

EMPLOYMENT POLICIES

V4.2021



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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

DRUG- AND ALCOHOL-FREE WORKPLACE POLICY



PURPOSE

Mister Car Wash is committed to protecting the safety, health, and well-being of all employees and other individuals in our workplace. Drug and alcohol use at work pose a significant threat. We have established this Drug- and Alcohol-Free Workplace Policy (“Policy”), pursuant to applicable state and federal laws, that balances our respect for individuals with the need to maintain a drug- and alcohol-free environment. For specific state policies, please see Addenda below. See also “Related Policies, Procedures, and Forms” below.

SCOPE

This Policy applies to all employees (full- or part-time, or paid or unpaid interns) while representing Mister or conducting business for Mister during all working hours, including during meal and rest periods. Employees must comply with this Policy as a condition of employment and continued employment.

POLICY STATEMENT

It is a violation of this Policy to use, possess, sell, trade, offer for sale, or offer to buy illegal drugs or otherwise engage in the use of illegal drugs while on Mister premises and parking lots, in company vehicles or other property, or performing Mister business anywhere.

It is a violation of this Policy for any employee to report to work under the influence of or impaired by alcohol or prescription or illegal drugs.

Prescription Drugs

Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and/or according to a physician’s prescription. An employee taking prescribed or over-the-counter medications is responsible for consulting with their doctor or pharmacist to determine whether the medication may interfere with safe performance of their job. If use of a medication could compromise the safety of an employee, fellow employees, or the public, the employee must follow appropriate procedures (e.g., call in sick, use leave, request change of duty, notify supervisor) to avoid unsafe workplace practices.

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

Marijuana remains illegal as a matter of federal law and therefore its use or possession violates this Policy. Mister will endeavor to accommodate individuals with disabilities but will not accommodate the use of medical marijuana at work or excuse positive drug tests or other Policy violations related

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to medical marijuana use, except as may be required by law. If you have questions about medical marijuana at our locations, please consult Human Resources by calling 1-844-529-7392 or emailing HRhelp@mistercarwash.com.

Drug Testing

Each employee, as a condition of employment, will be required to participate in reasonable suspicion testing upon request of management.

An employee or applicant has the right to refuse testing. However, a refusal to test will be treated as a failure to comply with this Policy and may result in disciplinary action up to and including termination of employment.

Mister will test an employee for drugs and/or alcohol when a manager has reasonable suspicion that the employee: (1) is under the influence of drugs or alcohol; (2) has violated our Policy prohibiting the use, possession, sale, or transfer of drugs and/or alcohol while the employee is working or while the employee is on Mister premises or operating company vehicles, machinery, or equipment; (3) has sustained a personal injury or has caused another employee to sustain a personal injury, which injuries are arising out of and in the course of employment under circumstances where drug or alcohol use could have caused or contributed to the injury; or (4) has caused a work-related accident or was operating or helping to operate machinery, equipment, or vehicles involved in a work-related accident under circumstances where drug or alcohol use could have caused or contributed to the accident. Reasonable suspicion means a basis for forming a belief based on specific facts and rational inferences drawn from those facts. Reasonable suspicion details will be documented using a *Reasonable Suspicion Testing Checklist*.

To ensure the accuracy and fairness of our testing program, all testing will be conducted according to Substance Abuse and Mental Health Services Administration (SAMHSA), state, and federal guidelines where applicable and will include a screening test; a confirmation test; the opportunity for a spit sample; review by a Medical Review Officer, including the opportunity for an employee who tests positive to provide a legitimate medical explanation, such as a physician's prescription, for the positive result; and a documented chain of custody.

Testing for the presence of alcohol will be conducted in accordance with state law. An alcohol test will be considered positive if it shows the presence of 0.04 percent or more of alcohol in a person's system, or such other percentage as required by applicable law (See Iowa addendum below).

Testing for the presence of the metabolites of drugs will be conducted by the analysis of urine.

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Consequences

Employees who violate this Policy will be subject to disciplinary action, including, but not limited to, rehabilitation and termination of employment. Except in states where prohibited by law, nothing in this Policy prohibits the employee from being disciplined or discharged for other violations and/or performance problems.

An employee who receives confirmed positive test results for drugs or alcohol will be subject to disciplinary action including, but not limited to: immediate removal from duty; suspension without pay; termination; and/or referral to a substance abuse professional for assessment and recommendations. (See "Rehabilitation and Return-to-Work Agreements" below.)

If an employee refuses the screening or the test, tampers with the specimen, substitutes the specimen with that from another person or sends an imposter, will not sign the required forms, or refuses to cooperate in the testing process in such a way that prevents completion of the test, the employee will be subject to the same disciplinary options as a confirmed positive test.

If an employee tests positive for drug or alcohol use, the employee may, within five (5) working days after notice of the positive result, file written information (submit to: Mister Car Wash, Human Resources, 222 E 5th Street, Tucson AZ 85705 or HRhelp@mistercarwash.com) explaining the positive test results. In addition, within seven (7) working days after notice of a confirmed positive test, the employee may request (in writing to an address stated above) a confirmatory retest of the original sample at the employee's own expense.

Rehabilitation and Return-to-Work Agreements

Following a violation of this Policy, an employee may be offered an opportunity to participate in rehabilitation. In such cases, the employee must sign and abide by the terms set forth in a *Return-to-Work Agreement* as a condition of continued employment.

Mister recognizes that alcohol and drug abuse and addiction are treatable illnesses. We also realize that early intervention and support increase the likelihood of successful rehabilitation. To support our employees, we:

- Encourage employees to seek help if they are concerned that they may have a drug and/or alcohol problem.
- Encourage employees to utilize the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help.
- Offer all employees assistance with drug and alcohol problems through the Employee Assistance Program (EAP) (see below).

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- Allow the use of accrued PTO or Tier 3 PTO while seeking treatment for alcohol and other drug problems.
- May offer leave of absence where reasonable and/or required by law.

The EAP is available to all employees and is a free, confidential service that may be accessed, either through self-referral or a referral source, 24 hours a day, seven days a week. You may contact the EAP and speak with a trained specialist who can provide guidance, information, and/or referrals to local service providers. You can receive assistance with a wide variety of problems, including substance abuse. Please visit <http://benefits.mistercarwash.com/employee-assistance-program/> for information on how to contact and utilize the EAP.

Employees may not, however, escape discipline by requesting EAP services after being selected for testing or violating this Policy or Mister's rules of conduct, nor will such requests or utilization of EAP services excuse employees from compliance with normal standards of performance or conduct. Information provided when accessing and utilizing EAP services will be kept confidential in accordance with any applicable federal and/or state law requirements.

Costs associated with this benefit may be covered by an employee's medical insurance plan; however, any costs not covered by the employee's medical insurance plan and which are not otherwise required to be paid by Mister in accordance with the law or any applicable plan are the employee's sole responsibility.

All information received by Mister regarding an employee's suspected or actual drug and alcohol use will be treated as confidential information.

Shared Responsibility

A safe and productive drug- and alcohol-free workplace is achieved through cooperation and shared responsibility.

Employee: Do not report to work while your ability to perform job duties is impaired due to use of drugs or alcohol. Be concerned about working in a safe environment, support fellow workers in seeking help, use the EAP, and/or report dangerous behavior to your manager.

Manager: Inform employees of this Policy, observe employee performance, investigate reports of dangerous practices, and/or document negative changes and problems in performance. Review this Policy in orientation sessions with new employees and make sure the Policy is posted and available at your location.

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RELATED POLICIES, PROCEDURES AND FORMS

- Drug and Alcohol Testing Procedure (HR.3401.5-MCW-PRC)
- Return to Work Agreement (HR.3401.6-MCW-FRM)
- Reasonable Suspicion Checklist (HR.3401.7-MCW-FRM)

IOWA ADDENDUM

PURPOSE

This Addendum to the Mister Car Wash Drug- and Alcohol-Free Workplace Policy (“Policy”) modifies and amends the Policy to ensure compliance with Iowa workplace drug and alcohol testing law and controls for any inconsistency between the Addendum and the Policy.

SCOPE

The Policy and this Addendum apply to all applicants and employees working in or reporting to locations in the State of Iowa.

POLICY STATEMENT

Notice and Posting of Policy

In addition to the provisions in the Policy, in the case of a minor employee, Mister will mail a copy of the Policy and this Addendum to a parent of the minor employee by certified mail with return receipt requested.

Notice of Positive Test Results

After receipt of a confirmed positive test result from the testing laboratory, Mister will inform an applicant or employee, in writing by certified mail with return receipt requested, of: (1) the positive test result on the confirmatory test; (2) the right to request and obtain a second confirmatory test within seven (7) days of the date the letter was sent; and (3) the fee payable by the employee for the costs of a second confirmatory test. In the event of a negative second confirmatory test, the employee will be reimbursed by Mister for testing expenses, and the test will not be considered a positive test for the purposes of disciplinary action.

Education and Training

Mister requires managerial personnel involved with drug or alcohol testing to attend a minimum of two (2) hours of initial training and attend, on an annual basis thereafter, a minimum of one (1) hour

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of subsequent training. The training will include, but is not limited to, information concerning the recognition of evidence of employee alcohol and other drug abuse and the referral of employees who abuse alcohol or other drugs to the Employee Assistance Program or to a resource file of employee assistance services providers.

Consequences/Rehabilitation

Employees who violate the Policy are subject to discipline up to and including termination and at Mister's sole discretion. While the discipline imposed will depend on the circumstances, and Mister reserves the right to determine, in its discretion, discipline to be imposed, ordinarily the discipline will be immediate termination.

Any action taken against an employee or prospective employee under the Policy shall be based only on the results of the drug or alcohol test or refusal to test. Notwithstanding the foregoing, nothing in the Policy diminishes or restricts Mister's ability to discipline employees for conduct independent of drug and/or alcohol testing and employees' failure to meet the workplace standards of behavior and performance expected by Mister of all employees.

Mister also reserves the right to refer employees with a confirmed positive drug and/or alcohol test for assessment, counseling, rehabilitation services, or treatment and to require any employee so referred to enter into and abide by a *Return-to-Work Agreement*.

Finally, an employee sent for reasonable suspicion testing will be removed from their position and will receive a non-disciplinary suspension until Mister receives the test results. Hourly employees will not be compensated for time missed from work if the test is confirmed positive, but will be compensated if the test is negative.

