



Leeds West Groups

Company Policies Handbook

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INTRODUCTION

Welcome to Leeds West Groups

Leeds West Groups (LWG) was founded in 2009. Over the years, we have become one of the largest and most respected leaders in franchise automotive aftermarket repair. We are proud to operate Midas, Big O Tires, and Speedee Oil automotive repair franchise brands across all three automotive aftermarket repair platforms: general repair, tire repair and services, and quick lube services, along with various investment opportunities.

One of the most important keys to our success is hiring outstanding team members. Our strength and future growth depend on the contributions made by you and each person within Leeds West Groups. We believe that hard work and commitment benefit Leeds West Groups and allow each team member to grow internally. Every team member has a vital role in our operations, and we value each person's unique abilities, experience, and background.

Our management team provides our team members with all the support and the resources needed to succeed and grow in their careers with Leeds West Groups. As a pillar of our success, I believe that we must grow and mentor success from within. To reach our highest potential, we must develop our team members internally and as a strong, unified team of one. Please take advantage of educational opportunities provided as an LWG benefit, and please don't hesitate to reach out to HR with any questions about these programs and opportunities.

To ensure continued success, we feel it is essential that all employees understand our policies and procedures. Every team member must be familiar with our various policies and procedures, and we encourage all employees to use the Handbook as a valuable resource for understanding our Company.

Once again, welcome to Leeds West Groups! We are proud to have you as part of our team and look forward to a bright and prosperous future together.

IMPORTANT NOTICE AND DISCLAIMER

Leeds West Groups (“LWG” or the “Company”) has prepared this Company Policies Handbook (“Handbook”) to help guide field employees hired by our family of companies in the performance of their job duties. This Handbook is not intended to be a contract, either express or implied, between you and LWG. Your employment is “at-will.” Just as you have the right to terminate your employment with LWG at any time, for any reason, with or without notice, LWG has the right to terminate your employment at any time, for any reason, with or without notice. Nothing in this Handbook, or in any LWG policy, is intended to change your at-will employment, or extend or guarantee employment for any period of time.

This Handbook applies to all employees who primarily work in the field at LWG’s various stores. It supersedes, in all respects and without exception, any prior policies, procedures, benefits, or practices of LWG. The Company reserves the right to unilaterally diverge from, add, modify, or terminate any or all policies, procedures, benefits, or practices, including the guidelines contained in this Handbook, in whole or in part, with or without notice, at any time.

Some of the benefits described in this Handbook are governed by benefits plans that consist of written plans and, in some instances, written summary plan descriptions. Where the descriptions of benefits provided in this Handbook are in any way inconsistent with a governing written plan or summary plan description, the written plan shall control. Likewise, where a summary plan description is in any way inconsistent with a written plan, the written plan shall control.

Nothing in this Handbook is intended to restrict employees’ rights to discuss, or act together to improve, wages, benefits, and working conditions with co-workers or in any way restrict employees’ rights under the National Labor Relations Act. Nothing in this Handbook in any way prevents an employee from exercising his or her right to raise grievances with federal, state, or local authorities or to participate in any such proceedings.

This Handbook replaces all previous handbooks.

EMPLOYEE RELATIONS

Equal Employment Opportunity (EEO)

It is the policy of the Company to provide equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of race, religion, creed, color, national origin, sex, pregnancy, sexual orientation, gender identity and expression, age, ancestry, citizenship, physical or mental disability, genetic information, marital status, veteran status, or any other classification protected by applicable local, state, or federal laws. This policy prohibits unlawful discrimination and harassment based on the perception that anyone has any of these characteristics or is associated with a person who has or is perceived as having any of these characteristics. This policy applies to all aspects of employment, including, but not limited to, hiring, job assignment, working conditions, compensation, promotion, benefits, scheduling, training, discipline, and termination.

Anti-Discrimination and Anti-Harassment Policy

LWG is committed to providing its employees a workplace free of unlawful harassment and discrimination and will not tolerate harassment or discrimination of its employees, customers, business partners, and vendors. This includes sexual harassment (which includes harassment based on pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions) and harassment based on actual or perceived gender, gender identity (including transgender identity and transitioning), gender expression and sex stereotyping, as well as harassment based on such factors as race, color, religion, religious creed (including religious dress and grooming), national origin, ancestry, citizenship, age, physical or mental disability, legally-protected medical condition or information (including genetic information), family care or medical leave status, military caregiver status, military status, veteran status, marital status, domestic partner status, sexual orientation, status as a victim of domestic violence, sexual assault, or stalking, enrollment in a public assistance program, engaging in protected communications regarding employee wages, requesting a reasonable accommodation on the basis of disability, pregnancy, health conditions related to pregnancy or the physical recovery from childbirth, or bona fide religious belief or practice, or any other basis protected by federal, state, or local laws. It is LWG's policy that all employees enjoy a work environment free from all forms of discrimination and harassment.

Harassment Defined

For this policy, harassment is defined as verbal, physical, and visual conduct that creates an intimidating, offensive, or hostile working environment or that interferes with an employee's work performance. Such conduct constitutes harassment when:

- Submission to the conduct is made either an explicit or implicit condition of employment;
- Submission or rejection of the conduct is used as the basis for an employment decision; or
- The harassment interferes with a team member's work performance or creates an intimidating, hostile, or offensive work environment.

Harassing conduct can take many forms and may include, but is not limited to, the following: slurs, jokes, insults, statements, gestures, teasing, assault, impeding or blocking another's movement or otherwise physically interfering with normal work, pictures, posters, symbols, drawings, or cartoons, violating someone's "personal space" (for example by blocking someone's way), foul or obscene language, leering, stalking, staring, unwanted or offensive letters or written communications, offensive email, text, or voicemail messages, or any kind of verbal, visual, or physical conduct that

denigrates or shows hostility or aversion towards an individual because of any protected characteristic.

Sexually harassing conduct may include these prohibited actions and other unwelcome behavior, such as requests for sexual favors, conversation containing sexual comments and innuendo, and unwelcome sexual advances. Sexually harassing conduct can be perpetrated by a person of either the same or opposite sex, and persons of either sex can be the victim of sexual harassment.

Accommodations

In compliance with the Americans with Disabilities Act (ADA) and related local and state laws, the Company provides reasonable accommodations to qualified individuals with disabilities to the fullest extent required by law. The Company may require medical certification of both the disability and the need for accommodation. If an employee believes they need an accommodation because of their disability, the employee is responsible for requesting a reasonable accommodation. Employees may make the request orally or in writing. LWG encourages employees to make their request in writing and to include relevant information, such as a description of the accommodation requested, the reason an accommodation is needed, and how the accommodation will help the employee perform the essential functions of their job. After receiving an accommodation request, LWG will engage in an interactive dialogue with the employee to determine the precise limitations of their disability and explore potential reasonable accommodations. LWG encourages employees to suggest specific reasonable accommodations that they believe would allow them to perform their job. However, LWG is not required to make the specific accommodation requested by the employee and may provide an alternative effective accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on LWG.

The Company will also provide reasonable accommodations for employees' sincerely held religious beliefs and practices, and for health conditions related to pregnancy or the physical recovery from childbirth, unless the accommodation causes an undue hardship on the Company or other employees. If an employee desires an accommodation, they should make the request to their manager or Human Resources as far in advance as possible. Employees are expected to cooperate with the Company in exploring and evaluating potential accommodations.

Anti-Retaliation

The Company prohibits retaliation and any other sort of reprisal against an employee for reporting or raising a complaint regarding harassment or discrimination, requesting an accommodation, or for providing information or cooperating in any investigation of alleged harassment, discrimination, or retaliation. Retaliation is itself a violation of the Company's equal employment opportunity policy and may result in disciplinary action, up to and including termination. If you believe that you have been retaliated against, you should follow the Complaint Reporting Process.

Reporting and Investigating Harassing, Discriminating, and Retaliatory Conduct

Employees must promptly report any incidents of harassment, discrimination, and retaliation so that the Company can complete a timely, effective, objective, and thorough investigation and take any appropriate remedial action. All complaints will be kept confidential to the extent reasonably possible, and disclosure of information contained in the complaint will only be shared on a need-to-know basis.

Complaint Reporting Process

It is the responsibility of all of us to contribute to a work environment free of unlawful bias, discrimination, harassment, and retaliation. Failure to bring forth a complaint prevents the Company from having the opportunity to correct the situation. Any incidents of discrimination, harassment, or retaliation, including work-related harassment by any Company personnel or any other person on LWG property or associated with LWG (including customers, independent contractors, vendors, etc.), and any conduct believed to violate the Company's Equal Employment Opportunity Policy or Anti-Discrimination and Anti-Harassment Policy, must be reported immediately to Human Resources, which is responsible for investigating harassment and workplace complaints. An individual is not required to bring a complaint to Human Resources if the individual is uncomfortable doing so for any reason. In that case, complaints should be reported to the Chief Operations Officer or another executive-level officer.

Managers and supervisors have a special responsibility under this policy. All management and supervisors are responsible for compliance with this policy and ensuring that everyone in their department is aware of, understands, and adheres to this policy. Supervisors and managers who observe, receive complaints of, or otherwise learn of discriminatory, harassing, or retaliatory conduct must immediately inform Human Resources or another appropriate Company official to initiate an investigation.

Corrective Action

The Company will take prompt, appropriate, and effective corrective action any time it is established that discrimination, harassment, or retaliation in violation of this policy has occurred, regardless of whether the problematic conduct also violates the law. Corrective action may include training, referral to counseling, or appropriate disciplinary action, ranging from a verbal or written warning to termination of employment, depending on the circumstances. Corrective action for harassment or discrimination by customers or vendors may be taken after consultation with the appropriate management personnel. The Company will not tolerate retaliation against any employee for making a good faith complaint of harassment, discrimination, or retaliation; requesting accommodation; or cooperating in an investigation.

Confidential Information

During employment with the Company, employees may have access to "Confidential Information" regarding the Company, including its business strategy, plans, financial information, contracts, suppliers, customers, personnel information, or other information that the Company considers proprietary and confidential. Maintaining the confidentiality of this information is vital to the Company's competitive position in the industry and, ultimately, its financial success and stability. Employees must protect this information by safeguarding it when in use, using it only for the business of the Company, and disclosing it only when authorized to do so and to those who have a legitimate business need to know about it. This duty of confidentiality applies whether the employee is on or off the Company's premises, and during and even after the end of the employee's employment with the Company. Employees must not disclose private or confidential information about the Company, clients, suppliers, or customers on social networks. Employees must respect trademarks, copyrights, intellectual property, and proprietary information. This policy does not prohibit employees from discussing the terms and conditions of their employment, including discussions regarding wages and compensation. For more information regarding the Company's Confidential Information, please refer to the Company's Property, Proprietary, Confidential, and Personal Information policy.

Employment of Relatives

The Company recognizes that the employment of relatives in certain circumstances can cause problems related to supervision, safety, security, or morale, or create conflicts of interest that materially and substantially disrupt the Company's operations. When the Company determines any of these problems will be present, it may decline to hire or allow an individual to work in the same department as a relative. Relatives subject to this policy include parents, siblings, current spouses or domestic partners, cousins, aunts and uncles, children (natural, foster, or adopted), grandparents, grandchildren, such persons related by marriage, and other persons of a close familial relationship.

