



Operations Team Member Handbook Nationwide Edition

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Welcome to WhiteWater!

We are thrilled to have you on the team! At WhiteWater Express Car Wash (“WhiteWater”), we’re more than just an express car wash. We’re a dedicated team of professionals passionate about people. We are committed to delivering the highest quality express car wash experience at amazing value, exceeding customer expectations along the way. Every day, we strive to create the best experience for our customers, bringing joy to their day by caring for their vehicle as if it were our own.

Our success stands on the core pillars of our business: **Respect** and **Communication**. We believe in treating every team member, customer, and community partner with respect and fostering a workplace where everyone feels valued. We also embrace open, honest, and timely communication—because great teamwork starts with listening, understanding, and collaborating.

This handbook has been prepared to provide you with a better understanding of what to expect while working here and what we expect of you. Our Team Members are our most valuable asset, and we only employ the best in the service industry to uphold WhiteWater’s values and standards. We want to help make a difference in the lives of others and our community. This is who we are at our core, and we strive to create a culture of giving and serving as we work and grow together.

Thank you for joining the WhiteWater Express team. Together—with **respect**, **communication**, and a passion for excellence—we will create the ultimate car wash experience.

Sincerely,
WhiteWater Express Car Wash

Introduction

This Team Member Handbook is designed to reference the policies and practices of WhiteWater ("Company") and is not intended nor written to be all-inclusive. This handbook is not a contract of employment, nor is it to be construed in any way whatsoever as creating legal obligations. Items discussed within may change from time to time, and we will do our best to inform you if a situation requiring a change to the handbook occurs.

WhiteWater reserves the right to establish and interpret policies for any occurrence either contained or not contained within this handbook. We further reserve the right to change our policies, or to vary their application in particular cases, as we deem appropriate.

This handbook replaces all prior handbooks, written documents (except for authorized employment agreements), or oral or implied representations that might otherwise contradict the at-will nature of your employment. Additionally, any particular benefit contained in this handbook or any applicable state handbook supplement that provides more protections or better benefits to the Team Member will apply. However, there shall be no pyramiding of benefits.

About the Handbook

This handbook is designed to be a tool for you to better understand our policies, practices, and procedures to help you be successful at WhiteWater.

We have written the handbook with the intention of making it easy to understand. Hopefully, this handbook will be an informative and beneficial resource. If you have specific questions about any part of the handbook or company policy, please reach out to the Human Resources Department.

Vision

To make a difference in our communities, environment, and the lives of our customers and Team Members through the most innovative express car wash experience.

Commitment

To use our beliefs, values, and standards to create the ultimate car wash experience.

Mission

To deliver the highest quality car wash experience at an amazing value, while continuously exceeding our customer's expectations.

Promise

- Provide safe, clean, modern, and environmentally friendly locations.

- Continuously improve and search for innovative technologies.
- Our most valuable asset is our Team Members.
- Without loyal, repeat customers nothing else matters.
- Never compromise honesty and personal integrity.
- Ensure the growth and profitability of our business through customer retention and improving the customer experience.
- Provide exceptional customer service.
- Help each other grow, personally and professionally.
- Provide a fun and exciting way to wash your vehicle.
- Uphold and exemplify our company pillars of respect and communication.

Important Policies

Employment Status Statement

WhiteWater does not offer tenured or guaranteed employment. Your role with us is "at-will" and may be terminated at any time by us or by you with or without cause and with or without notice. WhiteWater has the right to hire, transfer, promote, demote, reclassify, discipline, layoff, terminate, or change any term or condition of employment (except for at-will employment itself) at any time with or without cause or advance notice.

Exceptions may only be made in writing and signed by the CEO and COO. However, no representative of the company other than the CEO and COO has the authority to enter into any agreement contrary to the foregoing. Any employment agreement entered by a Team Member and the Company must be evidenced in writing and signed by the CEO and COO.

Background Check Policy

To the fullest extent permitted by applicable law, all offers of employment and promotion at WhiteWater are contingent upon successful completion of a thorough background check. Background checks will be conducted once a conditional offer of employment has been made, including for all promotional opportunities, in compliance with applicable law.