With respect to employees who have confirmed positive test results for alcohol, if and to the extent Mister employs 50 or more employees in the State of Iowa, and if the employee has been employed by Mister for at least 12 of the preceding 18 months, and if rehabilitation is agreed upon by the employee, and if the employee has not previously violated the Policy, Mister will offer the employee the opportunity to enroll in an employer-provided or -approved rehabilitation, treatment, or counseling program, which may include additional drug or alcohol testing, participation in and successful completion of which may be a condition of continued employment, and the costs of which may or may not be covered by Mister's health plan or policies. Costs will be apportioned as provided under any applicable benefit plan, if any, or, if no Company benefit plan exists, and the employee has coverage for any portion of the costs of rehabilitation under any health care plan of the employee, costs will be apportioned as provided by the plan, with any costs not covered apportioned equally between Mister and the employee (however, Mister will not be required to pay more than two thousand dollars toward the costs not covered by the employee's health care plan).

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MARYLAND ADDENDUM

PURPOSE

This Addendum to the Drug- and Alcohol-Free Workplace Policy (“Policy”) modifies and amends the Policy to ensure compliance with Maryland workplace drug and alcohol testing law and controls for any inconsistency between the Addendum and the Policy.

SCOPE

The Policy and this Addendum apply to all applicants and employees working in or reporting to locations in the State of Maryland.

POLICY STATEMENT

Notice of Positive Test Results

After receipt of a confirmed positive test result from the testing laboratory, Mister will inform an applicant or employee, in writing by certified mail with return receipt requested, of: (1) the positive test result on the confirmatory test; and (2) the right to request by certified mail and obtain, at the employee’s expense, a second confirmatory test of the original sample from the original testing laboratory or another certified laboratory.

MINNESOTA ADDENDUM

PURPOSE

This Addendum to the Mister Car Wash Drug- and Alcohol-Free Workplace Policy (“Policy”) modifies and amends the Policy to ensure compliance with Minnesota workplace drug and alcohol testing law and controls for any inconsistency between the Addendum and the Policy.

SCOPE

The Policy and this Addendum apply to all applicants and employees working in or reporting to locations in the State of Minnesota.

POLICY STATEMENT

Notice and Posting of Policy

Notice of this Policy will be posted in an appropriate and conspicuous location on our premises and will advise that copies of the Policy are available for inspection during regular business hours by employees or applicants.

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In addition to the provisions in the Policy, please note that job applicants will be provided with a copy of the Policy and this Addendum after a job offer but before any drug or alcohol test.

Testing Methodology for Alcohol

Alcohol testing will be conducted by a saliva test.

Notice of Negative Test Results

Within three (3) working days after receipt of a negative test result from the testing laboratory, Mister will inform an applicant or employee, in writing, of: (1) the negative test result on the initial screening test or the confirmatory test; and (2) the right to request and receive a copy of the test result report.

Notice of Positive Test Results

Within three (3) working days after receipt of a confirmed positive test result from the testing laboratory, Mister will inform an applicant or employee, in writing, of: (1) the positive test result on the confirmatory test; (2) the right to request and receive a copy of the test result report; (3) the right to explain the positive result (described below in “Explaining Results”); and (4) the right to request a confirmatory retest of the original sample, at his or her own expense.

Explaining Results

Within three (3) working days after notice of a positive drug or alcohol test result on a confirmatory test, the employee or applicant may submit information to Mister to explain the positive result. Additionally, after a positive test result, Mister can request that the employee or applicant indicate any over-the-counter or prescription medications he or she is currently taking, or has recently taken, as well as any other information relevant to the reliability of, or explanation for, a positive test result.

Confirmatory Retest

An employee or job applicant may request a confirmatory retest of the original sample at their own expense. The employee or applicant must make this request and notify Mister, in writing, of the intention to obtain a confirmatory retest within five (5) working days of receiving notice of the confirmatory results.

Within three (3) working days of receiving the individual’s notice to retest, Mister will notify the original testing laboratory that the employee or applicant has requested that the lab conduct a confirmatory retest or arrange for transfer of the sample to the laboratory selected by the individual to perform the confirmatory retest, provided that the laboratory selected must be licensed in

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accordance with Minnesota Statute §181.953. If the confirmatory retest does not confirm the original positive test, Mister cannot take any adverse personnel action based on the original test.

Consequences/Rehabilitation

Employees who violate the Policy are subject to discipline up to and including termination and at Mister's sole discretion. While the discipline imposed will depend on the circumstances, and Mister reserves the right to determine, in its discretion, the discipline to be imposed, ordinarily certain offenses will result in immediate termination (e.g., possession, sale, or use of illegal drugs on Mister's premises or during working time).

All positive initial tests *must* be verified by a confirmatory test before discipline is imposed or a conditional job offer is withdrawn. Mister will not discharge an employee if the employee tests positive on a confirmatory test and the confirmed positive result is the first such result under Mister's Policy (i.e., a first-time offender). Instead, Mister will give the employee an opportunity to participate in counseling or rehabilitation at the employee's expense or pursuant to any coverage under an employee benefit plan. Mister may discharge an employee who refuses to participate in counseling or rehabilitation, has failed to successfully complete the program as evidenced by withdrawal from the program before its completion, or has a positive test result on a confirmatory test after completing the rehabilitation program. This limitation on discharge does not prohibit Mister from terminating an employee due to misconduct that is related to his/her chemical or alcohol dependency, even if the employee tests positive for drugs or alcohol on only one occasion.

Mister may temporarily suspend a tested employee or transfer that employee to another position at the same rate of pay pending the outcome of the confirmatory test and, if requested, the confirmatory retest, where Mister believes it is necessary to protect the health or safety of the employee, their co-employees, or the public.

TENNESSEE ADDENDUM

PURPOSE

This Addendum to the Mister Car Wash Drug- and Alcohol-Free Workplace Policy ("Policy") modifies and amends the Policy to ensure compliance with Tennessee workplace drug and alcohol testing law and controls for any inconsistency between the Addendum and the Policy.

SCOPE

The Policy and this Addendum apply to all applicants and employees working in or reporting to locations in the State of Tennessee.

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POLICY STATEMENT

Notice of Positive Test Results

After receipt of a confirmed positive drug test result from the testing laboratory, the employee has five (5) working days to explain the result to a Medical Review Officer (contact Tennessee HRBP for direction). This includes making a confidential report to the Medical Review Officer regarding the employee's use of prescription or non-prescription medications. The Medical Review Officer can only consider prescriptions issued in the six months prior to the positive confirmed drug test result to determine whether the prescription is valid and whether the employee should be immune from consequences following a confirmed positive drug result.

REVIEW

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

Name and Title	Date (YYYY-MM)
Anna Zappia, Vice President of Human Resources	2021-02

APPROVAL

Only a representative from the Policy Review Committee can approve a policy following the procedure set forth in GRC.1000.1-MCW-PRC.

Name, Title, and Signature	Date (YYYY-MM)
<i>Anna Zappia</i> Anna Zappia, Vice President of Human Resources	2021-02

REVISION HISTORY

Version	Issue Date	Updated by	Revisions
Rev. 1	2018-02	Anna Zappia	Document created.
Rev. 2	2021-02	Jennifer Forster	Revised to provide greater clarity as to responsibilities and consequences.



PAID TIME OFF POLICY

PURPOSE

Mister Car Wash (Mister) encourages work/life balance and has established a paid time off (PTO) policy to allow our employees time away from work. PTO is available to use for vacation, sick or safe time, personal days, store holidays and other leaves of absence. See also “Related Policies, Procedures, and Forms” below.

SCOPE

All Mister employees (full- or part-time) are covered under this policy.

PAID TIME OFF

The following table outlines the PTO available to each employee based on their respective position and length of service:

Tenure	Tier 1 Accrual Rate*	Tier 2 Accrual Rate*	Tier 3*
0-12 months	Maximum annual hours: 48 1 hour PTO per 30 hours worked	Maximum annual hours: 80 3.077 hours PTO per pay period	No annual maximum accrual Refer to “PTO: Tier 3 Employees” below
13-24 months	Maximum annual hours: 60 1 hour PTO per 30 hours worked	Maximum annual hours: 120 4.615 hours PTO per pay period	
25-60 months	Maximum annual hours: 96 1 hour PTO per 30 hours worked	Maximum annual hours: 120 4.615 hours PTO per pay period	
61+ months	Maximum annual hours: 128 1 hour PTO per 20 hours worked	Maximum annual hours 160 6.154 hours PTO per pay period	
<i>Eligible employees</i>	<i>All hourly non-management store employees PT / variable HQ employees</i>	<i>All store management positions All regional support and maintenance positions HQ non-exempt employees</i>	<i>Regional management HQ exempt employees</i>

***California, Illinois, Washington Employees Only:** See state-specific provisions of “PTO: Tier 1 and Tier 2 Employees” below.

PTO: Tier 1 and Tier 2 Employees

For Tier 1 and Tier 2 employees (see table above), PTO is calculated based on an employee’s position and length of service with Mister. PTO generally begins to accrue upon hire and will continue to accrue until you’ve reached your maximum annual hours, as indicated in the table above. At the end of each calendar year, a Tier 1 or Tier 2 employee may carry over up to 80 hours of accrued, unused PTO to the next year, except as required by applicable law. Any accrued and unused PTO in excess of 80 hours at December 31 each year cannot be carried over, and will not be available for use, except as required by applicable law.

A Tier 1 or Tier 2 employee who wants to use accrued PTO hours for reasons unrelated to sick- or safe-time purposes (as defined below) should first ask their manager and, if approved by their manager,

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then request the time off through Dayforce. PTO for reasons other than for sick- or safe-time purposes are subject to the manager's approval.

Accrued PTO hours, whether used for vacation, sick or safe, or personal time, will be paid at the employee's base rate at the time of use. Except as required by applicable law, accrued PTO is a use-it or lose-it benefit. Any accrued, unused PTO hours 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.

If an employee is rehired within twelve (12) months of separation, then previously accrued but unused PTO (including sick-or safe-time) will be reinstated, unless it was previously paid to employee upon separation.

California Employees Only. Notwithstanding the provisions of the table above, Tier 1 employees may accrue PTO hours up to the annual maximum accrual amount listed in the above table, and Tier 2 California employees may accrue PTO hours up to one and a half times (1.5x) their respective annual accrual based on the accrual rates in the above table (*Except in the first 12 months, where all accruals stop once the annual hours max is reached and will commence again at the start of month 13*). Once the accrual threshold is reached, no additional PTO will accrue until some currently accrued hours are used, at which point PTO will recommence accruing up to the threshold. All accrued, unused PTO hours remaining at December 31 each year will carry over to the following calendar year. Accrued, unused PTO hours will be payable to California Tier 1 and Tier 2 employees upon separation from employment.

Illinois Employees Only: Notwithstanding the provisions of the table above Tier 1 and Tier 2 Illinois employees, accrued, unused PTO hours will be payable to Illinois Tier 1 and Tier 2 employees upon separation from employment.

Washington Employees Only. Notwithstanding the provisions of the table above, there is no limit on annual PTO accrual for Washington Tier 1 and Tier 2 employees. Any accrued, unused PTO hours at the time of separation from employment (for any reason) will not be paid to Washington employees.