If current employees become relatives during employment, the employees must immediately notify Human Resources so the Company can determine whether a problem exists. If, in the Company's sole judgment and discretion, a problem exists, then the Company will take appropriate steps to resolve the problem, including reassignment of one relative (if feasible) or, when necessary, asking for the resignation of one of the relatives.

Employee Classifications

The following terms are used to describe employees and their employment status:

- **Exempt Employee:** Employees whose positions meet specific tests established by the FLSA and state law to be exempt from overtime requirements.
- **Nonexempt Employee:** Employees whose positions do not meet specific tests established by the FLSA and state law to be exempt from overtime requirements.
- **Full-Time Employee:** Employees who are not temporary, independent contractors, or independent consultants and who are regularly scheduled to work a schedule of 30 hours or more per workweek.
- **Part-Time Employee:** Employees who are not temporary, independent contractors, or independent consultants and who are regularly scheduled to work less than 30 hours per workweek.
- **Temporary or Seasonal Employee:** Employees hired as interim replacements to temporarily supplement the workforce or assist in completing a specific project. Employment assignments in this category are of limited duration. Short-term assignments generally are periods of three (3) months or less; however, such assignments may be extended. All Temporary employees are at-will regardless of the anticipated duration of the assignment. Temporary employees retain that status unless and until notified in writing of a change.
- **Independent Contractor or Consultant:** These individuals are not employees of the Company and are self-employed. An independent contractor or consultant is engaged to perform a task according to their methods and is subject to control and direction only to the results to be accomplished. Independent contractors or consultants are not entitled to benefits.

Each employee will be advised of their status at the time of hire and any time their status changes. Employees should contact Human Resources with any questions or concerns regarding their employment classification. Nothing in this policy changes an employee's at-will status. The employment relationship may be terminated by the Company or the employee at any time, with or without cause and with or without notice.

Personnel & Payroll Records

The Company maintains personnel file and payroll records for each employee as required by law. Personnel files and payroll records are the property of the Company and may only be removed or viewed by authorized persons to the extent required by law. Employees have access to view, print, and download payroll history and year-end tax forms such

as W-2s and 1095s and current pay statements online through Dayforce. Pay statements are made available on the employee's regularly scheduled pay date. Employees are responsible for always maintaining correct personal data in Dayforce, including, but not limited to, their direct deposit information, contact information, and mailing address. The Company will cooperate with requests from authorized law enforcement or local, state, or federal agencies conducting official investigations and disclose personnel and payroll records when otherwise legally required.

Employees may request to inspect and obtain a copy of any part of his or her personnel file once per year at a time convenient to both the Company and the employee. LWG may require the employee to pay the reasonable cost of duplication of a personnel file. A former employee may make one inspection of his or her personnel file after termination of employment.

National Labor Relations Act (NLRA)

Nothing in this Handbook in any way prevents employees from engaging in protected concerted activities under the National Labor Relations Act or in any way prevents employees from exercising their rights to raise grievances with federal, state, or local authorities or to participate in any such proceedings.

Employee Transfers

LWG, in accordance with federal, state, and local laws, may transfer an employee to another work location based on mutual agreement or the needs of the business. Employees transferring to another work location are subject to the pay periods and paydays established by any applicable federal, state, or local laws of their new work location.

STANDARDS OF CONDUCT & PERFORMANCE EXPECTATIONS

Job Performance

The Company may conduct periodic performance evaluations for employees. The purpose of the evaluations is to review the employee's performance, examine the progress made since the last review, and establish goals and development opportunities for the employee. During performance evaluations, employees are encouraged to discuss any issues raised and any opportunities for advancement or career development within the Company. After receiving their performance evaluations, employees are required to sign the evaluation acknowledging that they have received the evaluation and are aware of its contents. A copy of the performance evaluation will then be placed in the employee's personnel file. In addition to these formal performance evaluations, the Company encourages employees and supervisors to discuss job performance on a frequent and ongoing basis.

Wage Adjustments

Wage adjustments may be made at any time in the Company's sole discretion and depend on several factors, including but not limited to performance, productivity, seniority, Company need, and other lawful factors contemplated by the Company.

Workplace Conduct

The Company expects its employees and other individuals providing services, such as temporary personnel, consultants, and independent contractors, to conduct themselves ethically and professionally while working and while in

the workplace. These rules of conduct are established to ensure orderly operations and provide employees with a positive, safe, and enjoyable work environment. These expectations extend to individuals on Company premises, attending Company functions, or otherwise performing work-related activities.

By deciding to work here, you agree to follow our rules. Below is a non-exhaustive list of actions that may be grounds for discipline, up to and including termination of employment:

- Engaging in illegal or unethical activities, including but not limited to interfering or sabotaging another employee's work, dishonesty, forgery, fraud, theft, misappropriation, inappropriate removal, destruction, or possession of company property or the property of another individual;
- Failure to follow the Company's procedures, and practices.
- Failure to follow the Company's policies, including but not limited to, the Anti-Discrimination and Anti-Harassment policy; Drug-Free Workplace policy; Workplace Violence policy; Purchase & Discounts policy; Corporate Credit Card policy; External Communications & Media Relations policy; Contracts policy; confidential and proprietary information policy; and Dress Code & Grooming policy;
- Falsifying personal and company records such as timekeeping records, personal employment and health records, or financial records;
- Failure to follow health and safety procedures, including but not limited to improper disposal of hazardous materials, unsafe workplace practices, misuse of tools and equipment, misuse, or lack of use of personal protective equipment (PPE), and engaging in unsafe driving practices;
- Failure to follow cash handling procedures;
- Failure to follow point of sale (POS) and sale transaction procedures, including but not limited to releasing a vehicle without confirmation payment has been processed for all completed services, not recording all parts and labor properly within the POS system, or recording employee purchases and invoices properly;
- Inappropriate, illegal, or unauthorized use or access of the Company's property, including but not limited to buildings, equipment, resources, software, internet access, systems, and networks;
- Tardiness and absenteeism in accordance with the Company's Attendance policy;
- Engaging in other unprofessional and unacceptable workplace behaviors and practices, including but not limited to horseplay, loitering, sleeping, ignoring, or refusing work duties, insubordination or poor attitude, performing unsatisfactory work, and excessive distractions;

Open-Door Policy

Misunderstandings or conflicts can arise in any organization, which is why LWG is committed to a work environment that fosters open communication. If you have a question or complaint or are bothered by a job-related situation, you should speak with your supervisor or Human Resources. In addition, the Company welcomes your ideas about cutting costs and improving business productivity, efficiency, and safety.

Attendance

Punctuality and regular attendance are essential to the successful operation of the Company's business. Employees who are going to be absent for a full or partial workday or be late for work must notify their supervisor as far in advance as possible, and no less than two (2) hours before the start of the work shift. Employees who must miss work because of emergencies or other unexpected circumstances must notify their supervisor as soon as possible. If an

employee desires to leave work for any reason during the workday, the employee must obtain the approval of their supervisor before leaving.

Absences and lateness will be considered excused if the employee requested the time off in accordance with LWG's policies on PTO, received the required approval for the absence, and has sufficient accrued, but unused, time to cover the absence. Absences also will be considered excused if the employee requested the time off in accordance with LWG's policies permitting a leave of absence, received the required approval for the leave, in compliance with the leave policy (for example, an employee's absences while he or she is taking approved leave under LWG's policy on Bereavement Leave generally will be considered excused). Absences and lateness will also be considered excused when such absence is legally protected under federal, state, or local laws, such as leaves of absence under the Family and Medical Leave Act (FMLA). To the extent not prohibited by state or local law, absences related to illness may require a doctor's note to consider the absence excused. In some instances, and as permitted by state and local law, the Company may also require a doctor's note for the employee to return to work after illness.

Employees with excessive absenteeism, tardiness, and unauthorized or unscheduled early departures may be subject to corrective and disciplinary action in LWG's discretion, including counseling, oral or written warnings, suspensions, or termination of employment. To the extent permitted by state or local law, if an employee fails to notify their supervisor or report for work for 3 consecutive work shifts, the employee will be deemed to have voluntarily resigned from their employment with the Company and will be removed from the payroll.

Conflicts of Interest

Employees are expected to devote their best efforts and attention to the full-time performance of their jobs. Moreover, employees are expected to use good judgment, adhere to high ethical standards, and avoid situations that create an actual or potential conflict between their personal interests and the Company's legitimate business interests. A conflict of interest exists when the employee's loyalties or actions are divided (or may be divided) between the Company's interests and those of another, such as a competitor, supplier, co-worker, or customer. Employees unsure about whether a particular transaction, activity, or relationship constitutes a conflict of interest should discuss it with their immediate supervisor or Human Resources for clarification. Any exceptions to this guideline must be approved in writing by the Company's Chief Executive Officer. Failure to adhere to this policy, including failure to disclose any conflicts of interest or to seek an exception, may result in discipline, up to and including termination of employment.

Types of Conflicts of Interest

While it is not feasible to describe all possible conflicts of interest that could develop, some of the most common conflicts that employees should avoid include the following:

- Accepting personal gifts or entertainment from competitors, customers, suppliers, or potential suppliers.
- Working for a competitor, supplier, or customer.
- Engaging in self-employment in competition with the Company.
- Using proprietary or confidential Company information, such as Company trade secrets, for personal gain or to the Company's detriment.
- Having a direct or indirect financial interest with a competitor, customer, or supplier,
- Using Company property or labor for personal use.

- Acquiring any interest in property or assets of any kind to sell or lease it to the Company.
- Committing the Company to give its financial or other support to any outside activity or organization; or
- Negotiating any purchase of same business brands (including but not limited to: Big O Tires, Midas, Speedee Oil) during active employment with the Company.

Outside Employment

Employees may engage in outside employment, including self-employment, if they disclose such employment and get approval from a supervisor, if the employment is not a conflict of interest as described above, and if it does not interfere with their job performance with the Company. Employees engaging in outside employment are expected to work their assigned schedule. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusing to travel, or working overtime or different hours. If outside work activity causes or contributes to job-related problems or poses a conflict of interest, the employee may be required to quit their outside employment and/or be subject to disciplinary action, including termination of employment.

Personal Relationships

LWG believes that a work environment where employees maintain clear boundaries between personal and business interactions is necessary for effective business operations and avoiding any conflict of interest. Although this policy does not prevent friendships or romantic relationships between co-workers, it establishes boundaries as to how personal relationships are conducted during working hours and within the working environment. Employees must remain appropriate and professional while in the workplace. This policy does not preclude or interfere with the rights of employees protected by the National Labor Relations Act (NLRA) or any other applicable federal, state, or local laws. Employees should be mindful the organization maintains a strict anti-harassment policy. Any concerns or questions about this policy should be directed to Human Resources.