Factors Influencing Employment Decisions

In compliance with applicable law, WhiteWater may, in its sole discretion, deny, revoke or rescind any offer of employment, terminate the employment of a current Team Member or withhold a promotional opportunity based upon the information contained in any criminal history/background check/report. Additionally, WhiteWater may, in its sole discretion, deny, revoke or rescind any offer of employment, terminate the employment of a current Team Member or withhold a promotional opportunity based upon any discovery that any information provided by an applicant or candidate was false, misleading or fraudulent, or an applicant or candidate intentionally or willfully withheld or concealed material information. This measure is essential to safeguarding WhiteWater's Team Members, guests, customers, patrons and the general public, and to providing and ensuring a safe workplace for all and upholding its integrity.

When reviewing background check/report/criminal history information, we will carefully consider the timing of incidents, candidate explanations, and relevant details. This analysis helps us make informed hiring and employment decisions. It is crucial to note that if the background check/report/criminal history information uncovers serious criminal activities that would typically disqualify a candidate, WhiteWater reserves the right to terminate any Team Member's employment with the Company.

WhiteWater reserves the right to modify this policy at any time without notice, and in full compliance with federal, state and local laws.

Equal Employment Opportunity

We prohibit discrimination and harassment in employment based on real or perceived race, sex, color, religion, creed, transgender status, gender identity, sexual orientation, pregnancy, marital or parental status, national origin, citizenship status, age, genetic information, military or veteran status, disability, physical or mental handicap, ancestry, unfavorable military discharge, orders of protection or any other classification protected by applicable federal, state, or municipal law.

Discrimination and harassment undermine the integrity of the employment relationship, compromise equal employment opportunity, and significantly interfere with the effective accomplishment of our goals. Our policy against discrimination and harassment applies to all employment practices, including recruitment, selection, hiring, promotions, detail assignments, transfers, terminations, career development and training, performance evaluations, awards, compensation, benefits, and working conditions. This policy applies to all persons involved in the operation. In addition, it prohibits discrimination, including temporary Team Members, supervisors, managers, co-workers, vendors, customers, independent contractors, volunteers, interns, and any other persons.

Per federal and local wage rules, we will not terminate or in any other manner discriminate against Team Members or applicants because they have inquired about, discussed, or disclosed their pay or the pay of another Team Member or applicant. However, Team Members who have access to the compensation information of other Team Members or applicants as a part of their essential job functions shall not disclose the pay of other Team Members or applicants to individuals who do not otherwise have access to compensation information unless the disclosure is: (a) in response to a formal complaint or charge; (b) in furtherance of an investigation, proceeding, hearing or action, including an investigation conducted by the company; or (c) consistent with the company's legal duty to furnish information.

Every leader is responsible for ensuring that the spirit and intent of our collective goals are achieved. Team Members share the responsibility of treating co-workers and all other individuals with dignity and respect in conformity with this policy as well as WhiteWater's Anti-Discrimination & Anti-Harassment policy so that we may all achieve these very important goals.

Anti-Discrimination/Anti-Harassment

At WhiteWater we treat each other with respect and dignity. We take good faith allegations of harassment & discrimination seriously.

WhiteWater is committed to a workplace free of discrimination and harassment based on real or perceived sex, color, religion, creed, transgender status, gender identity, sexual orientation, pregnancy, marital or parental status, national origin, citizenship status, age, genetic information, military or veteran status, disability, physical or mental handicap, ancestry, unfavorable military discharge, orders of protection or any other protected class recognized by applicable local, state or federal law.

Our policy against discrimination applies to all employment decisions, including recruitment, selection, hiring, promotions, detail assignments, transfers, terminations, career development and training, performance evaluations, awards, compensation, benefits, and working conditions.

Additionally, offensive or harassing behavior will not be tolerated by or against any Team Member. This policy covers vendors, customers, or others who enter our workplace and all Team Members. Offensive conduct or harassment based on sex, color, religion, creed, transgender status, gender identity, sexual orientation, pregnancy, marital or parental status, national origin, citizenship status, age, genetic information, military or veteran status, disability, physical or mental handicap, ancestry, unfavorable military discharge, orders of protection, or any protected status is prohibited. This may include but is not limited to:

- Offensive physical actions, written or spoken, and graphic communication (for example, obscene hand or finger gestures, sexually explicit drawings, racial jokes or age-related comments).
- Any type of physical contact when the action is unwelcome by the recipient (for example, brushing up against someone in an offensive manner).
- Slurs, jokes, posters, cartoons, and gestures that are offensive. Harassment is considered a form of Team Member misconduct. Disciplinary action, up to and including termination of employment, will be taken against any Team Member engaging in this type of behavior. Anyone who has knowledge of such behavior yet takes no action to end it is also subject to disciplinary action, up to and including termination of employment.

