

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 Documents](#)” 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, Colorado, Illinois, New Mexico, New York, and 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 ("Tenure"). PTO generally begins to accrue upon hire and will continue to accrue until an employee has reached their 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. When determining the Tenure of an employee in the above table, an employee's tenure with a business in which Mister acquires the business or substantially all of its assets will be counted under the Tenure calculation.

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, 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. Employees that transition from Tier 1 or Tier 2 to Tier 3 are required to utilize their accrued PTO under Tier 1 or Tier 2 before the benefits of Tier 3 will apply.

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 will be reinstated, unless it was previously paid to employee upon separation. When determining the Tenure of an employee in the above table, the employee's prior employment with Mister will not be included.

California Employees Only

Notwithstanding the provisions of the table above, Tier 1 California 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. Provided, however, during the employee's first 12 months of employment all accrual of PTO hours will stop once the employee has accrued the applicable maximum annual hours. Thereafter, at the start of the employee's 13th month of employment, the employee will again commence accruing PTO hours. Once the applicable maximum annual hours have been accrued, no additional PTO hours will accrue until some currently accrued PTO hours are used, at which point PTO hours will recommence accruing up to the threshold. Additionally, for Tier 1 and Tier 2 California

employees, all accrued, unused PTO hours remaining at December 31 each year will carry over to the following calendar year. Lastly, accrued, unused PTO hours will be payable to Tier 1 and Tier 2 California employees upon separation from employment.

Illinois Employees Only

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

Colorado Employees Only

Notwithstanding the provisions of the table above, accrued, unused PTO hours will be payable to Tier 1 and Tier 2 Colorado employees upon separation from employment. Additionally, for Tier 1 and Tier 2 Colorado employees, all accrued, unused PTO hours remaining at December 31 each year will carry over to the following calendar year.

New Mexico Employees Only

Notwithstanding the provisions of the table above, there is no limit on annual PTO accrual for New Mexico Tier 1 and Tier 2 employees.

New York Employees Only

Notwithstanding the provisions of this Policy, for Tier 1 and Tier 2 New York employees, all accrued, unused PTO hours remaining at December 31 each year will carry over to the following calendar year.

Washington Employees Only

Notwithstanding the provisions of the table above, there is no limit on annual PTO accrual for Tier 1 and Tier 2 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 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 diagnosis, care, or treatment of an illness, existing health condition, or other healthcare need of an employee or the employee's immediate family member (see below).
- If an employee or an immediate 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 or dependency status, a biological, adopted, or foster child of a legal guardian, and a step-child, child of a domestic partner, or child for whom the employee stands in the place of a parent.
- A biological or adoptive parent, step-parent, foster parent, or 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 employee's 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 employee's 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. An employee is not required to search for or find a replacement worker to cover the employee's shift as a condition of taking earned paid sick- or safe-time.

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 modification to applicable 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, if reasonable, 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 four (4) or more consecutive workdays may be required to provide reasonable documentation to verify their request; failure to provide such documentation may result in HR denying such request if not provided within fourteen (14) days of returning to work. All information and documentation Mister obtains related to an employee's reasons for taking earned sick leave is treated as confidential and cannot be disclosed except with the employee's permission or as necessary for validation purposes for insurance disability claims or accommodations consistent with the federal ADA, as required by this law or by court order.

Tier 3 Employees

For each Tier 3 employee (see table above), 64 hours, or the minimum amount required under applicable law, of sick- or safe-time will be pre-loaded in Dayforce each calendar 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 fails to meet the requirements of or 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 HRhelp@mistercarwash.com.

RELATED DOCUMENTS

- *Leave of Absence Policy* [HR.3005-MCW-POL]
- *Paid Parental Leave Policy* [HR.3006-MCW-POL]

REVIEW AND APPROVAL

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

Name, Title, and Signature	Date (YYYY-MM)
<i>Anna Zappia</i> Anna Zappia, Vice President of Human Resources	2023-02

HISTORY

Version	Issue Date	Updated by	Revisions
V.4	2023-02	Dillon Dunn	Updated provisions for PTO calculation for rehired Tier 1 and Tier 2 employees. Added PTO use provision for Tier 1 and Tier 2 employees who transition to Tier 3.
V.3	2022-07	Jennifer Forster	Updated state-specific provisions.
V.2	2021-02	Anna Zappia	Updated sick- or safe-time provisions and other language. Added state-specific provisions.
V.1	2019-10	Anna Zappia	Document modified from prior version dated 2/9/2018 to adopt new format and revise PTO rollover provisions.