Where such a personal relationship exists, the Company reserves the right to make employment decisions necessary to minimize the risks to the Company and any conflict of interest. Refusal of reasonable modification to an employee's conditions of employment will be deemed a voluntary resignation of one or both parties. Such steps may include but are not limited to:

- Transfer of one or both parties to the relationship;
- Modifying reporting structures or lines of communication; and
- Requiring the parties to acknowledge in writing the voluntariness of any such relationship.

Reporting Workplace Relationships

Any manager or supervisor who becomes involved in a romantic or intimate relationship with a direct subordinate employee must disclose the relationship to Human Resources. The Company will treat such information as confidentially as possible consistent with the Company's legitimate business needs. Failure to report such relationships may be grounds for disciplinary action, up to and including termination of employment of both employees in the relationship.

Conduct During Non-Work Time

During non-working time, including lunch, breaks, and before or after work periods, employees may engage in personal conversations in non-work areas. This policy does not in any way prevent employees from engaging in protected concerted activities under the National Labor Relations Act.

Dress Code and Grooming

LWG recognizes that its employees' presentation in the workplace contributes to a professional environment and the public image that has and continues to contribute to the Company's success. This Dress Code and Grooming policy has been developed to ensure that all employees understand the importance of appropriate and professional attire, grooming, and hygiene in the workplace or while otherwise representing LWG. It is also our goal to provide a workplace environment that is comfortable and inclusive for all employees. Therefore, the Company expects employees to be well-groomed and professional in appearance and conduct when coming to work, attending company-sponsored functions, or engaging in work-related tasks with customers, clients, and colleagues.

Nothing in this dress code is intended or should be construed to violate, restrict, or discriminate against any employee's actual or perceived religion, religious creed, sex, gender, gender identity, gender expression, national origin, ancestry, age, nursing mothers, or any other basis protected by local, state, or federal laws. If any employee believes that their protected rights are being restricted or violated in some manner by the dress and grooming code, please contact your manager or human resources to address these concerns. Any employee who needs a medical or religious accommodation to the Company's dress and grooming standards should contact Human Resources.

General Grooming Standards

Every employee, regardless of their position with the Company, is expected to practice good hygiene and grooming habits as outlined in further detail below:

- **Hair:** Hair should be clean and neat, and facial hair (sideburns, mustaches, and beards) should be neatly trimmed. Extreme hair colors may be considered distracting and disruptive and are not permitted.
- **Hands:** Hands should be kept clean and washed between assignments, jobs, or tasks, before test-driving customer vehicles, after visiting the restroom, and dealing with customers and vendors.
- **Makeup:** Makeup must be professional and must not be distracting. Extreme makeup may be considered distracting and disruptive and is not permitted.
- **Fragrance:** Recognizing that employees and visitors to the workplace may have sensitivities or allergies to fragrant products, including but not limited to perfumes, colognes, fragrant body lotions, or hair products, LWG asks that fragrances be used in moderation out of concern for others in the workplace.
- **Jewelry:** Employees may wear appropriate and non-distracting jewelry in moderation. The size and/or number of earrings, rings, necklaces, and bracelets may be determined at the department level based on specific job functions and operational and safety factors. Where job duties present any safety risk, jewelry may be prohibited or severely limited. In other areas, moderate (including size and amount) jewelry may be worn.
- **Tattoos:** Employees may be required to cover any visible tattoos, including any that may be offensive in the workplace, such as offensive language statements and gang affiliations.

In-Shop Dress Code Standards

Employees must be easily identifiable by appearance for our customers and for employees' safety. LWG expects employees to dress appropriately in company-assigned uniforms, which are always required to be worn while clocked in. Employees are expected to make every effort to keep uniforms professional-looking and as clean as possible. Upon assignment, and as permitted by applicable law, Company uniforms become the employee's responsibility for maintenance and care. If a uniform needs repair or replacement, employees will be required to return the uniform in exchange for a replacement. While normal wear and tear is expected, excessive damage or loss of Company uniforms may result in corrective action. As permitted by applicable law, employees may be responsible for any charges associated with the damage to or loss of Company-supplied uniforms. Uniforms are considered Company property. Uniforms are required to be returned in the event of termination of employment or anytime on demand. Employees may be responsible for the cost of replacing the property, to the full extent permitted by federal and state law. Failure to return property in good condition and the failure to pay the cost of replacing any lost or damaged property may result in legal action to recover the costs of such property. In addition to the above dress code standards, in-shop employees must also respect and follow the following dress standards:

- Approved Company-branded jackets may be worn.
- Hats or any type of headwear may be worn only if it is approved, and Company branded.
- Shoes are required to be closed-toe, work-style shoes or boots that are oil and skid resistant (tennis shoes or open-toe shoes are unacceptable), and either black or dark brown.
- A clean uniform must be worn each day of the work week.
- Shirts are always required to be neatly tucked in.
- Pants and shirts must fit correctly (oversized, baggy, or excessively tight clothing is unacceptable).
- Belts are always required to be worn, and belt buckles must be a type that will not damage a vehicle.
- Sales and Management Staff may provide their own Dockers-style pants, in black only, if they wish.
- A maximum of 6 shirts per year may be issued to sales and management employees at no cost to the employee. Only approved, assigned pants, black Dickies shorts, and shirts may be worn by all technicians.

Please discuss any accommodation request with Human Resources. Personal safety should be a priority when considering attire, such as jackets, gloves, hats, and additional clothing items worn in the workplace. Safety measures should be taken, and personal protective equipment should be worn when necessary. Please reference the Personal Protective Equipment (PPE) section of the Safety Manual for more information on Personal Protective Equipment.

In-Field Leadership Dress Code Standards

The below dress code standards apply to all field leadership positions with the Company, including but not limited to Store Management and Field Leaders such as District Managers, All Directors, Vice Presidents, and any member of the office staff touring outside work locations:

- The Company expects field leadership employees to dress appropriately and professionally.
- Slacks and a Company-branded shirt must be worn during all Company and work-related business, including day-to-day operations, business travel, and Company or work-related related events.
- Shoes must be closed-toe, work-style shoes (tennis shoes or open-toe shoes are unacceptable), and either black or dark brown.

- Hats and shorts are prohibited.

Professional business attire may be required at times at the request of management.

Use of Tools and Equipment in the Workplace

Employees must have authorization from their supervisors and proper training to use or operate all tools and equipment. If you believe you do not have sufficient training or are otherwise unable to use or operate any of these items, you must notify your supervisor immediately and prior to use or operation. Using or operating tools and equipment without authorization and training is unsafe and will not be tolerated.

Employees are permitted to bring and use their own personal tools for completing job-related tasks. LWG has the right to inspect all personal tools and equipment to ensure they are in a safe condition with all necessary required safety features. Employees must ensure their personal tools are maintained according to the manufacturer's specifications. Employees are prohibited from using personal tools and equipment that are found to be out of compliance with recognized standards.

At the conclusion of each work shift, all tools, including those provided by LWG, shall be properly secured on property in a tool storage space, which must be secured by at least one lock. Failure to adequately secure tools and equipment may result in disciplinary action, up to and including termination. LWG is not responsible for damaged or stolen personal property, to the extent permitted by law.

Employee Privacy

For various reasons, LWG may monitor and inspect its premises and property (both tangible and electronic), as well as any property brought onto LWG premises by employees or any third parties. LWG complies with all applicable federal, state, and local laws concerning the employer/employee relationship. Nothing contained herein should be misconstrued to violate any of the rights or responsibilities contained in such laws. Employees who violate this policy will be subject to discipline, up to and including termination.

Personal Employee Information

LWG is committed to maintaining the confidentiality and security of employees' personal information. LWG will not release or share any confidential employee information, including medical information, to third parties unless the recipient has a legal reason to know or as otherwise required by law. The information will not be released to outside sources without the employee's approval, except to verify dates of employment and most recent job title or as required by law. Only Human Resources is authorized to disclose employee information.

Monitoring of Electronic Media & Telephone Calls

LWG employees are expected to use technology responsibly and appropriately as necessary for their jobs. Internet access and e-mail use is for job-related activities; however, minimal personal use that does not interfere with work performance is acceptable. Please be aware that all electronic and telephonic communications and information systems provided by LWG are LWG property. Employees have no right to or expectation of privacy concerning files or communications sent over LWG electronic and telephonic communication and information systems. LWG reserves the right to monitor, access, review, copy, or delete files, communications, or documents on its systems, including matters stored on individual employee computers and related media. Employees cannot and should not use the Company's

communication and information systems, including email or voice mail systems, to send, receive, or store any messages that employees wish to keep private.

Employees may not use LWG'S internet, e-mail, or other electronic communications to transmit, retrieve or store any communications or other content of an inappropriate or unlawful manner, including defamatory, discriminatory, harassing, or pornographic nature. No messages with derogatory or inflammatory remarks about an individual's race, age, disability, religion, national origin, physical attributes, or sexual preference may be transmitted. Harassment of any kind is prohibited. Disparaging, abusive, profane, or offensive language and any illegal activities—including piracy, cracking, extortion, blackmail, and unauthorized access to any computers on the Internet or e-mail—are forbidden. Nothing in this policy is intended to infringe on any rights protected under the National Labor Relations Act, including rights to engage in protected concerted activity.

Employees are prohibited from downloading software or other program files or online services from the Internet without prior approval from the IT department. All files or software should be passed through virus-protection programs prior to use. Failure to detect viruses could result in corruption or damage to files or unauthorized entry into company systems and networks.

Furthermore, employees are expected to practice sound judgment regarding spam emails. Responding to the wrong email or clicking the wrong link can ultimately cost the company significantly, financially and/or logistically. Employees are expected to exercise due diligence and vigilance when reviewing or responding to emails, fulfilling email requests, and never click links inside an email unless they are confident it came from a trusted source. Please contact the IT department if you have questions regarding the legitimacy of an email or link.

Video Surveillance

LWG reserves the right to utilize video recording devices to monitor the property. If such action is taken, such devices will not be placed in any unlawful part of the property. Nothing in this policy is intended to infringe on any rights protected under the National Labor Relations Act, including rights to engage in protected concerted activity.

Searches and Inspections of Personal Property

All offices, desks, file drawers, cabinets, lockers, Company vehicles, and other Company equipment (including but not limited to computers, e-mail, and voice mail) and facilities or any area on Company premises are the property of the Company ("Company Property") and are intended for business use. Employees should not expect privacy with respect to Company property and/or items stored within Company Property or on Company premises. Inspection may be conducted at any time, without notice, at the discretion of the Company.

In addition, when the Company deems appropriate, employees may be required to submit to searches of their personal effects, including personal vehicles, parcels, purses, handbags, backpacks, briefcases, lunch boxes, or any other possessions or articles brought on to the Company's premises. All employees must cooperate in an inspection; failure to do so is insubordination and will result in disciplinary action, up to and including termination. Persons entering the premises who refuse to cooperate in an inspection conducted according to this policy may not be permitted to enter the premises.