See "PTO: Sick- or Safe-Time Purposes" below for additional information.

PTO: Tier 3 Employees

Mister has adopted an open PTO program for Regional Management and Headquarters (HQ) exempt employees. Each such employee is afforded the flexibility to take vacation, to take time off for sick- or safe-time purposes (as defined below), and to use for personal needs. These employees do not accrue paid time off and are encouraged to take the time needed to operate at peak performance subject to the following:

- Advise your manager at least 2 weeks ahead of schedule when you intend to take planned time off; notify your manager as soon as possible on days you need to be out unexpectedly.
- Coordinate with your manager to help arrange coverage for any of your responsibilities, especially those that are time-sensitive, during your time off (other than for sick- or safe-time purposes).
- Understand taking PTO (except for sick- or safe-time purposes) is subject to your department's business needs and that your direct supervisor can deny PTO if your taking PTO (except for sick or safe time purposes) interferes with business needs or individual performance.
- Unreasonable or excessive use of the open PTO program may result in disciplinary action.

See "PTO: Sick- or Safe-Time Purposes" below for additional information. The Tier 3 PTO program does not supersede the Mister Car Wash *Leave of Absence Policy* or *Paid Parental Leave Policy*. Any

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leaves of absence under the *Leave of Absence Policy* or *Paid Parental Leave Policy* or applicable federal or state law for Tier 3 PTO eligible employees will be governed by those policies.

PTO: Sick- or Safe-Time Purposes

An employee may use available PTO for any of the following “sick- or safe-time” purposes:

- For the illness or healthcare of an employee or the employee’s immediate family member (see below).
- 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.
- Other reasons required by a jurisdiction with a mandated paid sick- or safe-time law if the employee is scheduled to work in that jurisdiction.

For purposes of PTO, “immediate family member” means any of the following:

- Regardless of age, a biological, adopted, foster child, stepchild, child of a domestic partner, is a legal guardian, or a child for whom the employee stands in the place of a parent, regardless of age or dependency status.
- A biological, adoptive, stepparent, foster parent, legal guardian of the employee or the employee’s spouse or domestic partner, or a person who stood in place of a parent for the employee when the employee or the employee’s spouse or domestic partner was a minor child.
- A sibling, grandparent or grandchild (whether biological, step, adopted or foster) of the employee or the employee’s spouse or domestic partner.
- A spouse or registered domestic partner of an employee.
- Any other individual related by blood or affinity whose close association with the employee is the equivalent of a family relationship.

Each employees’ sick- or safe-time hours, as may be required by applicable law, are included in the employee’s eligible PTO hours shown in the table above. The PTO hours accrued and used on an employees’ paystub also reflect the employee’s usage of sick- or safe-time. Each employee’s Dayforce account shows the respective use of PTO for safe- or sick time and other eligible uses. An employee who uses all available PTO for any reason, including for reasons other than for sick- or safe-time, will not have additional PTO provided for sick- or safe-time, or other reasons, except as required by applicable law.

Employees’ rights for sick- or safe-time may vary by jurisdiction, particularly with respect to COVID-19; Mister reserves the right to modify its sick- or safe-time provisions or payroll practices without updating this Policy in order to comply with changing laws and regulations.

Tier 1 and Tier 2 Employees: PTO used for sick- or safe-time purposes should be designated in Dayforce as “Sick Time” by Tier 1 and Tier 2 employees when requesting PTO. When the need for PTO for sick- or safe-time purposes is foreseeable, employees should try to provide at least seven (7) calendar days advance notice to their manager. If the need is not foreseeable, employees should try to provide notice as soon as possible and in any event within 24 hours, if practicable. If an employee has questions about sick or safe time usage, they should contact HR. Employees using PTO for sick- or safe-time reasons who are away from work for three (3) or more consecutive work days may be required to provide reasonable documentation to verify their request; failure to provide such documentation may result in HR denying such request.

Tier 3 Employees: For each Tier 3 employee (see table above), 48 hours, or the minimum amount required under applicable law, of sick- or safe-time will be pre-loaded in Dayforce each calendar



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year. It is the employee’s responsibility to record use of this time through Dayforce. Any remaining balance of sick safe time is forfeited at the end of each calendar year, and a new balance will be pre-loaded on January 1, except as required by applicable law.

HOLIDAYS

Mister 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 and unused PTO for these occasions, or they may take the day unpaid.

Mister HQ is closed on the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving, and Christmas Day. If the holiday falls on a Saturday, it will be observed on Friday; if the holiday falls on a Sunday, it will be observed on Monday. All HQ employees are paid for these holidays.

Mister may schedule work on an observed holiday as necessary, subject to providing accommodation based on religion as required by applicable law.

BEREAVEMENT

Mister recognizes that the loss of a family member is a difficult life event, that may require time to grieve and fulfill personal obligations. Mister provides paid bereavement time off to its employees in connection with the loss of certain family members. Bereavement time off is limited to the death of an employee’s spouse, child, parent, sibling, step-parent, step-child, or step-sibling. This bereavement time off is separate from and in addition to any available PTO

In the event of an eligible family member’s death, Mister will, upon demonstration of the eligible family relationship, pay a Tier 1 or Tier 2 employee for up to three (3) days of bereavement time off using the average number of hours the employee worked in the last full pay period, up to a maximum of eight hours per day. Reasonable documentation may be required; failure to provide documentation may result in denial of bereavement time off.

GENERAL PROVISIONS

Mister prohibits discrimination and retaliation against employees who request or use PTO for sick- or safe-time purposes or who make a complaint about suspected violations of this Policy or for other exercise of time-off related rights.

This PTO Policy is intended to meet or exceed the requirements of all applicable 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. Questions can be directed to Human Resources at 1-844-529-7392 or emailing HRhelp@mistercarwash.com.

RELATED POLICIES, PROCEDURES, AND FORMS

- Leave of Absence Policy (HR.3005-MCW-POL)
- Paid Parental Leave Policy (HR.3006-MCW-POL)

REVIEW

This procedure will be reviewed annually and updated as necessary.

Name and Title	Date (YYYY-MM)
Anna Zappia, Vice President of Human Resources	2021-02

PAID TIME OFF POLICY



APPROVAL

Name, Title, and Signature	Date (YYYY-MM)
<i>Anna Zappia</i> Anna Zappia, Vice President of Human Resources	2021-02

HISTORY

Version	Issue Date	Updated by	Revisions
V.1	2019-10	Anna Zappia	Document modified from prior version dated 2/9/2018 to adopt new format and revise PTO rollover provisions.
V.2	2021-02	Anna Zappia	Updated sick- or safe-time provisions and other language. Added state specific provisions

LEAVE OF ABSENCE POLICY



PURPOSE

Mister Car Wash (Mister) understands that employees may require an unpaid, approved absence from work for a specified period of time for medical, parental, military or personal reasons. For more information on state-specific leave of absence provisions, see addenda below. See also Related Standards, Policies, and Processes below.

SCOPE

This Policy applies to all Mister employees, whether part-time, full-time, interns, or independent contractors.

POLICY STATEMENT

If you must be or are out of work for more than five (5) days, contact Human Resources (HR) to determine if you qualify for an unpaid, approved leave of absence from work for a specified period of time (LOA). Contact HR at 1-844-529-7392 or HRhelp@mistercarwash.com. To request a LOA, follow the instructions in the "Request a Leave of Absence" form in Dayforce.

Generally, you must provide 30 days' advance notice when the need for the LOA is foreseeable, for instance, if medical treatments or other events are planned or known in advance. If the LOA is not foreseeable, you must provide notice to your manager or supervisor as soon as practicable and must comply with Mister normal call-in procedures up and until LOA is officially approved by Mister.

Typically, LOAs are granted without pay. An employee must use accrued and unused paid time off (PTO) during a LOA before going unpaid. Exempt employees who are eligible for Tier 3 PTO will be paid for up to the first three weeks of any Mister-approved LOA, which will be considered sick time under any applicable state law and will be reflected as such in Dayforce. LOAs will start on the date of request or date of need, not after the exhaustion of any available PTO. Employees may also be eligible for pay under paid parental leave, for more information please see Mister's *Paid Parental Leave Policy*.

While on a LOA, an employee must contact the HR Department at least every 30 days. Failure to contact HR every 30 days may result in termination. Failure to return to work on the expiration of the LOA or refusing an offer of reinstatement for which the employee is qualified may result in termination. When applicable, Mister may grant a LOA as an accommodation under the Americans with Disabilities Act (ADA) when the employee has exhausted, or is not eligible for, other statutorily governed leave programs.

LOA will not be granted to allow an employee time off to seek employment elsewhere or to work for another employer. LOA will not be granted due to the incarceration of the employee. Employees who begin employment elsewhere while on LOA, except for military reserve duty, are considered to have resigned voluntarily.

FAMILY MEDICAL LEAVE ACT

Mister complies with all requirements of the Family and Medical Leave Act of 1993, as amended (FMLA). The provisions of the FMLA generally are incorporated into the policies below. For additional rights applicable to military families, see “Military Caregiver Leave” below.

Qualifying Leave Reasons

Mister will grant eligible employees up to 12 weeks of FMLA leave for any of the following reasons:

- For incapacity due to pregnancy, prenatal medical care, or childbirth.
- To care for the employee’s child after birth, or placement for adoption or foster care.
- To care for the employee’s spouse, son or daughter, or parent, who has a serious health condition (defined below).
- For a serious health condition that makes the employee unable to perform the employee’s job.
- Qualifying exigency (defined below) leave for families of members of the National Guard or Reserve or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.

Military Caregiver Leave

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. An employee whose son, daughter, parent or next of kin is a covered servicemember may take up to 26 weeks of leave in a single 12-month period to care for that servicemember.

A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves or veteran, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform their duties for which the service-member is undergoing medical treatment, recuperation, therapy or is in outpatient status; or is on the temporary disability retired list.

FMLA ELIGIBILITY

To be eligible for a leave under FMLA, an employee must have been employed by Mister for at least 12 months and have 1,250 hours of service in the past 12 months. In addition, the following conditions apply:

- The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement stating the employer’s intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.
- The employee must have worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave. The 1,250 hours do not include time spent on paid or unpaid leave. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.

Qualifying Exigency

An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:

- short-notice deployment
- military events and activities
- child-care and school activities
- financial and legal arrangements
- counseling
- rest and recuperation
- post-deployment activities
- additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave

Eligible employees are entitled to FMLA leave to care for a current member of the Armed Forces, including a member of the National Guard or Reserve, or a member of the Armed Forces, the National Guard or Reserve who is on the temporary disability retired list, who has a serious injury or illness incurred in the line of duty on active duty for which he or she is undergoing medical treatment, recuperation, or therapy; or otherwise in outpatient status; or otherwise on the temporary disability retired list. Eligible employees may not take leave under this provision to care for former members of the Armed Forces, former members of the National Guard and Reserve, or members on the permanent disability retired list.

