

EQUAL OPPORTUNITY & ANTI-HARASSMENT POLICY



PURPOSE

To provide equal employment and advancement opportunities to all individuals, employment decisions at Mister Car Wash (MCW) will be based on merit, qualifications, and abilities. MCW does not discriminate on any basis protected by applicable federal, state, or local law. Where necessary and feasible, MCW will make reasonable accommodations for qualified individuals with disabilities unless doing so would result in an undue hardship to the company.

SCOPE

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training. Any employee with questions or concerns about any type of discrimination in the workplace is encouraged to bring these to the attention of his/her manager, any senior manager, or Human Resources at 1-844-529-7392 or HRhelp@mistercarwash.com.

PROCEDURE

Our policy prohibits unlawful harassment, discrimination and/or retaliation towards any employee, intern (paid or unpaid), volunteer or applicant by any employee, supervisor, manager, and/or by any third party who is regularly involved in our operations such as a customer, client, vendor, subcontractor, volunteer, etc.

MCW prohibits harassment and discrimination based on any characteristic that is protected by any applicable federal, state, or local law as outlined below. The basis on which an individual is legally protected from discrimination includes, but are not limited to the following:

| | | |
|--------------------------|-------------------------------|-------------------------------------|
| Age | Race | Color |
| Marital Status | National Origin | Religion |
| Genetic Information | Sexual Orientation | Military Status |
| Gender / Sex / Pregnancy | Physical or Mental Disability | Gender Identification or Expression |
| | Criminal Conviction History** | |

***An individual's criminal conviction history will be considered consistent with business necessity and if previous convictions are job related.*

PROHIBITED CONDUCT

Sexual Harassment

Sexual harassment includes unwanted sexual advances, requests for sexual favors or visual, verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made a term or condition of employment; or
- Submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment also includes various forms of offensive behavior. The following is a partial list of behaviors that may constitute sexual harassment:

- Unwanted sexual advances or propositions.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct: making sexual gestures or leering, displaying of sexually suggestive objects or pictures, suggestive or obscene emails, texts, letters, notes or invitations.
- Verbal sexual advances or propositions.
- Verbal conduct or abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, sexually explicit jokes, comments about an employee's body or dress.
- Physical conduct of a sexual nature or intent.
- Retaliation for making harassment reports or threatening to report harassment.

It is unlawful for males to sexually harass females or other males, and for females to sexually harass males or other females.

Other Types of Prohibited Harassment

Prohibited harassment on the basis of race, color, religion, national origin, gender, age, sex, sexual orientation, gender identity or expression, marital status, mental or physical disability, and genetic information or any other basis prohibited by applicable laws may include behavior similar to sexual harassment such as:

- Verbal conduct such as screaming or yelling, threats, epithets, derogatory comments or slurs.
- Visual conduct such as derogatory posters, photography, cartoons, drawings or gestures.
- Physical conduct such as assault, unwanted touching or blocking normal movement.
- Retaliation for making harassment reports or threatening to report harassment.

Within the workplace, any right to free speech is subject to MCW's legal duty to create and foster a workplace free of unlawful harassment or discrimination. This policy does not prohibit communication, conduct, or behavior that is protected by Section 7 of the National Labor Relations Act.

COMPLAINT PROCEDURE

If you believe you have experienced unlawful harassment, discrimination or retaliation, we encourage you to tell us so we can address and remedy the situation as appropriate:

- Submit a written or verbal complaint to the Human Resources help line by calling 1-844-529-7392, or emailing HRhelp@mistercarwash.com.
- Submit a written or verbal complaint to your direct manager or, if you are not comfortable making a complaint to your direct manager, you may submit a complaint to your Regional Manager or Director of Operations.

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In an effort to help us investigate the situation, your complaint should include details of the incident or incidents, including names of the individuals involved and names of any witnesses, the date(s) and approximate time of the incident.

Managers and/or supervisors who observe or have knowledge of conduct they believe could potentially be harassing have a mandatory duty to report the conduct or situation to their Regional or Division Manager and to Human Resources by calling 1-844-529-7392, or emailing hrhelp@mistercarwash.com.

INVESTIGATION PROCESS

Upon receipt of a complaint, MCW will undertake a timely, objective, and good-faith investigation of the allegations based on witness interviews and workplace evidence.

On occasion MCW may elect to refer allegations to an external consultant/investigator based on the nature of the allegations and specific details of the situation. While MCW and/or its investigator will make efforts to keep the details of the allegations and the investigation itself confidential, MCW cannot guarantee confidentiality as it may be necessary to reveal some facts and/or allegations in order to pursue the investigation.

REMEDIAL ACTIONS

In the event MCW determines that a violation of this policy has occurred, effective remedial action will be taken appropriate to and proportionate with the nature and severity of the conduct. Any employee determined by MCW to be in violation of this policy will be subject to appropriate disciplinary action, up to and including termination.

NO RETALIATION / NO REPRISAL

No one will be retaliated against for filing a complaint and/or assisting in the investigation process. We encourage all employees to report any incidents of harassment, retaliation and/or discrimination immediately so the complaints can be quickly and fairly resolved.

Additional Enforcement Information

In addition to MCW's internal complaint procedure, employees should also be aware that the federal Equal Employment Opportunity Commission (EEOC) and various state agencies investigate and prosecute complaints of sexual or other prohibited forms of harassment and discrimination in employment. Employees who believe that they have been discriminated against or harassed based on a protected category may be entitled to file a complaint with the appropriate agency or agencies.

REVIEW

This procedure will be reviewed **annually** and updated as necessary.

| Name and Title | Date (YYYY-MM) |
|--|----------------|
| Anna Zappia, Vice President of Human Resources | 2018-01 |

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APPROVAL

| Name, Title, and Signature | Date (YYYY-MM) |
|--|----------------|
| <i>Anna Zappia</i> Anna Zappia, Vice President of Human Resources | 2018-01 |

HISTORY

| Version | Issue Date | Updated by | Revisions |
|---------|------------|-------------|---|
| V.1 | 2018-01-15 | Anna Zappia | <ul style="list-style-type: none">• Original policy statement |