External Communications & Media Relations

Occasionally, outside sources may contact employees requesting information about Company matters, including information regarding current or former employees, Company projects, or other workplace issues. To avoid providing inaccurate or incomplete information to outside sources and the possible harmful exposure that may result from providing information about the Company to external sources, any employee contacted by any external source regarding the Company should immediately contact Human Resources, as detailed below. Nothing in this policy is intended to infringe on any rights protected under the National Labor Relations Act, including rights to engage in protected concerted activity.

Media Contacts

No employee may communicate with media agents on behalf of the Company without prior authorization from Human Resources. If an employee is contacted by a representative from any media organization (i.e., television, radio, social media, or newspaper reporters), the employee should immediately, professionally, and respectfully refer the media representative to Human Resources. Nothing in this policy is intended to infringe on any rights protected under the National Labor Relations Act, including rights to engage in protected concerted activity.

Employment References and Verifications

Employees contacted by outside sources requesting an employment reference or employment verification for a current or former employee should not provide any information to the requesting individual or organization on behalf of the Company. Instead, employees should refer the requesting individual or organization to Human Resources. Other than Human Resources, no employee is authorized to provide employment references or employment verifications for any current or former employee. Employees wishing to receive either an employment reference or an employment verification should provide written authorization to the Company.

HOURS OF WORK & PAYROLL PRACTICES

Hours of Operation

Hours of operations may vary by work location based on the needs of the business and are posted in each work location. Hours of operations are subject to change based on the needs of the Company.

Pay Periods and Paydays

Unless otherwise required by state or local law, employees are paid on a biweekly basis with checks issued on alternate Fridays. Employees receive their paychecks one week after the close of the pay period. For payroll calculation purposes, each workweek begins on Monday at midnight and ends on Sunday at 11:59:59 PM. Each workday is a 24-hour consecutive period that starts at midnight and ends at 11:59:59 PM. If a payday falls on or is impacted by a holiday, paychecks will be distributed on the following business day on which the Company, government, and bank institutions are open. Pay frequencies and paydays are subject to change based on the needs of the Company.

Timekeeping

LWG must keep an accurate record of time worked to calculate employee payroll and benefits. Accurately reporting time worked is the responsibility of every nonexempt employee by using the timekeeping system at each work location, and all time worked must be accurately reported. Employees are encouraged to contact Human Resources if they

have any questions or concerns about timekeeping. Failure to use the time-keeping system accurately or consistently may result in disciplinary action, including termination of employment.

It is the employee's responsibility to review and authorize their time record to certify the accuracy of all time recorded. The supervisor for each department is responsible for reviewing and authoring time records for all employees at their work location daily to ensure accurate payroll processing. In the event of an error in reporting time, employees must immediately report the problem to their supervisor. All nonexempt employees are required to abide by the following standards concerning using the timekeeping system (time clock):

- Employees are responsible for accurately clocking themselves in and out of the time-keeping system.
- Employees must accurately record when they begin and end each work shift and each meal period's beginning and ending time.
- Employees must record the beginning and ending times of any split shift or departure from work for personal reasons.
- All time worked must be accurately recorded, and no work may be performed while off the clock.
- Employees must arrive ready to begin work at their scheduled start time.
- Before leaving the premises for the workday, all necessary time clock corrections must be completed and authorized by the employee and employee's supervisor. The time record must be corrected appropriately and promptly.
- Time records must be authorized by employees and their supervisor daily.
- Altering, falsifying, tampering with any time records, using any other device other than a work computer to record time punches, or recording time on another employee's time record on their behalf is strictly prohibited and may result in corrective action, up to and including termination of employment.

Payment of Wages

All wages, including, but not limited to, regular time, overtime, commissions, and bonuses, earned by an employee are paid by LWG in accordance with all applicable federal, state, and local laws. For ease and security, employees are encouraged to use direct deposit and have their paychecks deposited into a bank account of an accredited participating bank or credit union. For employees who are not on direct deposit and where permitted by law, checks are mailed by US Mail to the employee's home address in Dayforce. Mailed paychecks are subject to US Mail delivery times, which may vary due to service area, weather conditions, holiday schedules, and more. Employees are responsible for always maintaining correct personal data in Dayforce, including their direct deposit information, and mailing addresses.

Every effort to maintain the highest level of accuracy and data integrity will be made; however, if a payroll error is made, the Company will work to correct the mistake accurately and timely and in accordance with all applicable federal, state, and local laws. Employees should notify Human Resources immediately if there is a payroll error or if a mailed paycheck is lost or stolen.

Overtime

All overtime work by non-exempt employees must be authorized in advance by their manager. Only hours worked will be used to calculate eligible overtime pay. Overtime is defined as time worked over 40 hours in a workweek, and may include daily overtime where required by state or local law.

Pay Deductions

LWG is required by law to make certain deductions from your pay each pay period, including deductions for:

- Federal, State, Local, Medicare, and Social Security tax withholdings.
- State disability insurance and paid leave deductions in applicable states in which work is performed.
- Wage garnishments such as child support and alimony withholding orders, tax levies, student loan garnishments, garnishments issued by creditors, medical support notices, and other deductions the Company is otherwise required by law to fulfill.

LWG may also make other deductions from your pay, including deductions for wages you have authorized, such as your employee contribution to company-sponsored medical, dental, vision benefits, insurance premiums, your voluntary contributions to a 401(k) or retirement plan, among other voluntary deductions. Unless prohibited by applicable federal, state, or local law, LWG may apply other permissible deductions from an employees' pay after receiving permission from the employee through a voluntary written authorization form.

LWG prohibits deductions from your pay except as required or permitted by applicable law. All deductions from your pay will be identified on your wage statement. You should carefully review your wage statement each pay period. If you have questions about any deductions or if you believe an improper deduction has been made, you must immediately report your concerns to your supervisor or Human Resources. LWG will promptly investigate all complaints concerning an employee's pay. If LWG has made an improper deduction from your pay, it will reimburse you as soon as practicable. For more information on how to report concerns about your pay, please contact Human Resources.

Expense Reimbursement

All expenses submitted to payroll for reimbursement must be completed using the approved Business Expense Reimbursement form and approved by a supervisor. Only eligible business expenses may be reimbursed with the appropriate approvals. Violation or abuse of this policy may result in disciplinary action up to and including termination of employment. P-Card holders may be subject to separate or additional conditions. Please see the P-Card policy for more details.

Meal & Rest Periods

Employees are entitled, encouraged, and expected to observe meal and rest periods provided in accordance with LWG policy and applicable state and local law. Rest periods should not be taken at either the beginning or end of the workday to offset arrival and departure times. To the extent permitted by state and local law, rest periods may be combined with the lunch period at the supervisor's discretion, not to exceed 60 minutes.

Employees are to be completely relieved from duty during their meal break. If a nonexempt employee is required to perform any work duties during their meal break period, the employee must be compensated for the time spent performing work duties. The time spent working during the meal break will be counted toward the total hours worked.

No employee may impede or deny another employee from taking meal and/or rest periods provided under this policy and to the extent provided by applicable laws. Employees who believe they were not provided the opportunity to

take all rest periods authorized and permitted under this policy or by law should inform their supervisor or manager and, if not corrected, Human Resources.

Breaks for Nursing Mothers

Employees who need to express breast milk will be given unpaid breaks or can use their meal break to express breast milk for up to two years after a child's birth. If possible, the Company will provide an employee with a room or other location, other than a toilet stall, where she can express breast milk in private. Employees are encouraged to speak with their supervisors or Human Resources to discuss their nursing break needs and any lactation-related limitations.

WORKPLACE HEALTH & SAFETY

Security

Safety is of the utmost importance, and LWG has implemented security measures to ensure the highest level of safety and security in our workplaces. The Company reserves the right to change this policy at any time to accommodate business needs, security concerns, and other unforeseen circumstances. Violations of this policy may result in disciplinary action, including termination of employment.

Retail Store Building Security (Midas, Big O Tires, Speedee Oil, etc.)

Building Access

- All employees must enter and exit the building through the front entrance only.
- Outside of published regular business hours, access to the building is strictly prohibited unless the employee has received approval from a Senior Director level position or higher supervisor before entry.

Visitors

- All visitors and customers must enter and exit the building only through the main front entrance.
- Excessive or prolonged personal visits to the workplace are prohibited.

Alarm Codes & Building Keys

- Alarm codes, digital key fobs, and/or building keys may be assigned to authorized personnel to allow access into the building and may never, under any circumstances, be given or loaned to any unauthorized person.
- Any lost, stolen, or leaked security codes, digital key fobs, or building keys must be reported immediately to Human Resources to ensure proper security measures are taken.
- The employee responsible for executing all closing procedures at the end of the business day is responsible for following security procedures before leaving the work location at the end of the day, including checking and confirming all building doors are closed and locked and confirming the alarm system is armed.

Suppliers, Contractors, Delivery Personnel

Delivery personnel (i.e., UPS, FedEx, USPS, etc.), suppliers, and contractors will be permitted to make their deliveries to the appropriate areas and will only be permitted additional access to the property or building after following the visitor procedures outlined in the above visitor's section and must always be accompanied.

Reporting Concerns

We believe that maintaining a safe and secure work environment is the responsibility of every employee, and the best way to ensure this is to do so as a team. If you see or hear anything concerning or suspicious, report your concern to a Human Resources or Management member immediately. This may include but is not limited to verbal or written threats of violence or erratic behavior. We also ask that you report any violations of this policy to a member of Human Resources or Management immediately. Violations of this policy will be handled individually and may result in disciplinary action, up to and including termination of employment and criminal prosecution.

Please notify Human Resources if any restraining order is in effect or if a potentially violent non-work-related situation exists that may result in violence in the workplace. No adverse employment action will be taken against an employee because they notify the Company of a potentially violent non-work situation.

Workplace Violence

To ensure that LWG maintains a workplace safe and free of violence for all employees, the Company strictly prohibits employees, consultants, customers, visitors, or anyone else on Company property or engaging in a Company-related activity from behaving in a violent or threatening manner. LWG also prohibits the possession or use of dangerous weapons on Company property. LWG seeks to prevent workplace violence before it begins and reserves the right to address specific behaviors, even in the absence of violent behavior. If LWG determines that this policy has been violated, LWG will take appropriate corrective action, including termination.

Drug-Free Workplace

The Company is committed to providing its employees with a safe and productive work environment. In keeping with this commitment, no employee may consume or possess alcohol or use, possess, sell, purchase, or transfer illegal drugs at any time while on the Company's premises or while using the Company vehicles or equipment. No employee may report to work with illegal drugs (or their metabolites) or alcohol in their bodily system. "Illegal drug" includes any controlled substance, both federally and/or on a state-wide basis, without a proper prescription. No employee may be in the workplace while under the influence of any drug. Any violation of this policy may result in disciplinary action, including termination.

The Company may permit moderate consumption of alcohol served or consumed as part of an authorized Company social or business event. However, employees must exercise sound judgment and are not permitted to perform any work or operate any machinery or vehicles while drinking or while under the influence. If an employee uses, with a lawful prescription, controlled substances that may cause impairment, pursuant to its obligations under the ADA, the Company will engage in the interactive process to determine whether a reasonable accommodation can be provided.