Definition of Serious Health Condition A

serious health condition is:

- An illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participation in school or other daily activities.
- Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition.
- Other conditions may meet the definition of continuing treatment.

Use of FMLA

- An eligible employee can take up to 12 weeks for the FMLA circumstances (No. 1) through (No. 5) above under this policy during any 12-month period.
- Mister will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, Mister will compute the amount of leave the employee has taken under this policy in the last 12 months

and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

- An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary as long as their total leave in a rolling year does not exceed the twelve (12) weeks for family leave or twenty-six (26) weeks for military family leave. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt Mister's operations.
- Leave due to qualifying exigencies (e.g., call to active duty in the Armed Forces) may also be taken on an intermittent basis.
- If an employee is eligible for short-term disability (STD) benefits, the employee may apply for those benefits in conjunction with their FMLA leave.
- PTO accruals will be suspended during FMLA leave and will resume upon return to active employment.
- Upon return from an approved FMLA leave, an employee will be restored to their original or equivalent positions with equivalent pay, benefits and other employment terms, provided that medical documentation requirements have been met.

Employee Responsibilities

- Employees must provide sufficient medical documentation or certification for MCW to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave.
- Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave.
- Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Company Responsibilities

- Mister will inform employees requesting leave whether they are eligible under FMLA. If the employee is eligible, the notice will specify any additional information required as well as the employee's rights and responsibilities. If the employee is not eligible, Mister will provide the employee a reason for the ineligibility.
- Mister will inform employees if leave is designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If Mister determines that the leave is not FMLA-protected, Mister will notify the employee.

Benefits While on Leave

During an eligible leave and if the employee is enrolled in health benefits, Mister will maintain the employee's health coverage. Upon an employee's return to work after an eligible leave, the missed payments will be deducted from the employee's paycheck along with normal premium payments. Premiums will be equal to one and a half times the normal deduction amount until the missed premiums are caught up.

LEAVE OF ABSENCE POLICY



If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, Mister will require the employee to reimburse Mister the amount it paid for the employee's health insurance premium during the leave period.

No benefits will be accrued while an employee is on LOA. For qualified FMLA and/or military leaves, time spent on a LOA will not be counted against an employee in determining an employee's eligibility for benefits that are based on hours worked and/or length of service.

Return from Leave

Employees returning from a LOA will, if required by law be reinstated to their same or equivalent job with equivalent status or pay. Employees returning from sick leave may be required to provide a release to work document. Employees returning from a military leave must comply with all of the reinstatement requirements specified by federal law. If an employee fails or is unable to return to work at the conclusion of an approved LOA, including any approved extension of the leave, the employee will be considered to have resigned.

Mister may choose to exempt certain key employees from this requirement and not return them to the same or similar position when doing so will cause substantial and grievous economic injury to business operations. Key employees will be given written notice at the time FMLA leave is requested of his or her status as a key employee.

Additional Information

Additional information and definitions can be found on the Family Medical Leave Act poster located at each store and at HQ; employees can contact their store manager or Human Resources Department at 1-844-529-7392 for further information and forms. See: <https://www.dol.gov/whd/fmla/> for additional information.

UNIFORM SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT (USERRA)

USERRA provides for unpaid leaves of absence for military service. Mister will comply with all requirements under USERRA. For more information, please contact Human Resources at 1-844-529-7392.

JURY DUTY

If you are summoned for jury duty, notify your manager immediately. Compensation for jury duty will be paid according to applicable state law. Proof of jury duty must be submitted to your manager in advance of serving and upon completion of jury duty.

VOTING

Mister encourages all employees to participate in all federal, state and local elections. Whenever possible, we encourage the use of mail-in or early balloting. If that is not possible, please work with your manager to schedule an appropriate amount of time off to vote. Where applicable, Mister will comply with all state voting regulations.

LEAVE OF ABSENCE POLICY



GENERAL PROVISIONS

Mister prohibits discrimination and retaliation against employees who request or use LOA or who make a complaint about suspected violations of this Policy or for other exercise of time-off related rights.

This LOA Policy is intended to meet or exceed the requirements of all applicable 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. Questions can be directed to Human Resources at 1-844-529-7392 or emailing HRhelp@mistercarwash.com.

RELATED STANDARDS, POLICIES, AND PROCESSES

- Attached state addendums (WA, IL, TN, MD, CA)
- PTO Policy (HR.3004-MCW-POL)
- Paid Parental Leave Policy (HR.3006-MCW-POL)

This Addendum to the Leave of Absence policy of Mister Car Wash ("Policy") modifies and modifies the Policy to ensure compliance with Washington law with respect to the Washington Family Leave Act and controls between any inconsistency between the Addendum and the Policy. The Policy and this Addendum apply to all employees who work at MCW locations in the State of Washington. Employees may also be eligible for pay under paid parental leave, please see Mister's *Paid Parental Leave Policy*.

Washington Family Leave Act

The Company complies with the Washington Family Leave Act (the WA FMLA), as well as the Federal FMLA. Leave available under the WA FMLA generally mirrors, and does not add to, leave available under the federal law, but with the following differences:

1. WA FMLA leave is in addition to any leave granted for a period of physical disability due to pregnancy or childbirth. This means that, in most cases, when a covered employee gives birth the employee will be eligible for leave for the period of physical disability, plus up to 12 weeks of leave under the WA FMLA for childcare and bonding.
2. Under the WA FMLA, employees who are returned to an "equivalent" position after taking leave will be returned to a workplace within 20 miles of the employee's original workplace.
3. Leave under the WA FMLA may be used to care for your state-registered domestic partner who has a serious health condition.
4. Leave is not available under the WA FMLA for Military Emergency Leave or Military Caregiver Leave.

Except for these differences, use of WA FMLA is subject to the same rules as federal FMLA leave. In most cases, leave taken under the two laws will run concurrently and cannot be "stacked" or added together.

Regardless of whether an employee qualifies for leave under the federal or Washington FMLA, MCW provides pregnancy leave to all female employees in the state of Washington for the time they are sick or temporarily disabled because of pregnancy or childbirth.

Employees who have questions about this policy or who wish to request a reasonable accommodation under this policy should contact Human Resources at 1-844-529-7392 or HRhelp@mistercarwash.com.

This Addendum to the Leave of Absence policy of Mister Car Wash ("Policy") modifies and modifies the Policy to ensure compliance with Illinois law with respect to pregnancy accommodations for employees and controls between any inconsistency between the Addendum and the Policy. The Policy and this Addendum apply to all employees who work at MCW locations in the State of Illinois. Employees may also be eligible for pay under paid parental leave, please see Mister's *Paid Parental Leave Policy*.

Pregnancy Accommodation

The Policy and this Addendum apply to all applicants and employees working for Mister Car Wash (MCW) in or reporting to locations in the State of Illinois. Employees and applicants for employment may request a reasonable accommodation for pregnancy, childbirth or related medical conditions to enable them to perform the essential functions of their job. In accordance with the Illinois Human Rights Act, a reasonable accommodation will be provided unless the accommodation would impose an undue hardship to MCW's ordinary business operations of MCW.

Reasonable accommodations may include but are not limited to: more frequent or longer bathroom, water or rest breaks; assistance with manual labor; light duty; temporary transfer to a less-strenuous or less-hazardous position; acquisition or modification of equipment; reassignment to a vacant position; private, non-restroom space for expressing breast milk and breastfeeding; job restructuring; a part-time or modified work schedule; appropriate adjustment to or modification of examinations, training materials or policies; seating; an accessible worksite; and time off to recover from conditions related to childbirth or a leave of absence necessitated by pregnancy, childbirth or medical or common conditions resulting from pregnancy or childbirth.

Employees who take leave as an accommodation under this policy will be reinstated to their original job or to an equivalent position with equivalent pay, seniority, benefits and other terms and conditions of employment upon their notification to MCW of their intent to return to work or when the employee's need for a reasonable accommodation ends. Reinstatement is not required, however, if an undue hardship would result to MCW's business operations of MCW.

MCW may request certain documents from the individual's health care provider regarding the need for an accommodation. It is the employee's or applicant's duty to provide requested documentation to the Company.

MCW will not deny employment opportunities or take adverse employment actions against employees or otherwise qualified applicants for employment based on the need to make such reasonable accommodations, nor will MCW retaliate against applicants or employees who request accommodations or otherwise exercise their rights under the Illinois Human Rights Act.

Employees who have questions about this policy or who wish to request a reasonable accommodation under this policy should contact Human Resources at 1-844-529-7392 or HRhelp@mistercarwash.com.

This Addendum to Leave of Absence policy of Mister Car Wash ("Policy") modifies and amends the Policy to ensure compliance with Tennessee law with respect to parental leave rights and controls between any inconsistency between the Addendum and the Policy. The Policy and this Addendum apply to all employees who work at MCW locations in the State of Tennessee. Employees may also be eligible for pay under paid parental leave, please see Mister's *Paid Parental Leave Policy*.

PARENTAL LEAVE

Eligibility and Leave Entitlement

Full-time employees, employed with Mister Car Wash (MCW) for at least 12 consecutive months, are eligible for up to four months of leave for adoption, pregnancy, childbirth and/or nursing an infant. For leaves taken due to adoption, the four-month period will begin at the time the employee receives custody of the child. Leave under this policy will run concurrently with any other leave to which the employee is entitled including, when applicable, the federal Family and Medical Leave Act (FMLA).

Pay and Benefits During Leave

Leave taken under this policy will be without pay. Such leave will not affect an employee's right to receive benefits such as vacation time, sick leave, bonuses, advancement, seniority level, length of service credit, benefits, plans or programs for which the employee was eligible on the date the leave began.

MCW will not pay for the cost of any benefits, plans or programs during a leave of absence taken under this policy unless otherwise required to do so by law. For example, employees may be entitled to certain health care benefits under the FMLA if the time off qualifies for protection under that law.

Reinstatement

An employee will be restored to his or her previous position, or to a similar position with the same status, pay, length of service credit and seniority as he or she had on the date leave began provided at least three months' advance notice was given of the anticipated date of departure for such leave, the length of the leave and the employee's intention to return to full-time employment after the leave.

An employee will not forfeit the right to reinstatement solely due to failure to give three months' advance notice if:

- Medical emergency necessitates that the leave begins earlier than originally anticipated, or
- The notice of adoption was received less than three months in advance of the leave.

Employees may be denied reinstatement under the following conditions:

- When the employee's job position is so unique that, after reasonable efforts, MCW is unable to fill the position temporarily.
- If MCW learns that the employee actively pursued other employment opportunities during the leave period.
- If MCW learns that the employee worked part-time or full-time for another employer during the period of leave.