Sexual Harassment

Sexual harassment is any unwanted sexual conduct of a persistent or offensive nature made by a person who knows or reasonably should know that such attention is unwanted. Sexual harassment includes conduct of a sexual nature that is sufficiently pervasive or severe to unreasonably interfere with a Team Member's performance or create an intimidating, hostile, or offensive working environment.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
3. Such conduct has the purpose or effect of unreasonable interference with an individual's work performance or creating an intimidating, hostile or offensive working environment.

While sexual harassment encompasses a wide range of conduct, some examples of expressly prohibited conduct include, but are not limited to:

- Promising, directly or indirectly, a Team Member a reward if the Team Member complies with a sexually oriented request.
- Threatening, directly or indirectly, to retaliate against a Team Member if the Team Member refuses to comply with a sexually oriented request.
- Denying, directly or indirectly, a Team Member an employment-related opportunity if the Team Member refuses to comply with a sexually oriented request.
- Engaging in sexually suggestive physical contact or touching another Team Member in an unwelcome way.
- Displaying, storing, or transmitting pornographic or sexually oriented materials using our equipment or facilities; Engaging in indecent exposure; or making sexual or romantic advances toward a Team Member or persisting despite the Team Member's rejection of the advances.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents on its own would not be harassing.

Harassment applies to the conduct of a supervisor toward a subordinate, a Team Member toward another Team Member, a non-Team Member toward a Team Member, a Team Member toward an applicant for employment, or a Team Member toward a third party or independent contractor. Harassment can apply to conduct outside the workplace as well as on the work site. Everyone is prohibited from harassing others, whether or not the incidents occur on our premises or during working hours.

Additionally, consensual sexual or romantic relationships between Team Members are deemed unwise and are strongly discouraged. Consensual romantic or sexual relationships must be disclosed to Human Resources immediately by those directly involved to ensure the relationship is truly voluntary and does not impact the work environment for anyone. Failure to properly notify Human Resources may result in disciplinary action, up to and including termination of employment.

Consensual sexual or romantic relationships between Team Members in a direct or indirect reporting relationship are strictly prohibited. These relationships create potential conflicts of interest and are considered inappropriate, particularly when one Team Member has supervisory authority over the other.

Reporting Discrimination or Harassment

Anyone who believes they have been the subject of sexual harassment or has knowledge of an alleged act must report the alleged act immediately to a supervisor or Human Resources. When reporting to HR, **Team Members should report any alleged or perceived harassment by emailing HR@whitewatercw.com or calling the HR helpline at 844-715-1250.**

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise Human Resources (regardless of reporting relationships) so it can be investigated in a timely manner.

A prompt investigation of the circumstances will be made with reasonable efforts taken to keep the investigation confidential. All inquiries, complaints, and investigations are treated confidentially. Information is revealed strictly on a need-to-know basis. All complaints will remain as confidential as possible. Complaints made in good faith will not be held against a Team Member.

Substantiated acts of harassment will be met with appropriate disciplinary action by the Company up to and including termination of employment. All information regarding any specific incident will be kept confidential within the necessary boundaries of the fact-finding process. No reprisal or retaliation against the Team Member reporting the allegation of harassment will be tolerated.

Retaliation

WhiteWater strictly prohibits retaliation. Any Team Member who, in good faith, reports an alleged incident of harassment or discrimination will under no circumstances be subject to reprisal or retaliation of any kind. If you believe you have been retaliated against for a good faith report of discrimination or harassment, or otherwise participating in any such matter, you must immediately report it to Human Resources. Any report of retaliatory conduct will be immediately, objectively, and thoroughly investigated. If a complaint of retaliation is substantiated, appropriate disciplinary action, up to and including termination of employment, will be taken. Team Members should report any alleged retaliation by emailing HR@whitewatercw.com or calling the HR helpline at 844-715-1250.

Immigration Reform and Control Act (IRCA)

The Immigration Reform and Control Act of 1986 requires all employers to hire only U.S. citizens and aliens lawfully authorized to work in the United States and to maintain documentation indicating compliance. The Company complies with federal and state law related to immigration compliance. In compliance with IRCA, each new Team Member, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility within three days of his or her starting date. Former Team Members who are rehired must also complete the form if (1) they have not completed an I-9 form with the Company within the past three years; or (2) their previous I-9 is no longer retained or valid. The Company may also be required to re-verify a Team Member's work authorization status if such work authorization is expiring, in compliance with applicable law.