Any employee who feels they have developed an addiction to, dependence upon, or problem with alcohol or drugs, legal or illegal, is strongly encouraged to seek assistance before a violation of this policy occurs. Assistance may be available through the Employee Assistance Program (EAP). However, employees may not avoid disciplinary action, including termination, by entering a rehabilitation program after a violation of this policy is suspected or discovered.

Automotive Service & Repair Safety

LWG is committed to maintaining a safe workplace. To further this goal, LWG has issued safety rules and guidelines located in the Safety Manual. If you have not received a copy of the Safety Manual or would like another copy, please request a copy from your supervisor or Human Resources. You are required to comply with all of LWG's rules and guidelines, as well as any applicable federal, state, and local laws regarding workplace safety. In addition, you must keep your work area organized and free of any potential hazards.

Failure to comply with the safety policies set forth in this Handbook and set forth in more detail in the Safety Manual may result in disciplinary action, including termination of employment. Employees are encouraged to report any unsafe work practices or safety hazards encountered on the job to management or Human Resources. All accidents or incidents (no matter how slight) are to be immediately reported, but no later than the end of business on the day in which the accident or incident occurs. Employees are required to immediately report any incidents or general health and safety concerns to both management and Human Resources.

Personal Protective Equipment (PPE)

LWG has established PPE guidelines in its Safety Manual to be followed when performing tasks in which hazards are present or are likely to be present. All Company employees, contractors, vendors performing work on Company property, and all other individuals visiting or having business with the Company are required to follow the PPE guidelines.

All employees are responsible for the enforcement of this program and for identifying hazards or potential hazards and communicating such concerns immediately to both management and Human Resources. Affected employees will wear all PPE specified to guard against any identified hazard. All employees must demonstrate an understanding of proper use of any PPE they are required to use prior to its use.

Work-Related Injuries & Return to Work

LWG is committed to a safe workplace and preventing work-related injuries or illness. The Company complies with all federal, state, and local workers' compensation laws that govern work-related injuries and illnesses. Additionally, the Company has developed a Workplace Injury Reporting Procedures and a Return-to-Work Policy to assist eligible Employees who are temporarily unable to return to regular duties because of an employment-related injury or illness.

Workplace Injury Reporting Procedures

- Employees must immediately report all work-related injuries to a supervisor.
 - If the injury is life-threatening and/or requires urgent attention, call 9-1-1 immediately and follow the dispatcher's instructions.
 - If the injury is not life-threatening and does not require urgent attention, the supervisor and the employee must immediately contact the EMC call-in nurse to report the injury and arrange to visit the medical facility listed on the Approved Medical Center List posted in each work location. Injured employees must take the Workers' Compensation Coverage Information form with them to the approved medical facility.
- If there seems to be a connection between the incident and the use of drugs or alcohol, the employee may be asked to provide a urine and breath sample as soon as possible following the accident. If possible, urine and breath tests will be performed in conjunction with the necessary medical treatment.
- The employee or supervisor must complete and sign a Workplace Injury Investigation form and submit the form

to Human Resources immediately after being notified of the injury.

- When medical treatment is sought, the employee must advise their supervisor that they are seeking treatment and obtain a Return-to-Work form. Regardless of the choice of physicians, the Return-to-Work form must be completed for each practitioner visit. LWG will not accept a general note stating only that the employee is required to be off work without an expected return date. The report must include an expected return-to-work date and work restrictions (if applicable) and be submitted to Human Resources as soon as possible following the appointment.

Return-to-Work

Temporary light-duty work is generally available to an employee for up to sixty (60) days (with a review of their progress every 30 days) while the employee is temporarily unable to work in their regular job capacity. Transitional or light-duty work is evaluated on a case-by-case basis. If light duty cannot be accommodated at the work location, the employee may be placed in an alternative outside work location as assigned by the worker's compensation carrier to fulfill their light-duty work.

If an employee is unable to return to their regular job but can perform transitional duty, they must return to transitional duty. Failure to do so may result in them not being eligible for full disability benefits under the worker's compensation program and may result in disqualification for certain employee benefits and, in some cases, be a basis for termination. Employees who are unable to work and whose absences LWG approves must keep their supervisor, and Human Resources informed on a weekly basis of their status. Failure to do so may reduce benefits available and discipline, including termination from employment. Employees may use accrued Paid Time Off (PTO) to supplement worker's compensation benefits. This process is coordinated through Human Resources.

If an employee is unable to return to their regular job or transitional duty, their absence may be approved under the Family and Medical Leave Act (FMLA) if the employee is eligible. For this purpose, the employee will need to complete the necessary FMLA Request paperwork and submit it to Human Resources. The employee must also have their medical practitioner complete both the Return-to-Work Evaluation form and Return to Work Request/Physician's Authorization Form.

Employees who are not eligible for leave under FMLA must return to light duty or regular work if possible. If they are unable to return to any available work, their job position may be filled after a reasonable time to the extent permitted by applicable law. When able to do so, the employee will be entitled to return to a suitable position, if available and consistent with any limitations. However, they must keep Human Resources regularly informed of their status and any changes in their condition.

Employees must provide a Return-to-Work form to Human Resources indicating they can return to full duty. Permanent restrictions will be evaluated on a case-by-case basis depending on the performance of essential job functions. No permanent light duty positions will be created. In all cases, employees are required to cooperate with the worker's compensation claims adjuster assigned to their case and provide accurate and complete information as soon as possible so that they may receive all benefits to which they are entitled. Any additional workplace injury and return to work inquiries should be directed to Human Resources.

Motor Vehicle Safety

Employees may be required to operate motor vehicles in the performance of their job duties. The purpose of this policy is to ensure the safety of those individuals who drive Company and customer vehicles and to provide guidance on the proper use of these motor vehicles. It is the driver's responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage. As such, the Company endorses all applicable state motor vehicle regulations relating to driver responsibility and requires each driver to drive in a safe, lawful, and courteous manner pursuant to the following rules.

Motor Vehicle Records

LWG reserves the right to regularly check the DMV records of all employees who drive as part of their job. Whenever an employee is driving on behalf of the Company, either in their own vehicle, any vehicle the organization owns, or any customer vehicle, the following expectations and rules apply:

- The Company may request a motor vehicle report. Management reserves the right to use its discretion in determining an unsatisfactory report and may be cause for disciplinary action, up to and including termination.
- Employees who are required to drive a Company or customer vehicle on Company business or drive as part of their job duties will be required to show proof of a current, unrestricted, valid driver's license. Any employee who has a driver's license revoked, suspended, restricted, or expired is prohibited from operating a motor vehicle and shall immediately notify their immediate supervisor.
- LWG retains the right to transfer to an alternative position, suspend, or terminate the employment of an employee whose license is revoked or who is uninsurable under LWG's automotive insurance policy.
- Employees are required to notify LWG immediately if they no longer possess a valid, unrestricted driver's license.

Insurance Requirements

Employees who use their personal vehicles for Company business are required to carry adequate limits of liability, with a suggested minimum of \$100,000 for property damage and \$300,000 for bodily injury.

Traffic Violations

LWG requires its employees to obey all traffic laws. LWG is not responsible for any traffic violations or parking tickets acquired by violation of any ordinance or law regarding driving and operation of a motor vehicle. Any ticket issued is the employee's responsibility. Tickets billed to the Company may be deducted from the employee's wages or final paycheck when permitted by applicable law.

Refueling Guidelines

For your safety when operating a vehicle, follow these guidelines:

- Turn off the vehicle's engine while refueling.
- Never smoke, light matches, or use lighters while refueling.
- Do not get into the vehicle during refueling, as this presents a flash fire hazard.
- Do not overfill or top off the vehicle's fuel tank. The fuel dispenser shuts off automatically when the tank is full.
- Never force the hold-open latch on the gasoline pump with any means other than the latch provided.

Authorized Use of Company Vehicles

The use of Company vehicles is restricted to authorized personnel only. Only the assigned driver of a Company vehicle is authorized to drive and operate the vehicle.

Distracted or Impaired Driving

LWG is committed to employee safety, and for this reason, it firmly prohibits all behavior that distracts or impairs employees while operating a Company vehicle. No employee shall drive a Company vehicle or customer vehicle during their job duties when their ability to do so safely has been impaired by illness, fatigue, injury, prescription medication, or drugs or alcohol. LWG may conduct mandatory random drug and alcohol testing. Driving under the influence of alcohol or other illegal substances is grounds for termination.

Accident Reporting Procedures

All accidents in Company or customer vehicles, regardless of severity, must be reported to the police, the employee's supervisor, and Human Resources by completing the following accident reporting procedure:

- Call for medical aid if necessary.
- Call the police. All accidents, regardless of severity, must be reported to the police. Do not discuss the accident with anyone at the scene except the police. Do not argue with anyone. Do not accept any responsibility for the accident.
- Record names and addresses of the driver, witnesses, and occupants of the other vehicles, if any, and any medical personnel who may arrive at the scene.
- Provide the other party, if any, with your name, address, driver's license number, and insurance information.
- Complete the Motor Vehicle Accident Reporting form and return it to Human Resources as soon as possible, but no later than 24 hours following the accident. Pertinent information to obtain includes license number of other drivers; insurance company names and policy numbers of other vehicles; make, model, and year of other vehicles; date and time of the accident; and overall road and weather conditions; and
- There will be a formal accident review conducted on each accident. Based on the findings of the review, an employee may be subject to disciplinary action, including termination of employment.

Employees may be responsible for reimbursing LWG for damages caused during an accident, to the extent permitted by applicable law. Where permitted by applicable law, the payment for such damages may be deducted from their wages and/or final paycheck.

Disciplinary Action

Violations of this policy and/or failure to cooperate with an investigation may result in disciplinary action, including termination of employment.

EMPLOYMENT COMPENSATION AND BENEFITS

LWG recognizes the value of benefits to employees and their families. The Company supports employees by offering a comprehensive and competitive benefits program. These programs offer employees a unique opportunity to grow both personally and professionally, prepare for their future, care for their health, and more. Please refer to each

specific program and plan document for more details about the various benefits offered by LWG. These documents can be found in Dayforce or by contacting Human Resources.

Medical, Dental, and Vision Insurance

The Company offers group health, dental and vision plans for eligible employees. For more information, refer to the Company's benefits booklet in Dayforce or by request from Human Resources for complete benefit details and pricing.

Employee Assistance Program (EAP)

Employee Assistance Program services are available to all employees enrolled in a Company-sponsored health plan. These services are meant to offer additional support to employees, including but not limited to financial counseling, career counseling, resources to support health and emotional wellbeing, manage stress, and navigate various life experiences. For more information, refer to the Company's benefits booklet in Dayforce or by request from Human Resources.

Continuation of Medical Coverage (COBRA)

Under the provisions of the Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1986, employees covered under the Company's group health insurance plan(s) are entitled to continue their coverage if their employment with the Company ends. Under COBRA, the Company must offer each qualified beneficiary (the employee and any covered dependents) who would otherwise lose coverage under the plan due to a qualifying event an opportunity to continue their insurance coverage. A qualifying event is defined as the termination of employment, a reduction in the number of hours of employment, death of the covered employee, divorce or legal separation, a dependent child ceases to be dependent, eligibility of the covered employee for Medicare, or an employer's bankruptcy.