STATE OF TENNESSEE LEAVE OF ABSENCE ADDENDUM



MCW will notify an employee that he or she will not be reinstated as soon as it learns that one of the above conditions applies.

Employees who have questions about this policy or who wish to request a reasonable accommodation under this policy should contact Human Resources at 1-844-529-7392 or HRhelp@mistercarwash.com.

This Addendum to the Leave of Absence policy of Mister Car Wash ("Policy") modifies and amends the Policy to ensure compliance with Maryland law with respect to reasonable accommodations for pregnant employees and controls between any inconsistency between the Addendum and the Policy. The Policy and this Addendum apply to all employees who work at MCW locations in the State of Maryland. Employees may also be eligible for pay under paid parental leave, please see Mister's *Paid Parental Leave Policy*.

Reasonable Accommodation for Pregnant Employees

Pregnant employees who have a temporary disability (as defined under Maryland law) that is caused or contributed to or by pregnancy, may request any of the following accommodations:

- Changing of job duties
- Relocating a work area
- Providing mechanical or electrical aids
- Transferring to a less strenuous or less hazardous position
- Temporary change in work hours
- Providing leave

After an employee has made a request for accommodation under this policy, she and MCW will engage in an interactive process to determine what accommodation, if any, may be appropriate.

An employee requesting an accommodation under this policy may be required to provide a health care provider's certification that includes the date the accommodation became medically advisable, the probable duration of the accommodation and an explanatory statement as to the medical advisability of the accommodation.

Employees who have questions about this policy or who wish to request a reasonable accommodation under this policy should contact Human Resources at 1-844-529-7392 or HRhelp@mistercarwash.com.

This California Family Rights Act Addendum to the Leave of Absence Policy of Mister Car Wash (Policy) modifies and amends the Policy to ensure compliance with the California Family Rights Act (CFRA) and controls as between any inconsistency between this Addendum and the Policy. The Policy and this Addendum apply to all employees working in MCW locations in the State of California.

MCW will grant family and medical leave in accordance with the requirements of applicable federal and state law in effect at the time the leave is granted. Although the federal and state laws have different names, MCW refers to the federal Family and Medical Leave Act (Fed-FMLA) and the CFRA collectively as "FMLA Leave." In any case, California resident employees will be eligible for the most generous benefits available under either applicable law. Employees may also be eligible for paid parental leave, for more information please see Mister's *Paid Parental Leave Policy*.

Reasons for Leave

Federal and state laws allow FMLA Leave for several reasons. Because employees' legal rights and obligations may vary depending upon the reason for the FMLA Leave, it is important to identify the purpose or reason for the leave. Federal-FMLA leave and CFRA leave run concurrently except for the following reasons: to care for a registered domestic partner or a child of a registered domestic partner (CFRA only), incapacity due to pregnancy or prenatal care as a serious health condition (Fed-FMLA only), qualifying exigency leave (Fed-FMLA only), and military caregiver leave (Fed-FMLA only). Additionally, CFRA coverage for an employee's own serious health condition that also constitutes a disability under the California's Fair Employment and Housing Act (FEHA) is separate and distinct from FEHA protections. If the employee cannot return to work at the expiration of the CFRA leave, MCW will engage the employee in the interactive process to determine whether an extension of the leave would be a reasonable accommodation under the FEHA.

FMLA Leave may be used for any of the following reasons:

- The birth, adoption or foster care of an employee's child within 12 months following birth or placement of the child (Bonding Leave)
- To care for an immediate family member (spouse, registered domestic partner, child, child of a registered domestic partner or parent) with a serious health condition (Family Care Leave)
- An employee's inability to work because of a serious health condition (Serious Health Condition Leave)
- A "qualifying exigency," as defined under the FMLA, arising from a spouse's, child's or parent's "covered active duty" as a member of the military reserves, National Guard or Armed Forces (Qualifying Exigency Leave)
- To care for a spouse, child, parent or next of kin (nearest blood relative) who is a "Covered Servicemember" (Military Caregiver Leave)

Length of Leave

If the reason for leave is common to both Fed-FMLA and CFRA and, therefore, running concurrently, the maximum amount of FMLA Leave will be 12 workweeks in any 12-month period when the leave is

STATE OF CALIFORNIA

LEAVE OF ABSENCE ADDENDUM



taken for: (1) Bonding Leave; (2) Family Care Leave; and (3) Serious Health Condition Leave. If the reason for leave is not common to both Fed-FMLA and CFRA and, therefore, not running concurrently, then an eligible employee may be entitled to additional leave under applicable law.

When the reason for leave is Bonding Leave under the CFRA or Fed-FMLA and both spouses work for MCW and are eligible for leave under this policy, the spouses will be limited to a total of 12 workweeks off between the two of them. However, MCW will not limit the spouses' entitlement to CFRA for any qualifying reason other than Bonding Leave. A 12-month period begins on the date of the employee's first use of FMLA Leave. Successive 12-month periods commence on the date of the employee's first use of such leave after the preceding 12-month period has ended.

Employees requesting leave for CFRA-qualifying reasons must respond to any questions designed to determine whether an absence is potentially qualifying for leave under this policy. Failure to respond to permissible inquiries regarding the leave request may result in denial of CFRA leave protections. Similarly, an employee or an employee's spokesperson may be required to provide additional information needed to determine whether a requested leave qualifies for Fed-FMLA protections. An employee's failure to adequately explain the reason for the leave may result in the denial of FMLA protections. Certification forms are available from Human Resources at 1-844-529-7392, or HRhelp@mistercarwash.com.

Compensation During Leave

Generally, FMLA Leave is unpaid. However, employees may be eligible to receive benefits through state-sponsored programs or may use paid time off (PTO) (see Paid Time Off Policy).

Job Reinstatement

Under most circumstances, employees will be reinstated to the same position they held at the time of the leave or to an equivalent position with equivalent pay, benefits and other terms and conditions of employment. MCW may grant an employee's request to work a different shift, in a different or better position, or in a different location, that is better suited to the employee's personal needs upon returning from CFRA leave. MCW will also consider a reasonable accommodation under the FEHA if the employee is returning from CFRA leave for his or her own serious health condition. However, employees have no greater right to reinstatement than if they had been continuously employed rather than taken leave.

Nondiscrimination

MCW will not interfere with or discriminate on the basis of the exercise of any rights provided by the Fed-FMLA or the CFRA. If an employee believes that his or her Fed-FMLA or CFRA rights have been violated in any way, he or she should immediately report the matter to Human Resources at 1-844-529-7392, or HRhelp@mistercarwash.com.

REVIEW

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

Name and Title	Date (YYYY-MM)
Anna Zappia, Vice President of Human Resources	2021-02

APPROVAL

Name, Title, and Signature	Date (YYYY-MM)
<i>Anna Zappia</i> Anna Zappia, Vice President of Human Resources	2021-02

HISTORY

Version	Issue Date	Updated by	Revisions
V.1	2018-02	Anna Zappia	Original policy statement
V.2	2021-02	Anna Zappia	Updated military leave and qualified leave sections and health insurance premium payments

PURPOSE

The purpose of Paid Parental Leave Policy (“Policy”) is to enable Mister Car Wash (“Mister”) employees to care for and bond with their newborn or a newly adopted child. See also “Related Policies, Procedures, and Forms” below.

SCOPE

This policy will be in effect for birth, adoptions or foster care placements occurring to eligible employees on or after January 1, 2021.

POLICY STATEMENT

Mister offers eligible employees up to six continuous weeks of paid parental leave (PPL) to be taken within the first 12 weeks after the birth, adoption or foster care placement of a child. This benefit is intended to be administered in full compliance with all applicable laws. This benefit does not limit any protected or paid leaves or time-off provided for parental bonding, disability, family care, or health conditions under local, state or federal law.

ELIGIBILITY

All employees who have been employed by Mister for at least 12 months and worked a minimum of 1,250 hours in the one-year period prior to the commencement of the requested PPL are eligible under this Policy. When both parents are employed by Mister and each meets the eligibility guidelines, each is eligible for up to six weeks of PPL.

TERMS AND CONDITIONS

To support departmental planning, notification of PPL should be submitted to the employee’s supervisor as far in advance as possible. To ensure PPL benefits and compensation continuation, a claim should be filed at least 30 days before the PPL is expected to begin. See “How to Claim Parental Leave” below.

Approved PPL may be taken at any time during the 12-week period immediately following the birth, adoption or foster placement of a child with an eligible employee (“12-week period”). PPL may not be used or extended beyond the 12-week period, absent extenuating circumstances as determined solely by Mister. Eligible employees will receive no more than 6 weeks of PPL in a rolling 12-month period, regardless of whether more than one birth, adoption or foster care placement event occurs within that 12-month period. Multiple births or adoptions do not increase the length of any PPL.

Employees must take PPL in one continuous six-week period of leave and must use all PPL during the 12-week period. PPL is a “use it or lose it” benefit. Any unused PPL will be forfeited at the end of the 12-week period. Upon termination of employment with Mister, any unused PPL, including but not limited to any balance remaining of a current PPL, will be forfeited.

In the event of an employee who has given birth, or who otherwise is on short-term disability during the 12-week period, the first two weeks (or the STD elimination period) will be paid at 100% and the remaining four (4) weeks of PPL will commence at the conclusion of any short-term disability leave/benefit provided to the employee for the employee’s own disability.

Benefit Calculation: PPL will be paid through payroll on regular pay dates. Hourly employees will receive their average weekly base hours to a maximum of 40 hours at their current base rate. Average

hours paid will be based on the 12 full weeks immediately preceding the commencement of the PPL. Salaried employees will receive their normal weekly base rate.

Benefits Continuation and Contributions: Because the employee remains in full-pay status during approved PPL, the employee's portion of all health benefits premiums will be deducted as normal.

Payback Provision: Any employee who fails to return to work for a minimum of 30 days after conclusion of the PPL agrees to reimburse Mister for the salary and benefits paid to employee during the PPL. This reimbursement requirement will be excused if the employee's failure to return to work is related to the onset, recurrence, or continuation of a serious health condition of the employee or the child, subject to reasonable documentation requirements, in accordance with applicable law.

COORDINATION WITH OTHER BENEFITS

General: The PPL benefit will be provided before any local, state or federal mandated paid parental leave or wage-replacement benefits for parental bonding. Employees are responsible for applying for any local, state or federal provided paid parental leave or wage-replacement benefits for parental bonding.

Family and Medical Leave: The Mister Car Wash *Family and Medical Leave Policy* ("FMLA Policy") provides for 12 weeks of unpaid leave for the birth or adoption of a child to employees who have been employed for 12 months and have worked at least 1,250 hours in the one-year period prior to requesting leave ("FMLA LOA"). PPL is designed to run concurrently with FMLA LOA, or local or state laws that provide time-off for parental bonding time. It is not designed to extend the 12-week FMLA LOA, or protected time under such other laws.