WhiteWater participates in the E-Verify program.

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) helps to ensure equal opportunity in employment for qualified persons with disabilities. All company employment practices and activities are conducted on a nondiscriminatory basis. We are committed to complying fully with the ADA and all federal or state laws concerning the employment of persons with disabilities.

It is the Company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment.

The Company will reasonably accommodate qualified individuals with a temporary or long-term disability so that they can perform the essential functions of a job. An individual who can be reasonably accommodated for a job, without undue hardship, will be given the same consideration for that position as any other applicant.

All Team Members are required to comply with safety standards. Applicants who pose a direct threat to the health or safety of themselves or other individuals in the workplace, whose threat cannot be reduced to a level that eliminates the direct threat through reasonable accommodation, will not be allowed to actively work and may not be hired. Current Team Members who pose a direct threat to the health or safety of themselves or other individuals in the workplace will be placed on appropriate leave until an organizational decision has been made in regard to the Team Member's immediate employment situation. Reasonable accommodations will be reviewed to determine what, if anything, can be done to continue the employment relationship.

All employment decisions are based on the unique circumstances of the particular situation at issue.

The Human Resources Department is responsible for implementing this policy, including resolution of reasonable accommodation, safety, and undue hardship issues. Individuals who believe that they have a disability or would like to request a reasonable accommodation must contact the Human Resources Department.

Pregnancy Policies and Procedures

Federal law and applicable state law require employers to reasonably accommodate qualified individuals experiencing pregnancy, childbirth, or medical or common conditions related to current, past, or potential pregnancy and make a request for a reasonable accommodation. It is the policy of the Company to comply with all Federal and state laws concerning the employment of individuals experiencing pregnancy, childbirth, or medical or common conditions related to current, past, or potential pregnancy.

It is the Company's policy not to discriminate against qualified individuals who are pregnant or experiencing conditions related to current, past, or potential pregnancy in regard to

application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment.

The Company will reasonably accommodate qualified individuals who are pregnant or experiencing conditions related to current, past, or potential pregnancy so that they can perform the essential functions of a job at present, in the near future, or after leave. The Company will not require Team Members who are pregnant to accept an accommodation if the applicant or Team Member did not request an accommodation.

The Company also will not require a Team Member who is pregnant to take leave when another reasonable accommodation is available. When a Team Member who is pregnant does take leave, the Company will attempt to reinstate the Team Member to her original job or an equivalent position. The Team Member should provide reasonable notice to the Company of her intent to return to work.

An individual who can be reasonably accommodated for a job, without undue hardship, will be given the same consideration for that position as any other applicant.

All Team Members are required to comply with safety standards. Applicants who pose a direct threat to the health or safety of themselves or other individuals in the workplace, whose threat cannot be reduced to a level that eliminates the direct threat through reasonable accommodation, will not be allowed to actively work and may not be hired. Current Team Members who pose a direct threat to the health or safety of themselves or other individuals in the workplace will be placed on appropriate leave until an organizational decision has been made in regard to the Team Member's immediate employment situation. Reasonable accommodations will be reviewed to determine what, if anything, can be done to continue the employment relationship.

The Company cannot and will not discriminate against a Team Member because of pregnancy or retaliate against a Team Member due to the request for a reasonable accommodation or unnecessarily delay providing a reasonable accommodation to a Team Member who communicates the need for an accommodation to the Company. The Company prohibits any retaliation, harassment or adverse action due to an individual's request for an accommodation under this policy or for reporting or participating in an investigation of unlawful discrimination under this policy.

The Human Resources Department is responsible for implementing this policy, including resolution of reasonable accommodation, safety, and undue hardship issues. Individuals who are pregnant or experiencing medical conditions related to current, past, or potential pregnancy and would like to request a reasonable accommodation because of pregnancy or related medical conditions should contact the VP of Human Resources.

Equal Pay Compliance Policy

As previously explained, WhiteWater is an equal opportunity employer. We are committed to providing equal pay for equal work in compliance with all applicable federal, state and local laws. WhiteWater prohibits any pay decision based on gender or any other basis prohibited by law.

WhiteWater gathers information from a variety of sources, including the U.S. Department of Labor Bureau of Labor Statistics as well as industry related wage, salary, and benefits surveys to help determine appropriate and necessary levels of compensation and benefits.