Worker's Compensation Insurance

Worker's compensation insurance provides compensation for medical expenses and wage losses to injured employees or those who become ill during their work duties with LWG. All employees of the Company, regardless of employment classification, are covered by workers' compensation insurance. An employee may be eligible for benefits under workers' compensation insurance, such as medical treatment and expenses, wage replacement, and rehabilitation services, if the employee is injured or becomes ill from a cause arising out of or in the course of his or her employment.

Employees who sustain work-related injuries or illnesses, regardless of who is at fault, should inform their supervisor or Human Resources immediately, or as soon as practicable under the situation. No matter how minor an on-the-job injury may appear, it is important that it be reported. If an employee fails to report an injury within four days, the employee may jeopardize his or her right to collect workers' compensation payments and health benefits. Please also refer to the Workplace Injury Reporting Procedures and the Return-to-Work Program.

The Company prohibits any type of retaliation against an employee for reporting a safety concern or a violation of this policy or for cooperating with a related investigation.

401(k) Retirement Program

The Company recognizes the importance of saving for retirement and offers eligible employees a 401(k) plan. Eligibility, vesting, and all other matters relating to these plans are explained in the plan detail documents that can be obtained from Human Resources or found in Dayforce at any time.

Bonus & Incentive Pay Programs

LWG offers a variety of bonus and incentive pay programs. These programs are handcrafted and designed to encourage and motivate both employees and the Company to achieve success together. Eligible employees will be notified of their opportunity to participate in such programs. Employees may discuss eligibility for these programs with their supervisors, Director of Operations, or Human Resources.

Future Leader Program

LWG strongly believes in equipping and elevating employees who show the highest level of work ethic, integrity, skill, and interest in growing as a professional within the Company. The future leader program has been created to prepare those who show interest and potential in being a future leader of LWG to take the next step in their career. Employees may discuss eligibility for this program with their supervisors, Director of Operations, or Human Resources.

Employee Purchases and Discounts

Employees are offered exclusive discounts on products and services as a benefit of employment with LWG after completing 30 days of consecutive employment. These benefits are provided exclusively for the benefit of the employee, and abuse or misuse of these benefits may result in disciplinary action, including termination of employment.

Personal Parts Purchases

Payment for parts purchased for personal use must be made directly between the employee and the parts vendor. Payroll deductions for parts purchased for personal use through a Company account are strictly prohibited.

Work Performed on Personal Vehicles

The Company provides benefits to employees who have work performed on their vehicle or a vehicle of an eligible family member at a Company-owned shop. Personal vehicles are defined as a vehicle owned by an employee or immediate family member living with the employee. Immediate family members are defined as the employee's current spouse, domestic partner, or child. Family members, immediate or otherwise, who do not actively share a residence with the employee are not eligible for discounted parts and services as covered in this policy.

Employee Discount Rates

- Labor Rate: \$40/hour
- Oil Changes:
 - Conventional Oil Change: \$15.00
 - High Mileage Oil Change: \$25.00
 - Full Synthetic Oil Change: \$35.00

Oil change rates include up to 5 quarts of bulk oil product and an in-stock standard (non-gold) Napa brand filter. Anything more than 5 quarts or any oil filters of a different brand is subject to an additional charge of parts/product cost plus 30%. Tires purchased directly through vendors who charge through the Trade Statement, including but not limited to NTW, US Auto Force, and more, are subject to a charge of parts and/or tire cost plus 12%. Invoices for work performed on personal vehicles must be closed, and payment in full finalized immediately upon completion. Shop supplies and disposal fees apply to all invoices. Failure to follow this policy may result in disciplinary action, up to and including termination of employment.

Store Manager Requirements

- Store Managers must open a ticket before any work is performed and before any vehicle is pulled in the shop;
- Store Managers must approve all employee purchases and be present while the work is performed; and
- Store Managers must finalize all employee purchases and process the teammate's payment prior to the vehicle leaving the facility. Releasing the vehicle before full payment and closure of the Repair Order (RO) is strictly prohibited.

Personal Shop Use Rules & Procedures

Employees are permitted to perform work on their personal vehicle under the following conditions:

- The employee is clocked out while performing work on a personal vehicle.
- The employee is ready and willing to immediately clock back in to perform work on customer vehicles upon the Store Manager's request.
- The employee has privately purchased all parts and products used on the personal vehicle. Use of shop inventory and/or charging parts or products to a company account with a vendor is strictly prohibited.
- The employee is liable for any damages incurred to Company property while performing work on a personal vehicle.
- A supervisor must approve all personal use of the shop.
- All personal use of the shop must be conducted during regular business hours. Personal access or use of the shop outside of regular business hours is strictly prohibited.

Failure to follow this policy may result in disciplinary action, up to and including termination of employment.

Professional Development

LWG aims to provide employees with professional development opportunities that increase their skills and enhance their contributions to the Company. An employee's work performance is vital to the success of LWG. Providing professional development to our employees is an investment in their career and the Company's future. Professional development reimbursements are available to full-time, regular employees who have successfully completed one consecutive year of employment with the Company.

Professional development can be obtained through attendance at seminars, educational course certifications, webinars, and degree programs that will assist the employee in performing their essential job functions and increasing the employee's contribution to the organization. Membership fees to professional organizations and subscriptions for scholarly journals, books, and computer-based resources are also included. Employees are responsible for seeking out the

courses and other training opportunities that will enhance their career development and are in line with the organization's mission. Employees interested in professional development must request permission from their immediate supervisor for review and approval to attend and to receive reimbursement for a desired training and/or resource. The request must include the applicable course of study, purpose, job relevance, cost, dates, times of coursework, and the institution's name or source of training.

Education & Training Reimbursement

Upon satisfactory completion of the training and/or coursework, the employee must provide documentation to support completion, successfully passing the training or course, and payment to Human Resources to receive reimbursement. Receipts for subscriptions, membership dues, or other similar expenses should be submitted in a timely manner.

The maximum reimbursement amount will be \$750 per calendar year. The amount does not roll into the next calendar year and is forfeited if not used. Eligible employees are entitled to five (5) working days of professional development per year, to be approved at the discretion of management and business needs.

For degree programs, the following criteria applies:

- Grade A = 100% reimbursement
- Grade B = 75% reimbursement
- Any grade less than a "C" is not eligible for reimbursement.
- A pass/fail course is 100% reimbursable if passed successfully.

Payback Requirements

Employees utilizing this policy will be required to sign an agreement that if the employee separates employment with the Company, for any reason, within one year from the date of the educational reimbursement, they will be required, to the extent permitted by applicable law, to pay back the full amount of applicable training and coursework reimbursed by the Company. Employees with additional questions about professional development reimbursements should contact Human Resources.

Holidays

Nonexempt hourly employees and commission employees who are classified as regular, full-time employees and who have worked for LWG for at least 90 consecutive days are eligible to receive holiday pay. Holiday pay is paid based on pay structure according to the rates set forth below. Holiday pay is not part of any overtime calculation. Eligible earnings for calculation purposes include regular, overtime, overtime premium, and commission earnings. Bonuses of any kind including but not limited to sales bonuses, spiffs, prior holiday or PTO are excluded from pay rate calculations.

Holiday Payment Rates

- **Hourly Employee:** Regular hourly rate multiplied by 8 hours.
- **Commission Based Employee:** A rolling 12-month average wage rate multiplied by 8 hours.

Conditions of Holiday Pay

The following conditions apply to LWG's holiday pay policy:

- Only employees scheduled to work on a recognized and observed Holiday will be eligible for Holiday pay.
- Holiday pay will not be considered as time worked for the purpose of overtime calculations. Only actual time worked will be considered.
- Holidays will not be paid to employees on any type of unpaid leave.
- Holidays falling within an approved scheduled vacation will be recorded as holiday pay.
- An employee must be present at work on their last scheduled shift prior to the holiday and the first scheduled shift after the holiday to receive holiday pay.

TIME AWAY FROM WORK

This Handbook describes the types of leave generally available to employees. However, the various states where LWG operates may have additional leave laws applicable to employees working in those states, including crime victim and domestic violence leave, volunteer emergency responder leave, and pregnancy disability leave. Employees who have questions about leave available under the laws of their state or who wish to take a specific type of leave available under the laws of their state should contact Human Resources.

Paid Time Off (PTO) Policies (Vacation/Sick)

Leeds West Groups recognizes the importance of time off for rest, relaxation, and other family or personal obligations. Therefore, employees may use paid time off (PTO) for any purpose, including but not limited to, vacation, illness, and personal appointments. To ensure employees can enjoy the benefits of time off, employees are encouraged to use all PTO accrued during each anniversary year.

PTO Use and Payment

PTO is paid based on the employee's pay structure according to the rates set forth below and is not part of any overtime calculation. Eligible earnings for calculation purposes include regular, overtime, overtime premium, and commission earnings. Bonuses of any kind including but not limited to sales bonuses, spiffs, prior holiday or PTO are excluded from pay rate calculations.

PTO Payment Rates

- **Hourly Employees:** Hourly rate multiplied by hours of PTO taken.
- **Salary Employees:** Salary rate multiplied by hours of PTO taken.
- **Commission Employee:** Rolling 12-month average multiplied by hours of PTO taken.

PTO can be used in four (4) hour increments, unless state or local law requires the use of a smaller increment. PTO accruals are available for use in the pay period following the pay period in which they are accrued. Employees are only eligible to use accrued PTO. The Company does not advance PTO, nor does it allow negative balances.

Accrual of PTO

Employees are eligible to begin accruing PTO immediately upon hire. Eligible employees may accrue up to a maximum number of PTO hours based on their years of consecutive service, as provided below. Once employees reach the maximum accrual amount per anniversary year, they will not accrue additional PTO. Accrued but unused PTO will automatically carry

over to the following anniversary year, up to a maximum carryover of 48 hours. Unused balances over the maximum eligible 48 hours do not carryover from one anniversary year to another.

- Upon hire, employees begin accruing 4.92 PTO hours per pay period, up to 64 hours per anniversary year. Additionally, employees can carry over up to a maximum of 48 hours of accrued but unused PTO per anniversary year.
- For employees with more than 2 consecutive years of service, employees accrue 6.15 PTO hours per pay period, up to 80 hours per anniversary year. Additionally, employees can carry over up to a maximum of 48 hours of accrued but unused PTO per anniversary year.
- For employees with more than 5 consecutive years of service, employees accrue 12.30 PTO hours per pay period, up to 120 hours per anniversary year. Additionally, employees can carry over up to a maximum of 48 hours of accrued but unused PTO per anniversary year.

Salaried employees accrue PTO based on the assumption that they work at least 40 hours per week. If a salaried employee's normal workweek consists of fewer than 40 hours, the employee may accrue PTO based on the number of hours that comprise the employee's normal workweek.

No Accrual of PTO During Certain Absences

Employees may not accrue PTO during leaves of absence or other periods of inactive service unless PTO accrual is required by applicable federal, state, or local law.