Short-Term Disability Insurance: Employees who are eligible for short-term disability benefits may receive payments from their insurance provider after the birth of a child. Disability insurance coverage will not affect PPL eligibility. The first two weeks of PPL will be used during the short-term disability elimination period.

Paid Time Off (PTO): Any available PPL benefit will be provided before application of any PTO under the Mister Car Wash *Paid Time-Off Policy*.

- **Tier 1 & 2:** Any accrued, unused PTO may be used to supplement short-term disability payments for the birth mother and will be automatically applied before going unpaid after PPL benefits expire.
- **Tier 3:** Any unused Tier 3 Sick Time will be automatically applied to supplement short-term disability payments for the birth mother. Otherwise, PPL may not be used in conjunction with the Tier 3 PTO program.

HOW TO REQUEST PARENTAL LEAVE NOTIFY

YOUR SUPERVISOR

To receive PPL, you must notify your supervisor. In addition, you must also file a claim with Lincoln Financial, our third-party administrator who handles FMLA LOA approval and administration, short-term disability and other leaves required by law for family and medical time-off and leave.

FILE A CLAIM

You may file a claim with Lincoln Financial up to 30 days before a planned absence of 14 or more calendar days. This claim will address eligibility for short-term disability, approval for time-off or leave

PAID PARENTAL LEAVE POLICY



under the Family Medical Leave Act, as well as similar time-off or leaves under local or state law. After filing your claim with Lincoln Financial, you can check on the status of your claim by calling 1-800-320-7585.

File Online:

Follow these steps to file a claim online:

1. Log in to MyLincolnPortal.com. If you are a first-time user, you will need to register using the company code **Mister**.
2. Select "Report a New Leave or Claim" and provide information as requested.

File by Phone:

You can call 1-800-713-7384 and file a claim with a Lincoln Financial Intake Specialist.

GENERAL

For questions regarding this or any other Mister benefits program, contact the HR Helpline at 844-529-7392 or HRHelp@mistercarwash.com.

RELATED POLICIES, PROCEDURES, AND FORMS

- Paid Time Off Policy (HR.3004-MCW-POL)
- Leave of Absence Policy (HR.3005-MCW-POL)

REVIEW

This procedure will be reviewed annually and updated as necessary.

Name and Title	Date (YYYY-MM)
Anna Zappia, Vice President, Human Resources	2021-02

APPROVAL

Name, Title, and Signature	Date (YYYY-MM)
<i>Anna Zappia</i> Anna Zappia, Vice President of Human Resources	2021-02

HISTORY

Version	Issue Date	Updated by	Revisions
V.1	2021-01	Anna Zappia	Document created.
V.2	2021-02	Anna Zappia	Converted to template and cross-references added.

PURPOSE

Mister Car Wash (MCW) embraces social media as an important tool of business engagement and encourages its employees to use social media in a personal capacity to reach out and share with friends and communities. This policy is intended to ensure that employees who use social media either as part of their job or in a personal capacity understand MCW's expectations, especially where the social media posting is about MCW or its products, people, competitors, and/or other business-related individuals or organizations.

SCOPE

This policy applies to all MCW employees, whether part-time, full-time, interns, or independent contractors.

All information within this document is subject to applicable federal, state, and/or local laws. Before participating in social media, employees should re-familiarize themselves with these principles and rules. Contact Human Resources Department at 1-844-529-7392 or HRhelp@mistercarwash.com with any questions about this policy.

GENERAL

MCW trusts and expects you to exercise personal responsibility and your best judgement whenever you participate in social media or other online activities. All social media communication by employees or contractors on behalf of MCW is subject to applicable laws, regulations, and MCW policies.

REPRESENTATION OF MCW

When posting on any social media site, express only your personal opinions. Never represent yourself as a spokesperson for MCW. If MCW is a subject of the content you are creating, be clear and open about the fact that you are an associate and make it clear that your views do not represent those of the company, fellow associates, members, customers, suppliers or people working on behalf of the company.

APPROVAL TO POST ON BEHALF OF MCW

To post on external social media sites for work purposes, you will need prior approval by the Marketing Department. Currently, approval is granted only for limited, headquarters-led initiatives that include clear and concise instructions.

EXPECTED STANDARDS OF SOCIAL MEDIA USE

Before creating online content, we recommend that you consider the risks and rewards that are involved. Keep in mind that conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects customers or the legitimate business interests of MCW may result in disciplinary action up to and including termination as permitted by federal, state or local laws.

Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar offensive or unlawful conduct will not be tolerated. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers, your management, or Human Resources rather than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, or that might constitute harassment or

bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could result in a hostile work environment based any status protected by law.

Do not post or transmit internal reports, policies, procedures, or other internal business-related confidential communications. MCW expects employees to show proper respect for the laws governing copyright, trademarks, and other intellectual property, including MCW's own copyrights, trademarks, and brands. Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about MCW, fellow employees, members, customers, suppliers, or people working on behalf of MCW.

PERSONAL INFORMATION ABOUT CO-WORKERS

Be considerate of your co-workers, and do not post personal information when you have been asked not to. It is recommended that you remove any information about a colleague if that co-worker asks you to do so.

ACCESSING SOCIAL MEDIA AT WORK

Any non-business-related use of social media during work hours is not permitted except during meal or other authorized breaks. Do not download any social media apps on any MCW computer equipment.

LEGAL CONSIDERATIONS OF SOCIAL MEDIA USE

MCW is obligated to preserve any information potentially relevant to an actual or reasonably anticipated claim, litigation, subpoena, or government proceeding. Questions regarding MCW's records management and retention should be directed toward the Legal Department. All media inquiries should be directed to the Marketing Department. In the event that any claims are brought against MCW as a result of your unlawful blogging or other social media activity, you may be held responsible for any costs or damages MCW incurs as a result.

MONITORING OF SOCIAL MEDIA

Compliance with MCW's policies is required. Compliance with this policy may be verified through various methods, including but not limited to reports from available business tools, internal and external audits, self-assessment, and/or feedback to management and/or Human Resources.

DISCIPLINE AND CONSEQUENCES OF NON-COMPLIANCE

All employees are required to comply with MCW's social media policy. Non-compliance with this policy, including attempts to circumvent it by bypassing or knowingly manipulating a process or system, may result in disciplinary actions up to and including termination, as permitted by federal, state, and local laws.

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

SOCIAL MEDIA POLICY



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	• Original policy statement

Employee and Applicant Privacy Notice



Last Updated: February 18, 2021

PURPOSE

This Employee and Applicant Privacy Notice (“Notice”) describes the types of information that Car Wash Partners, Inc. (“Mister”, “we”, or “us”) collects from job applicants and current and past employees. It also explains how we use and may share that information and how to access and update it.

SCOPE

This Notice applies to current and former Mister employees as well as applicants to open Mister jobs. This Notice does not form part of any contract of employment offered to job applicants hired by Mister. Provisions of this Notice dealing with individuals employed with Mister are not applicable until they begin working for us.

UPDATES TO THE NOTICE

We may change this Notice from time to time, and we will post changes in an area of our website that is accessible to current and former Mister employees. Each version of this Notice is identified by its version number and date of revision.

PROVISIONS OF THE NOTICE

Personal Information We Collect

We may collect the following types of personal information when you apply for a job with Mister or during the course of your employment at Mister:

- Your name, address, email address, telephone number, and other contact information;
- Your resume or CV, cover letter, previous and/or relevant work experience or other experience, education, transcripts, or other information you provide to us in support of an application and/or the application and recruitment process;
- Information from interviews you may have, if any;
- Details of the type of employment you are looking for, current and/or desired salary and other terms relating to compensation and benefits packages, and job preferences;
- Details of how you heard about the position you are applying for;
- Any sensitive and/or demographic information obtained during the hiring process such as gender, information about your citizenship and/or nationality, medical or health information, and/or your racial or ethnic origin;
- Reference information and/or information received from background checks (as applicable), including information provided by third parties;

Employee and Applicant Privacy Notice



- Information relating to any previous applications you may have submitted to Mister and/or any previous employment history with Mister;
- Information about your educational and professional background from publicly available sources, including online, that we believe is relevant to your application or a potential future application (e.g., your LinkedIn profile);
- Information collected from you automatically when you use our website, such as through cookies, web beacons, pixel tags, and other online tracking mechanisms; and
- Banking information for direct deposit purposes, income history and income information, and benefits information as well as information regarding your beneficiaries.
- Our company vehicles are equipped with GPS as a requirement of our leasing company. The GPS data collected by the leasing company is available to us and we use it to confirm the vehicle's location from time to time.

Purposes for Which We Collect Personal Information

We may use the personal information we collect from you as a job applicant or current or former employee for the following purposes:

- **Manage the application process.** We use your personal information to process your job application, verify the information you have provided in your application, communicate with you regarding your application, answer your questions regarding the application process, and confirm your eligibility for a position. We may also save your information for future job openings within Mister.
- **Manage the hiring process.** We may use your personal information in the hiring process to conduct interviews. We may also use your personal information to perform background and reference checks (with your consent) if you are offered a position.
- **Communicate with you.** We may use your personal information to provide information to you, respond to your questions, notify you of changes to your compensation and benefits program, or notify you of emergencies.
- **Manage the onboarding process.** Upon being hired by Mister, we will collect personal information when you complete new hire paperwork to assist us in administering salary and benefits and to assist us with complying with governmental and legal requirements.
- **Administer compensation and benefits programs.** We will use the personal information you provide to process payroll, pay taxes, help employees address employment-related tax issues, administer benefits, and handle work-related expense reimbursement. We may also use this personal information to manage requests for accommodations. We also use this personal information to administer employee claims such as workers' compensation or unemployment benefits.