WhiteWater respects privacy concerns and is committed to complying with applicable data privacy regulations and does not disclose confidential pay information. In addition, we do not require applicants to provide current or prior compensation as part of our recruiting process.

WhiteWater does not restrict Team Members to certain job classifications based on gender or any other protected basis recognized by applicable laws. Further, WhiteWater does not make any hiring, retention, or promotion decision on the basis of gender or any other legally protected basis.

Pay disparity among Team Members performing the same or substantially similar work may be based on the following non-discriminatory factors: a seniority system, a merit system, a system measuring earnings by quantity or quality of production, or factors other than gender or other protected status. With that in mind, Team Members who have concerns or complaints regarding their pay should contact Human Resources to request an investigation. The Team Member will be asked to specify in writing the circumstances of their pay concerns. Human Resources will perform an investigation of the Team Member's complaints. If the investigation identifies an improper pay disparity, the resolution of the situation will be documented and placed with the Team Member's pay records. Any improper disparity found will be corrected in conformity with all applicable laws.

General Employment Information

Updating Records

Team Members are responsible for updating personal information via approved communicated procedures. Any changes to your address, telephone number, your individual emergency contact number, or emergency contacts should be updated promptly to ensure you receive all important information such as tax documents and benefits information. If you have any questions about the update process, please contact your manager or reach out to the HR department at HR@whitewatercw.com.

If you leave the Company for any reason, you are responsible for updating your contact information to ensure proper receipt of tax forms and other information regarding benefits or legally required notices. Former Team Members requesting a change must advise us in writing via email at HR@whitewatercw.com.

Employment Applications

The Company relies on the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment.

Any misrepresentations, falsifications, or material omissions in any of this information may result in the company's exclusion of the individual from further consideration for employment or, if the individual has been hired, termination of employment.

Corrective Action

WhiteWater Express Car Wash believes in setting clear expectations and holding all employees accountable for meeting them. When performance, conduct, or policy violations occur, corrective action may be taken. While the company generally follows a progressive approach to discipline, progressive discipline is not required, and the appropriate level of corrective action will be determined based on the specific facts and circumstances of each case.

Corrective Action Steps

Depending on the nature and severity of the issue, one or more of the following steps may be used. Steps may be skipped, repeated, or combined at the company's discretion.

1. **Verbal Warning**

- A conversation between the employee and supervisor intended to identify the issue, clarify expectations, and outline steps for improvement.
- The discussion may be documented for internal recordkeeping.

2. **Written Warning**

- A formal written notice describing the issue, the expectations moving forward, and the potential consequences if improvement is not made.

3. **Final Written Warning**

- Issued when a serious or recurring problem occurs, or when previous corrective actions have not resulted in improvement.
 - The final written warning serves as notice that further issues may result in termination.
4. **Demotion or Reassignment**
- In some cases, the company may determine that a change in position, pay, or responsibilities is an appropriate alternative to termination.
5. **Termination of Employment**
- Employment may be terminated when an issue is severe, repeated, or when the company determines that continued employment is not in its best interest.

Immediate Termination

Certain behaviors or policy violations may be grounds for immediate termination without prior warning. Examples include, but are not limited to, theft, violence, harassment, falsification of records, or gross misconduct.

Meal and Rest Break Policy

Rest Periods

Supervisors can authorize paid rest periods for their Team Members, taking into account their department's operational requirements, Team Member needs (including any disability accommodations), and the following restrictions:

- A rest period cannot exceed 15 minutes; and
- Team Members are not permitted to accumulate any unused rest periods or use rest periods as the basis for starting late, quitting early, or extending a scheduled meal period.

Meal Breaks

Team Members working shifts between 4 and 6 hours are required to take a 30-minute unpaid lunch break. For shifts exceeding 6 hours, a 1-hour unpaid lunch break is mandatory. Break times must be coordinated with your supervisor to ensure proper coverage and workflow continuity. Unpaid meal breaks do not count toward worked hours for purposes of overtime.

Responsibilities

Supervisors are responsible for administering their department's rest and meal periods in a fair and uniform manner. Supervisors must stagger or otherwise schedule Team Members' meal periods so ongoing operational responsibilities are not compromised.

Team Members are responsible for keeping their supervisors informed about any changes to their work schedules, including changes involving meal and rest periods. Any Team Member who takes unauthorized meal or rest periods or who extends authorized meal or

rest periods beyond approved limits can be subject to discipline, up to and including termination of employment.