PTO Requests

All time off requests, paid or unpaid, must be completed through Dayforce. When the need for PTO is foreseeable, employees should provide advance notification of at least ten days and make reasonable efforts to schedule leave so as to not be unduly disruptive to the Company's operations. If the need for PTO is not foreseeable, employees should provide notice as soon as practicable and with as much notice as possible. All time off requests must be approved by a supervisor. Approval is at the discretion of current schedules, other PTO requests, and business needs. Based on the needs of the business and as permitted by applicable law, blackout days may be imposed as necessary at management's discretion. When using PTO for vacation or personal time, employees are encouraged to take PTO in increments of full 8-hour workdays.

PTO Cash Out

Automotive Technicians are the only eligible position to cash out PTO upon their work anniversary. Automotive Technicians may cash out up to 40 hours of accrued, available, but unused PTO per anniversary year. Cash out requests require the completion of the PTO Cash Out Request form in Dayforce at least 21 days before their employment anniversary and approval from the direct supervisor. Upon verification of the employee's accrued but unused balance, the requested PTO cash out will be reflected on the employee's last regularly scheduled paycheck before their employment anniversary date. Any remaining accrued but unused PTO balances after cash-out will automatically roll-over at the employee's anniversary date.

PTO Payment upon Termination

Employees are not eligible to receive a payout of accrued and unused PTO upon termination, voluntary or involuntary, unless otherwise required by state law. In accordance with Colorado, Illinois, New Mexico, and Nebraska employment laws, all unused accrued PTO will be paid out on the Employee's final paycheck regardless of the reason for termination of employment.

Bereavement Leave

All LWG employees will be allowed up to seven consecutive calendar days of unpaid bereavement leave to arrange and attend the funeral of an immediate family member. If an employee leaves work early on the day they are notified of the death, that day will not count as bereavement leave. Employees may request to use any accrued paid time off (PTO) during bereavement leave. For purposes of this policy, an immediate family member is defined as an employee's spouse, domestic partner, parent, stepparent, sibling, stepsibling, child, stepchild, current parent-in-law, grandparent, current grandparent in-law, and grandchild. LWG may require verification of the need for the leave.

All employees will be allowed up to four (4) hours of unpaid bereavement leave to attend the funeral of a person other than an immediate family member, provided such absence from work will not cause undue hardship to the normal operation in the workplace.

Eligible employees in Illinois, according to state law, may take up to 10 workdays of unpaid leave to: (1) attend the funeral or alternative to a funeral of a child; (2) make arrangements necessitated by the death of a child; and (3) grieve the death of a child.

Jury and Witness Duty

Upon receiving notification from the state or federal courts of an obligation to serve on a jury or to act as a court witness, the employee should notify their supervisor. The employee must provide copies of the subpoena or jury summons to their supervisor and Human Resources. LWG complies with all federal, state, and local laws concerning jury and witness duty and any pay related to such leave. In states where pay for such leave is not required, an employee may choose to use their accrued Paid Time Off (PTO) for such instances.

The supervisor may verify the notification by contacting the office issuing the summons or subpoena and make scheduling adjustments to accommodate the employee's obligation. The supervisor will also provide court documentation to the payroll department for processing. Employees appearing in their own case as a plaintiff or defendant or for a non-subpoenaed court appearance will not receive pay unless they choose to use their accrued Paid Time Off (PTO) for such instances.

Leave for Voting/Election Service

LWG will grant eligible employees time off to vote in accordance with federal, state, and local laws concerning voting leave. All employees should vote either before or after regularly assigned work hours. However, when this is not possible due to work schedules, managers are authorized, in accordance with federal, state, and local laws concerning voting leave, to grant a reasonable period during the workday to vote. Time off to vote should be recorded appropriately for timekeeping purposes.

LWG will additionally grant eligible employees time off for periods of service as an election official in accordance with federal, state, and local laws concerning voting leave. Employees who are chosen to serve as election officials at polling sites will be permitted to take the required time off to serve in this capacity. Employees who are selected to act as election officials must notify their manager a minimum of seven days in advance of their need for time off to accommodate the necessary rescheduling of work periods. Employees must report time engaged as an election official and code this time accordingly on timekeeping records.

In states where pay for such leave is not required, an employee may choose to use their accrued Paid Time Off (PTO) for such instances.

Family and Medical Leave Act (FMLA)

Eligible employees may request a leave of absence under the Family and Medical Leave Act (“FMLA”) subject to the terms and conditions described below.

Eligibility

Eligible employees are those whom the Company has employed for at least twelve months (not necessarily consecutive) and have worked at least 1,250 hours during the 12 months immediately prior to the requested leave of absence.

Employee Request for and Notice of Leave.

Employees must provide sufficient information so the Company can determine whether the request for time off is qualifying, as well as the timing and duration of the leave. When the need for family and medical leave is foreseeable, such as due to a planned medical procedure, an employee must notify the Company of the need for the leave at least 30 days before the leave begins. If 30 days’ advance notice is not practicable because the employee just learned of the need for leave or a change in circumstances or a medical emergency has occurred, then the employee must request the leave as soon as practicable (generally the same day or the day following the day the employee learned of the need for leave).

When the need for leave arises suddenly, the employee must notify his or her supervisor or Human Resources as soon as possible either before leaving work or not later than the start of the employee’s next regular workday. The employee must follow the Company’s standard call-in procedures for unscheduled absences. The employee must inform the Company when taking time off for a reason for which family and medical leave was previously taken or certified. Failure to comply with the request and notice procedures may delay the start of a leave.

Purposes

A family and medical leave may be taken by an eligible employee for the following reasons:

- The birth of an employee’s child or the placement of a son or daughter with the employee for foster care or adoption, so long as the leave is completed within twelve months of the birth or placement of the son or daughter;
- To care for the employee’s spouse, son, daughter, or parent with a “**serious health condition**;

- Due to the “**serious health condition**” of the employee that renders the employee unable to work or in need of medical treatment;
- Because of any **qualifying exigency** arising out of the fact that the employee's spouse, son, daughter, or parent is a **military member** who is on **covered active duty** or has been notified of an impending call or order to **covered active duty** in the Armed Forces of the United States; or
- To care for a **covered service member** (who is the employee's spouse, son, daughter, parent or next of kin) with a **serious illness or injury** (“military caregiver leave”).

Definitions

The terms used in this FMLA policy, including the bolded terms above, are defined in the FMLA, as amended, and applicable regulations.

A “**serious health condition**” includes 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 qualified family members from participating in school or other daily activities.

A “**covered service member**” means (A) a current member of the Armed Forces (including National Guard or Reserves) of the United States who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness, or (B) a covered Veteran who is undergoing medical treatment, recuperation or therapy, for a serious injury or illness.

“**Covered active duty**” means (A) in the case of a member of the Regular Armed Forces of the United States, duty during the deployment of the member with the Armed Forces to a foreign country; and (B) in the case of a member of the Reserve components of the Armed Forces of the United States, duty during the deployment of the member with the Armed Forces to a foreign country under a federal call or order to active duty in support of a contingency operation, as provided by law.

A “**military member**” for purposes of qualifying exigency leave is an employee’s spouse, son, daughter, or parent serving in the Regular Armed Forces, the National Guard or the Reserves.

A “**serious injury or illness**” means **in the case of a member of the Armed Forces of the United States** (including a member of the National Guard or Reserves), an injury or illness incurred by the member in the line of duty while on active duty in the United States Armed Forces (or that existed before the beginning of the service member’s active duty and was aggravated by service in the line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member’s office, grade, rank or rating.

A “**serious injury or illness**” means **in the case of a covered veteran**, a qualifying injury or illness that was incurred by the service member in the line of duty on active duty in the Armed Forces, or that existed before the beginning of the service member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces, and that manifested itself before or after the service member became a veteran.

A “**qualifying exigency**” includes the need for an employee to take time off work to address issues related to short-notice deployment, make arrangements for alternative child care, attend certain school activities, handle certain financial or legal arrangements, attend certain counseling sessions, attend military ceremonies or informational briefings, to spend short periods of time for rest and recuperation during the period of deployment, or participate in certain post-deployment activities or parental care leave.

The “**designated twelve-month period**” is the rolling twelve-month period measured backward from the date an employee uses any family and medical leave. During this period, eligible employees may use up to 12 workweeks of family and medical leave.

The “**single twelve-month period**” is the 12-month period that begins on the first date the employee uses any military caregiver leave. During this period, eligible employees may use up to 26 workweeks of military caregiver leave. The 26 weeks is applied per covered service member, per injury. This means that an employee may not take 26 weeks of leave in different 12-month periods to care for the same service member suffering from the same injury. Rather, a subsequent leave must concern the care of a different service member or the same service member with a different injury.

A “**son or daughter**” is a biological, adopted or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is (A) under 18 years of age, or (B) 18 years of age or older and incapable of self-care because of a mental or physical disability. Either day-to-day care or financial support may establish an in loco parentis relationship where the employee intends to assume responsibilities of a parent with regards to a child.

A “**spouse**” is the person to whom an individual is married as defined or recognized under the law of the state in which the parties married. It includes civil unions or domestic partnerships.

“**Covered Veteran**” means a person who was a member of the Armed Forces of the United States (including a member of the National Guard or Reserves) and who was discharged or released from such service under conditions other than dishonorable at any time during the 5-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran.

Duration

Family and medical leave may be taken for up to 12 workweeks during the **designated twelve-month period** (as defined above) for the birth of an employee’s son or daughter; the placement of a son or daughter with the employee for foster care or adoption; to care for an employee’s spouse, son, daughter, or parent with a serious health condition; due to the employee’s serious health condition; or because of a qualifying exigency. Military caregiver leave may be taken for up to twenty-six workweeks in a **single twelve-month period** (as defined above). All time off that qualifies as family and medical leave will be counted against the employee's federal and, if applicable, state family and medical leave entitlement to the fullest extent permitted by law.

Use of Leave

Family and medical leave should be used as needed but must be used in minimum increments of at least one hour. Intermittent or reduced-schedule leave is available, if medically necessary. Employees must make a reasonable effort to schedule planned medical treatments so as not to unduly disrupt business operations. For planned absences that are

intermittent or on a reduced schedule, the Company may require the employee to temporarily transfer to an alternative position for which the employee is qualified, with equivalent pay and benefits, that better accommodates the recurring periods of leave than the employee's regular position. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Medical Certification

When leave is requested for the employee's or a family member's serious health condition, the employee must submit a medical certification from the health care provider of the patient that establishes the employee qualifies for family and medical leave. Human Resources will provide the appropriate certification form. A complete and sufficient certification must be provided as soon as is reasonably practical, and not later than the date leave begins or within fifteen days of the Company's request, whichever is later.

When the leave is requested because of the employee's own serious health condition, the certification must include: (1) the date the serious health condition commenced, (2) the probable duration of the serious health condition, (3) information sufficient to establish that the employee has a serious health condition, and (4) information sufficient to establish the employee cannot perform the essential functions of the employee's job as well as the nature of any other work restrictions and the likely duration of such inability. The employee must provide the required medical certification to the Company in a timely manner to avoid a delay or denial of leave.