- **Recruit.** We may use personal information to communicate with you regarding the recruiting process, learn where you heard about Mister, and evaluate and improve our recruiting process.
- **Manage performance.** Mister collects personal information to assess your performance, assist in career development, conduct pay and grading reviews, and handle any employment-related disputes. We may also use personal information to respond to violations of company policies and to gather information for disciplinary actions. We use personal information for purposes of the internal performance improvement and disciplinary process and to respond to complaints. We may monitor any activity you perform online while using a Mister device or while connected to Mister's internet, such as your activity on websites.
- **Provide education and professional services.** We may use your personal information to assist with education, training, and professional development.
- **Comply with law enforcement and courts.** We may disclose your personal information in response to a subpoena, a search warrant, or other legally valid process. We may use your personal information to cooperate with law enforcement or other government entities if you are suspected of having violated applicable laws.
- **Maintain records.** We may use personal information to comply with applicable legally required or industry-standard business and employment recordkeeping requirements and to respond to governmental requests for information.
- **Maintain health and safety.** We use this information to protect your health and safety or the health and safety of others, including through the use of technology to allow contact tracing if you may have been exposed to communicable diseases such as COVID-19. We may also use this information to respond to an employee-related emergency.
- **Protect our legal rights.** We may use your personal information to protect our legal rights, defend a claim or lawsuit, and investigate or prevent actual or suspected loss or harm to persons or property. We may use your personal information to seek legal, accounting, or other professional advice when necessary to identify, contact, or bring a legal action against someone who may cause or be causing harm to, or interfering with, the legal rights of Mister or any other party.
- **Maintain security.** We may use your personal information to monitor the use of our information systems and electronic resources, conduct internal audits or investigations, and provide for the safety and security of Mister employees, visitors, and facilities. We may also use such information to protect Mister against illegal activity and misconduct such as fraud, deceptive practices, and data security incidents. We use this information to offer, operate, maintain, deliver, troubleshoot, and update our website and the platforms, programs, network, and systems used by Mister in the course of its business.
- **Facilitate change in ownership.** We may use personal information in connection with the evaluation of a change in control of Mister such as in the event of a merger, acquisition, or sale of assets. We may provide personal information both in connection with a due diligence process or transfer as part of the change of control to subsequent owner(s). If we (or our assets) are acquired or if we go out of business, enter bankruptcy, or go through some other change of control or reorganization, personal information and other information could be one of the

assets transferred to or acquired by a third party or reviewed as part of the due diligence process.

Information Security

Mister makes commercially reasonable efforts to protect employees' and applicants' personal information. We protect personal information using technical and organizational measures designed to reduce the risks of loss, misuse, and unauthorized access, disclosure, alteration, and destruction of personal information appropriate to the type of personal information processed.

Notwithstanding our security safeguards, it is impossible to guarantee 100 percent security in all circumstances. Mister employees and applicants are responsible for safeguarding the security of any password, user ID, or other form of authentication involved in obtaining access to password-protected or secure areas of any Mister-owned or licensed platforms. It is your sole responsibility to use the appropriate level of care whenever communicating with us.

If you have reason to believe that your interaction with us is no longer secure (for example, you feel that the security of any account you might have with us has been compromised), you must immediately notify MisterIT@mistercarwash.com of the problem. If a breach of your personal information occurs, we will notify you of the breach if and as required under applicable law.

In order to protect you and your personal information, Mister may suspend your use of any Mister programs or platforms without notice pending an investigation if any breach of security is suspected. Access to and use of password-protected and/or secure areas of the website is restricted to authorized users only. Unauthorized access to such areas is prohibited and may lead to criminal prosecution.

However, no data transmission over the internet or a mobile device can be guaranteed to be 100 percent secure. While we strive to protect personal information, we do not guarantee the security of any personal information, and you provide personal information at your own risk.

Data Retention

If you apply for a position at Mister and your application is unsuccessful (or you withdraw from the process or decline our offer), Mister will retain your information for a period after your application. We retain this information for various reasons, including to have records in case we face a legal challenge in respect of a recruitment decision, to help us if we decide to consider you for other current or future jobs at Mister, and to better understand, analyze, and improve our recruitment processes.

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If you do not want to retain your information for consideration for other roles or want us to update it, please contact hrhelp@mistercarwash.com. Please note, however, that we may retain some information if required by law or as necessary to protect ourselves from legal claims.

Your Rights in Respect of Your Personal Information

In certain states or countries, you may have certain rights under data protection laws. This may include the right to request access to your information for the purposes of viewing, updating, or deleting it.

If you wish to exercise a right, please contact hrhelp@mistercarwash.com. We will respond to any requests in accordance with applicable law, and there may be circumstances where we are not able to comply with your request.

CONTACT US

Questions or concerns should be forwarded to Mister's Human Resources department at hrhelp@mistercarwash.com.

REVIEW

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

Name and Title	Date (YYYY-MM)
Lisa Funk, General Counsel	2021-02

APPROVAL

Name, Title, and Signature	Date (YYYY-MM)
<i>Lisa Funk</i> Lisa Funk, General Counsel	2021-02

REVISION HISTORY

Version	Issue Date	Updated by	Revisions
Rev. 1	2020-08	Lisa Funk	Document created.
Rev. 2	2020-10	Sara Kirtley	Document reformatted according to Mister procedure template. Added GPS location data.

Employee and Applicant Privacy Notice



Rev.3	2021-02	Lisa Funk	Updated information security guidance and added reference to MisterConnect.
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Workplace Violence Prevention Policy



PURPOSE

Mister Car Wash (“Mister”) is committed to preventing workplace violence and to maintaining a safe work environment. Every employee, customer, and vendor will be always treated with courtesy and respect and is expected to treat each other with the same. Mister has adopted this policy to deal with intimidation, harassment, or other threats of or actual violence that may occur onsite or offsite during work-related activities.

SCOPE

All Mister employees (whether part-time, full-time, interns or independent contractors), customers and vendors are covered under this policy.

POLICY STATEMENT

Prohibited Conduct

Employees are expected to refrain from fighting, “horseplay”, verbal harassment, or other conduct that may be construed as dangerous to others. Conduct that threatens, intimidates, or coerces another employee, customer, vendor, or employees will not be tolerated.

Mister’s company resources may not be used by employees to threaten, stalk, or harass anyone at or outside the workplace.

Reporting

Indirect or direct threats of violence, incidents of actual violence, and suspicious individuals or activities must be immediately reported as soon as possible to any of the following:

- the employee’s manager or manager on duty
- the Human Resources department at 1-844-529-7392 or HRhelp@mistercarwash.com
- any member of senior management

When reporting a threat or incident of violence, be as specific and detailed as possible.

Do not place yourself in peril, or attempt to intercede during a violent incident.

Mister also encourages employees to bring their disputes to the attention of their manager or the HR department before the situation escalates. Mister will not discipline employees just for raising such concerns.

An employee with a protective or restraining order against another person should notify their HRBP or the HR Department if the employee is concerned that the person may come to the worksite.

Employees are also encouraged to report personal safety concerns regarding intimate partner violence. Mister is committed to supporting victims of intimate partner violence by providing

Workplace Violence Prevention Policy



referrals to the company’s employee assistance program (“EAP”) and community resources. Mister will not retaliate against employees making good-faith reports of violence, threats, or suspicious individuals or activities.

Investigations and Enforcement

Mister will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. To maintain workplace safety and the integrity of its investigation, Mister may suspend employees suspected of workplace violence or threats of violence, either with or without pay, pending investigation.

Anyone found to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

REVIEW

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

Name and Title	Date (YYYY-MM)
Bob Seguy, Director of Health, Safety, and Environmental	2021-02

APPROVAL

Name, Title, and Signature	Date (YYYY-MM)
<i>Bob Seguy</i> Bob Seguy, Director of Health, Safety, and Environmental	2021-02

HISTORY

Version	Issue Date	Updated by	Revisions
V.1	2021-02	Bob Seguy	Updated and put into template format.

OVERVIEW

The intention for publishing an acceptable use policy is not to impose restrictions that are contrary to Mister Car Wash's established culture of openness, trust, and integrity. The company is committed to protecting Mister Car Wash and its employees and partners from illegal or damaging actions by individuals, either knowingly or unknowingly.

Internet/intranet/extranet-related systems, including, but not limited to, computer equipment, software, operating systems, storage media, and network accounts providing electronic mail, internet browsing, and file transfers are the property of Mister Car Wash. These systems are to be used for business purposes in serving the interests of the company and of our clients and customers in the course of normal operations.

Effective security is a team effort involving the participation and support of every Mister Car Wash employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines and conduct their activities accordingly.

This policy is based on the standard template issued by the SANS Institute, a cooperative research and security education organization (<https://www.sans.org>).

PURPOSE

The purpose of this policy is to outline the acceptable use of computer equipment at Mister Car Wash. These rules are in place to protect the employee and Mister Car Wash. Inappropriate use exposes Mister Car Wash to risks, including virus attacks, compromise of network systems and services, and legal issues.

SCOPE

This policy applies to the use of information, electronic and computing devices, and network resources to conduct Mister Car Wash business or interact with internal networks and business systems, whether owned or leased by Mister Car Wash, the employee, or a third party. All employees, contractors, consultants and other workers at Mister Car Wash and its subsidiaries are responsible for exercising good judgment regarding appropriate use of information, electronic devices, and network resources in accordance with Mister Car Wash policies and standards and local laws and regulations. Any exceptions to this policy are documented in the "Compliance" section.

This policy applies to employees, contractors, consultants, temporaries, and other workers at Mister Car Wash, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by Mister Car Wash.

POLICY STATEMENT

General Use and Ownership

Mister Car Wash proprietary information stored on electronic and computing devices, whether owned or leased by Mister Car Wash, the employee, or a third party, remains the sole property of Mister Car Wash. Employees must ensure through legal or technical means that proprietary information is protected.

Employees have a responsibility to promptly report the theft, loss, or unauthorized disclosure of Mister Car Wash proprietary information.

Employees may access, use, or share Mister Car Wash proprietary information only to the extent that it is authorized and necessary to fulfill employees' assigned job duties.

Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Individual departments are responsible for creating guidelines concerning personal use of internet/intranet/extranet systems. In the absence of such policies, and if there is any uncertainty, employees should consult their supervisor or manager.

For security and network-maintenance purposes, authorized individuals within Mister Car Wash may monitor equipment, systems, and network traffic at any time.

Security and Proprietary Information

System-level and user-level passwords must comply with the *IT Password Policy* (IT.4205-MCW-POL). Providing access to another individual, either deliberately or through failure to secure access, is prohibited.

All computing devices must be secured with a password-protected screensaver with the automatic activation feature set to 15 or fewer minutes. Employees must lock the screen or log off when the device is unattended.

Postings by employees from a Mister Car Wash email address to newsgroups should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of Mister Car Wash unless posting is in the course of business duties.

Employees must use extreme caution when opening attachments in emails received from unknown senders because such attachments may contain malware.

Unacceptable Use

The following activities are, in general, prohibited. Employees may be exempted from these restrictions during the course of their legitimate job responsibilities (e.g., systems administration staff may have a need to disable the network access of a host if that host is disrupting production services).

Under no circumstances is an employee of Mister Car Wash authorized to engage in any activity that is illegal under local, state, federal, or international law while using Mister Car Wash-owned resources.

The lists below are by no means exhaustive. They are an attempt to provide a framework for activities which fall into the category of unacceptable use.

System and Network Activities

The following activities are strictly prohibited unless otherwise noted.

