexibility to take vacation, to take time off for illness, and to shift schedules as necessary. These employees do not accrue paid time off and are encouraged to take the time needed to operate at peak performance with the following guidelines in mind:

- Keep coworkers informed. Let your colleagues and manager know at least 2 weeks ahead of schedule when you'll be on vacation, and notify them as soon as possible on days you need to be out unexpectedly.

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- Be available when needed. Time-sensitive responsibilities must be covered regardless of your personal work schedule. If you have planned time off, coordinate with your manager to have coverage for any of your responsibilities during that time off.
- Be productive. You are employed by MCW as a full-time employee and are expected to contribute as such.

The Open PTO Policy does not supersede MCW's Leave of Absence Policy. Any leaves of absence under the Leave of Absence Policy or applicable federal or state law for these employees will be governed by the Leave of Absence Policy.

### **HOLIDAYS**

MCW stores are closed on the following holidays: New Year's Day, Easter, Thanksgiving and Christmas. Hourly field employees are not paid for holidays when the stores are closed and the employee does not work. Employees may use accrued unused PTO for these occasions or they may take the day unpaid.

MCW Headquarters is closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving, and Christmas Day. If an observed holiday falls on a Saturday, it will be observed on Friday; if the holiday falls on a Sunday, it will be observed on Monday.

MCW may schedule work on an observed holiday as it considers necessary.

### **BEREAVEMENT**

MCW recognizes that the loss of a family member is a difficult life event, requiring time to grieve and fulfill personal obligations. MCW provides bereavement leave to its employees at the time of the employee's loss. This time off is separate from and in addition to any accrued PTO; paid days off under this policy will be paid using the average number of hours the employee worked in the last full pay period, to a maximum of eight hours per day.

In the event of an immediate family member's death, MCW will provide the employee up to three (3) days of paid time off upon the employee's notification of the loss and demonstration of the family relationship.

For purposes of this policy, an "immediate family member" is the employee's spouse, child, parent, sibling, step-parent, step-child, or step-sibling.