The Company asks that employees not provide any genetic information when responding to a request for medical information for purposes of leaves of absence or otherwise. "Genetic information" includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services. If you have any questions about the information to be provided, please contact Human Resources.

If the Company has reason to doubt the validity of the first medical certification, it may require at its expense that the employee get a second opinion from a healthcare provider chosen or approved by the Company. If the opinions of the healthcare providers for the first and second certifications differ, the Company may require the employee to obtain a certification from a third healthcare provider (approved jointly by the Company and the employee) at the Company's expense. The third certification shall be final and binding.

When leave is requested to care for a family member (either because the family member has a serious health condition or the employee requests a military caregiver leave), the certification must include: (1) information sufficient to establish that the family member has a serious health condition or serious injury or illness, and the date the condition began, (2) the probable duration of the condition, (3) information sufficient to establish the family member is in need of physical and/or psychological care, and (4) an estimate of the frequency and duration of the leave required to care for the family member.

The Company will notify the employee if the certification is incomplete or insufficient and provide the employee seven calendar days to correct the deficiency. The Company reserves the right to contact the health care provider to seek authentication or clarification of information in the certification, as needed, and may require recertification, as appropriate and as permitted by law.

Before returning to work at the conclusion of a leave due to the employee's own serious health condition, the employee is required to provide a certification from his or her health care provider regarding the employee's fitness for duty.

Certification of Qualifying Exigency

When leave occurs due to a qualifying exigency, the employee must submit a completed Certification of Qualifying Exigency for Military Family Leave to establish the employee's eligibility for this leave. Human Resources will provide the appropriate certification form. A complete and sufficient certification must be provided as soon as is reasonably practical, and within fifteen days of the Company's request.

Benefits

Family and medical leave is unpaid. However, unless prohibited by applicable law, an eligible employee must use any accrued PTO during the otherwise unpaid portions of family and medical leave to which he or she is otherwise entitled. Use of PTO will be subject to the terms and conditions of the PTO policy. PTO will not accrue during any unpaid portions of leave. Holidays that fall during any unpaid portions of leave will not be paid.

During a family and medical leave, group health benefits will be maintained for up to twelve workweeks (up to twenty-six workweeks for military caregiver leave) as if the employee were continuously employed. However, the employee must continue to pay the employee's share of premiums for the employee and any covered dependents, if any, during the leave. If the employee fails to return to work at the conclusion of the approved leave, the Company may recover its share of the premiums paid during the leave, unless the inability to return is due to circumstances beyond the employee's control or otherwise excused. An employee on an approved family and medical leave will not lose any benefits accrued before the leave began.

Reinstatement

Employees who return to work immediately after the end of an approved family and medical leave will normally be reinstated to the same or an equivalent position, and will receive pay and benefits equivalent to those the employee received prior to the leave. If the employee does not return to work on the first workday following the expiration of an approved family and medical leave, and has not been granted an extension of leave by the Company, the employee will be deemed to have resigned from employment. In certain circumstances, "key" employees may not be eligible for reinstatement following a family and medical leave. The Company will provide written notice to any "key" employee who is not eligible for reinstatement.

Employer Responsibilities

The Company shall inform employees requesting leave whether they are eligible under the FMLA. If they are, the Notice of Eligibility will specify any additional information required, as well as the employee's rights and responsibilities. If an employee is not eligible, the Company will provide a reason for the ineligibility. The Company will also inform eligible employees if leave will be designated as FMLA leave and the amount of leave that will be counted against the employee's leave entitlement. If the Company determines the leave is not protected by the FMLA, the Company will notify the employee.

No Retaliation

The Company will not interfere with, restrain, or deny the exercise of any right provided under the FMLA or equivalent state law. The Company will not discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for the person's involvement in any proceeding relating to the FMLA.

If you have any questions concerning the FMLA, or would like to submit a request for a family and medical leave of absence, please contact Human Resources or your supervisor.

Military Leave

In accordance with the Uniformed Services Employment and Reemployment Rights Act ("USERRA") and Colorado law, military leave is available to eligible employees who are members of, or enter, the Uniformed Services of the United States, including the National Guard and the Commissioned Corps of the Public Health Service, or the state military forces, or reserve components, and who participate in active or inactive duty or training. Time off is also permitted for the employee to undergo an examination to determine his or her fitness for duty in any of the military forces.

The Company will grant such leave in accordance with the applicable state and federal laws, provided all legal requirements are satisfied and the employee returns to work or applies for reemployment within the time prescribed by law. Except as required by federal, state, or local law, all military leave is unpaid. However, employees may use any or all of their accrued but unused PTO during their military service leave.

The employee must provide advance notice of the need for military leave whenever possible. The employee should give Human Resources as much advance notice as possible to allow the Company to make arrangements to cover his or her position.

Employees on military leave may be entitled to continue health insurance benefits, at the employee's expense, for up to twenty-four months.

Nothing in this policy requires the Company to reemploy individuals who are not eligible for reemployment under USERRA or other applicable law. If you would like to return to work and are eligible for reemployment, you must report to work on the first regularly scheduled workday that is at least eight hours after returning home from military service, if your service was for less than 31 days. If your service was between 31 and 180 days, you must apply for reemployment within 14 days following completion of military service. If your service was for more than 180 days, you must apply for reemployment within 90 days of completing military service.

To obtain further information about military leaves, or if you are unable to comply with this schedule due to injury or otherwise, please contact Human Resources.

Reasonable Accommodations under the ADA

LWG complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act (ADAAA), and all applicable state and local fair employment practices laws. Employees may be eligible for a reasonable accommodation, which may include a leave of absence among other potential accommodations, if the reasonable accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an

undue hardship to the Company. For a full explanation of your rights under the ADA, team members should contact Human Resources.

Personal Leave of Absence Policy

The Company may grant a personal leave of absence for a compelling personal reason that does not fall within another leave category. Employees who have completed at least one year of continuous service may submit a written request to Human Resources for a personal leave of absence, without pay, for a reasonable length of time. Written requests must state the reason for the leave and the beginning and end dates. Requests for personal leaves will be granted at the Company's sole discretion, based on the facts and circumstances surrounding each request.

The Company cannot guarantee reinstatement following a return from an unprotected personal leave of absence. The Company will make reasonable efforts to place the employee in a suitable vacancy if one exists. Such employees may be terminated or denied reinstatement if business necessity requires that the employee be replaced during the leave or if the employee is terminated or the position is eliminated due to a layoff, reorganization, or other intervening cause.

While on personal leave, employees with health insurance will be required to continue paying their share of premiums for medical coverage for the duration of the leave. Payments must be made by the first day of each month. With fifteen days' notice, the Company can cancel the coverage of employees who fail to make timely premium payments or elect to pay the premiums and recover them from the Employee upon return to work or upon termination, as permitted by law.

LEAVING THE COMPANY

It is the Company's policy to ensure that all employee terminations, regardless of type, are handled professionally with minimal disruption to the workplace. Nothing in this policy shall be interpreted to conflict with or to eliminate or modify in any way the employment-at-will status of LWG employees.

Voluntary Termination

Voluntary termination of employment occurs when an employee submits a written or verbal notice of resignation, including intent to retire, to their supervisor or Human Resources, or when an employee fails to return to work after an approved leave of absence or is absent from work for three (3) consecutively scheduled work shifts and fails to contact their supervisor (job abandonment).

Involuntary Termination

Involuntary termination of employment, including a layoff, is a management-initiated dismissal with or without cause, with or without prior corrective action or counseling.

Final Pay

An employee who voluntarily or involuntarily terminates employment with the Company will be paid through the last day of work in compliance with federal, state, and local laws. In cases of an employee's death, the final pay due to that employee will be paid to the deceased employee's estate or as otherwise required under federal, state, or local law. There may be amounts withheld from an employee's final paycheck as permitted by federal, state, or local law.

Health Insurance

Medical, dental, and vision insurance coverage terminates on the last day of the month the employee separates employment. An employee will be required to pay their share of insurance premiums through the end of the month via payroll deduction. Information about COBRA continuation coverage will be mailed to the employee's last known address upon termination.

Return of Property

Employees must return all company property at the time of termination, including but not limited to Company-provided uniforms, cellphones, keys, laptops, and other technical hardware, vehicles, key cards, and other property assigned to the employee by the Company. Employees are responsible for reimbursing the Company for any unreturned or damaged items. LWG may pursue criminal charges for failure to return company property in some circumstances.

Exit Interview

Human Resources may contact an employee who voluntarily resigns to schedule an exit interview on the employee's last day of work.

Eligibility for Rehire

Employees who leave LWG in good standing with proper, completed notice may be considered for rehire. Former employees must follow the standard application and hiring processes and must meet all minimum qualifications and requirements to be considered. Supervisors must obtain approval from Human Resources before rehiring a former employee.

A rehired former employee's previous seniority may be considered in calculating longevity, leave accruals, or other benefits if the rehire occurs within 180 days of the employee's prior termination date. A rehired former employee's previous seniority will not be considered in calculating longevity, leave accruals, or any other benefits if the employee's lapse of employment with the Company is greater than 180 days unless required by state or local law.

Employees who LWG involuntarily terminate for cause or resign in lieu of termination are ineligible for rehire. In addition, employees who resign without providing adequate, completed notice or who abandon their job will not be considered for rehire.

ACKNOWLEDGMENT OF RECEIPT OF HANDBOOK

I, _____ (employee name), acknowledge that I have received a copy of LWG'S company policies. I understand that I am responsible for reading all policies and for knowing and complying with the policies set forth during my employment with LWG.

I further understand, however, that the guidelines contained in the policies are guidelines only. I also understand that, except for LWG'S at-will employment policy, LWG may amend, interpret, modify, or withdraw any of its policies' provisions at any time in its sole discretion, with or without notice. Furthermore, I understand that, because LWG cannot anticipate every issue that may arise during my employment, I should consult Human Resources if I have any questions regarding any of LWG'S guidelines or procedures.

I understand that my relationship with LWG is "at-will," which means that my employment is for no definite period and may be terminated by me or by LWG at any time and for any reason, with or without cause or advance notice. I also understand that the Company may demote or discipline me or otherwise alter the terms of my employment at any time at its sole discretion, with or without cause or advance notice.

I understand that the at-will terms of this Acknowledgment may not be modified or superseded except by a written agreement signed by the Chief Executive Offer of LWG, that no other employee or representative of the Company has the authority to enter into any such agreement, and that any agreement to employ me for any specified period of time or that is otherwise inconsistent with the terms of this at-will Acknowledgment will be unenforceable unless in writing and signed by the Chief Executive Officer of LWG.

FOR COLORADO EMPLOYEES: I also acknowledge that, with this Handbook, I have received a copy of Colorado's current COMPS Order Poster in Appendix 1 of the Handbook, along with a copy of Colorado's current poster concerning the Healthy Family and Workplaces Act in Appendix 2 of the Handbook. I acknowledge that these posters may be periodically updated and that the most updated version of the posters will be posted in the workplace and can be obtained from HR.

Employee Signature

Date