- Violating the rights of any person or company protected by copyright, trade secret, patent, or other intellectual property or similar laws or regulations, including, but not limited to, installing or distributing “pirated” or other software products that are not appropriately licensed for use by Mister Car Wash.
- Copying copyrighted material without authorization. Such copying includes, but is not limited to, digitization and distribution of copyrighted music and photographs from magazines, books, or other copyrighted sources. Installing copyrighted software for which Mister Car Wash or the end user does not have an active license is strictly prohibited.
- Accessing data, a server, or an account for any purpose other than conducting Mister Car Wash business, even if employees have authorized access, is prohibited.
- Exporting software, technical information, and encryption software or technology in violation of international or regional export control laws is illegal. The appropriate management should be consulted prior to exporting any material that is in question.
- Introducing malicious programs into the network or server (e.g., viruses, worms, Trojan horses, email bombs, etc.).
- Revealing an employee’s account password to others or allowing use of an employee’s account by others. This includes family and other household members when work is being done at home.
- Using a Mister Car Wash computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user’s local jurisdiction.
- Making fraudulent offers of products, items, or services originating from any Mister Car Wash account.
- Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
- Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient and logging into a server or account that the employee is not expressly authorized to access unless these actions are within the scope of regular duties. For purposes of this section, “disruption” includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.

- Port scanning or security scanning is expressly prohibited unless prior notification to Mister IT is made.
- Executing any form of network monitoring which will intercept data not intended for the employee's host unless this activity is a part of the employee's normal job/duty.
- Circumventing user authentication or security of any host, network, or account.
- Introducing honeypots, honeynets, or similar technology on the Mister Car Wash network.
- Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).
- Using any program/script/command or sending messages of any kind with the intent to interfere with or disable a user's terminal session via any means, locally or via the internet/intranet/extranet.
- Providing information about, or lists of, Mister Car Wash employees to parties outside Mister Car Wash without a valid business need and explicit permission.

Email and Communication Activities

When using company resources to access and use the internet, users must realize they represent the company. Whenever employees state an affiliation to the company, they must also clearly indicate that "the opinions expressed are my own and not necessarily those of the company".

- Sending unsolicited email messages, including "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).
- Any form of harassment via email, telephone, or paging, whether through language, frequency, or size of messages.
- Using without authorization or forging email header information.
- Soliciting email addresses, other than that of the poster's account, with the intent to harass or collect replies.
- Creating or forwarding "chain letters" and "Ponzi" or other "pyramid" schemes of any type.
- Using unsolicited email originating from within Mister Car Wash's networks of other internet/intranet/extranet service providers on behalf of, or to advertise, any service hosted by Mister Car Wash or connected via Mister Car Wash's network.
- Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).

Blogging and Social Media

- Blogging by employees, whether using Mister Car Wash's property and systems or personal computer systems, is also subject to the terms and restrictions set forth in this policy. Limited and occasional use of Mister Car Wash's systems to engage in blogging is acceptable provided that it is done in a professional and responsible manner, does not otherwise violate Mister Car Wash's policy, is not detrimental to Mister Car Wash's best interests, and does not interfere with an employee's regular work duties. Blogging from Mister Car Wash's systems is also

subject to monitoring. Mister Car Wash's restrictions on the use of proprietary information also applies to blogging. As such, employees engaged in blogging are prohibited from revealing any Mister Car Wash confidential or proprietary information, trade secrets, or any other material covered by this policy.

- Employees shall not engage in any blogging that may harm or tarnish the image, reputation, and/or goodwill of Mister Car Wash and/or any of its employees. Employees are also prohibited from making any discriminatory, disparaging, defamatory, or harassing comments and engaging in any conduct prohibited by Mister Car Wash's *Equal Opportunity and Anti-Harassment Policy* when blogging.
- Employees may also not attribute personal statements, opinions, or beliefs to Mister Car Wash when engaged in blogging. If an employee is expressing his or her beliefs and/or opinions in blogs, the employee may not, expressly or implicitly, represent themselves as an employee or representative of Mister Car Wash. Employees assume any and all risk associated with blogging.
- Apart from following all laws pertaining to handling and disclosing copyrighted or export-controlled materials, Mister Car Wash's trademarks, logos, and any other Mister Car Wash intellectual property may also not be used in connection with any blogging activity.

Compliance

Mister IT will verify compliance to this policy through various methods, including, but not limited to, business tool reports, internal and external audits, and feedback to the policy owner.

Any exceptions to this policy must be approved by the IT Department in advance.

An employee found to have violated this policy may be subject to disciplinary action up to and including termination of employment.

DEFINITIONS

The following definitions of terms can be found in the SANS glossary (<https://www.sans.org/security-resources/glossary-of-terms/>):

- Blogging
- Honeygot
- Honeynet
- Spam

RELATED POLICIES, PROCEDURES, AND FORMS

- *IT Password Policy* (IT.4200-MCW-POL)
- *Acceptable Use Acknowledgement* (IT.4000.1-MCW-FRM)

REVIEW

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

Name and Title	Date (YYYY-MM)
Lauren Babson, Vice President of Information Technology	2021-02

APPROVAL

Only a representative from the Policy Review Committee can approve a policy following the procedure set forth in GRC.1000.1-MCW-PRC.

Name, Title, and Signature	Date (YYYY-MM)
<i>Lauren Babson</i> Lauren Babson, Vice President of Information Technology	2021-02

HISTORY

Version	Issue Date	Updated by	Revisions
Rev. 3	2021-02	Lauren Babson	Removed reference to nonexistent "Audit Policy". Updated "Related Standards" section. Altered references to Mister IT.
Rev. 2	2018-07	Jeff Parry	Modification made to "Security and Proprietary Information" (10 minutes to 15 minutes).
Rev. 1	2017-03	Jeff Parry	Document created.

IT PASSWORD POLICY



OVERVIEW

Passwords are an important aspect of computer security. A poorly chosen password may result in unauthorized access and/or exploitation of our resources. All staff, including contractors and vendors with access to Mister Car Wash systems, are responsible for taking the appropriate steps as outlined below to select and secure their passwords.

This policy is based on the standard template issued by the SANS Institute, a cooperative research and security education organization (<https://www.sans.org>), and the Payment Card Industry Data Security Standards (PCI DSS) (<https://www.pcisecuritystandards.org>).

PURPOSE

The purpose of this policy is to establish a standard for creating and protecting strong passwords.

SCOPE

The scope of this policy includes all personnel who have or are responsible for an account (or any form of access that supports or requires a password) on any system that resides at any Mister Car Wash facility, has access to the Mister Car Wash network, or stores any non-public Mister Car Wash information.

POLICY STATEMENT

Password Creation

Passwords must meet these standards:

- Be a minimum of 9 characters in length (passwords of 14 characters or more are better).
- Not contain personal information, including birthdates, addresses, phone numbers, or names of family members, pets, friends, and fictional characters.
- Not contain patterns or easily guessed sequences (e.g., "aaabbb", "qwerty", "123321").
- Not be some version of "Welcome123", "Password123", "Changeme123", and so on.

Passphrases, which are passwords made up of multiple words, are highly recommended. Passphrases like "it'stimeforvacation" and "block_curious_sunny_leaves" meet the password standards listed above and are easy to remember and type.

Additional Guidelines

- Employees must use a separate, unique password for each work-related account they use.
- Employees may not apply work-related passwords to their personal accounts.
- It is highly recommended that some form of multi-factor authentication is used for any privileged accounts.

- Do not use vendor-supplied defaults for system passwords and other security parameters.

Password Change

In order to comply with PCI regulations in the Cardholder Data Environment (CDE):

- Passwords must be changed every 90 days.
- Passwords cannot be the same as any of the last 4 passwords used.
- Passwords must also be changed when there is reason to believe a password has been compromised.
- Password cracking or guessing may be performed on a periodic basis by Mister IT or their delegates. If a password is guessed or cracked during one of these scans, the user will be required to change it.

Password Protection

- Passwords must not be shared with anyone, including supervisors and coworkers. All passwords are to be treated as sensitive, confidential Mister information.
- Passwords must not be inserted into email messages or other forms of electronic communication along with any user- or system-identifying information.
- Passwords may be stored only in "password managers" authorized by the organization.
- Do not use the "Remember Password" feature of applications (e.g., web browsers).
- Any user suspecting that his/her password may have been compromised must report the incident and change all passwords.

Rate Limiting

- An account will be locked out after 5 failed attempts.
- After an account is locked due to failed attempts, the account will remain locked for 30 minutes.

Application Development

Application developers must make sure their programs contain the following security precautions:

- Applications must support authentication of individual users, not groups.
- Applications must not store passwords in clear text or in any easily reversible form.
- Applications must not transmit passwords in clear text over the network.
- Applications must provide for some sort of role management such that one user can take over the functions of another without having to know the other's password.

Multi-Factor Authentication

- Multi-factor authentication is highly encouraged and should be used whenever possible, not only for work-related accounts but for personal accounts as well.

Compliance

Mister IT will verify compliance to this policy through various methods, including, but not limited to, business tool reports, internal and external audits, and feedback to the policy owner.

Any exceptions to this policy must be approved by the IT Department in advance.

Any employee found to have violated this policy may be subject to disciplinary action up to and including termination of employment.

Exceptions

- Carta
- Inspyrus's use of Jira for change management
- Velocity's use of ServiceNow for change management

DEFINITIONS

Multi-Factor Authentication (MFA)

A method of authentication requiring more than one form of validation to verify the user's identity for a login or other transaction.

Password Manager

A software application or a hardware device that is used to store and manage a person's passwords. Typically, stored passwords are encrypted.

RELATED POLICIES, PROCEDURES, AND FORMS

- *Acceptable Use Policy* (IT.4000-MCW-POL)
- *Acceptable Use Acknowledgement* (IT.4000.1-MCW-FRM)

REVIEW

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

Name and Title	Date (YYYY-MM)
Lauren Babson, Vice President of Information Technology	2021-01

APPROVAL

Only a representative from the Policy Review Committee can approve a policy following the procedure set forth in GRC.100.1-MCW-PRC.

Name, Title, and Signature	Date (YYYY-MM)
<p><i>Lauren Babson</i></p> <p>Lauren Babson, Vice President of Information Technology</p>	<p>2021-01</p>

HISTORY

Version	Issue Date	Updated by	Revisions
Rev. 4	2021-01	Lauren Babson	Added Rate Limiting section & Exceptions for applications not able to comply that fall within SOX audit scope
Rev. 3	2019-09	Lucas Schippers	Updated document formatting to match Mister policy/procedure format standards. Assigned policy number. Moved information from "Appendix A: Password Construction Guidelines" into the body of the policy.
Rev. 2	2018-07	Lauren Babson	Updated to reflect new NIST SP800-63.3 standards and PCI DSS.
Rev. 1	2017-02	Jeff Parry	Document created.