Meal and Rest Periods for Non-exempt Team Members

Non-exempt Team Members are to be completely relieved from duty during their meal break, and should not perform any work during their unpaid meal break. If a Team Member is required to perform any work duties while on his or her meal break period, the Team Member 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.

Lactation Breaks

The Company will provide a reasonable amount of paid break times to accommodate a female Team Member's need to express breast milk for the Team Member's infant child for up to 1 year. The break time should, if possible, be taken concurrently with other break periods and should avoid disrupting operations. The Company will also designate a private room or location that is free from intrusion from coworkers and the public (and is not a bathroom) for the Team Member to express milk in private. Team Members should notify their immediate supervisor or the Human Resources Department to request time to express breast milk under this policy. The Company does, however, reserve the right to deny a Team Member's request for a lactation break if the additional break time will create an undue hardship on the Company.

Clocking In/Out Policy

All Team Members are required to clock in upon arrival at your site each morning. You must clock out and back in for any rest break exceeding 20 minutes, including when you're taking a break and you're not leaving the building. Meal breaks must be at least 30 minutes in length and you must clock in and out for each meal break. At the end of your shift, you must clock out before leaving the site.

Clocking in for another Team Member or having another Team Member clock in for you is strictly prohibited and will result in disciplinary action, up to and including termination of employment.

If you forget to clock in or out, or if there are technical issues with the clocking system, you must immediately inform your supervisor to ensure your time is accurately recorded.

Overtime work requires prior approval from your supervisor. Clocking in early or clocking out late without authorization may result in corrective action, up to and including termination of employment.

Working off the Clock is Not Permitted

Non-exempt Team Members are expected to work their scheduled work shift. Non-exempt Team Members will be compensated for all hours worked. "Hours worked" means time actually spent on the job. It does not include hours away from work due to vacation, sickness or holiday (even where these days are compensated). Unpaid sick leave, personal

leave (or any other time away from work) is also not considered hours worked. Team Members are not permitted to work if they are not clocked-in.

If a Team Member needs to work hours outside his/her scheduled work period, the time must be approved in writing in advance by the Team Member's immediate supervisor. If circumstances make pre-approval unattainable, the Team Member must submit in writing to his/her supervisor documentation within 24 hours of the time worked outside the scheduled work period (1) the reasons why the Team Member had to work hours outside his/her scheduled work shift and (2) why the Team Member was unable to get pre-approval for the work hours outside his/her scheduled work period

It is essential to ensure accuracy in your recorded work hours. Falsifying time records is considered a severe offense and may result in disciplinary action, up to and including termination of employment.

All Team Members will receive training on this policy during orientation. The Company will periodically review the policy to ensure it remains effective and aligned with our operational needs.

Overtime

Team Members may occasionally be asked or offered the opportunity to work beyond their normally scheduled hours, or on their day off, at the sole discretion of the Company. Non-exempt Team Members who are required (or permitted) to work overtime will receive overtime pay in accordance with the requirements of the Fair Labor Standards Act, state laws and Company policies as follows:

- All overtime must be approved in writing in advance by the Team Member's immediate supervisor.
- Non-exempt Team Members shall be paid one and one-half their regular rate for all hours worked in excess of 40 hours in each workweek.
- "Hours worked" means time actually spent on the job. It does not include hours away from work due to vacation, sickness or holiday (even where these days are compensated). Unpaid sick leave, personal leave (or any other time away from work) is also not considered hours worked.

Exempt Team Member Pay Policy and Complaint Procedure

In accordance with the Fair Labor Standards Act regulations, exempt Team Members who are required to be paid on a salary basis may not have their pay reduced for variations in the quantity or quality of work performed. Team Members who feel their pay has been improperly reduced should report this immediately following the procedures specified below.

Provisions Mandated by the Salary Basis Rules

- 1) Exempt Team Members normally must receive their full salary for any week in which they perform any work, without regard to the number of days or hours worked. However, exempt Team Members need not be paid for any workweek in which they perform NO work at all for the organization.
- 2) Deductions from pay cannot be made as a result of absences due to the circumstances listed below provided that some work is performed in the workweek. Such improper pay deductions are therefore specifically prohibited by the Company, regardless of the circumstances. Managers or supervisors violating this policy will be subject to investigation of their pay practices and appropriate corrective action in accordance with normal procedures.
 - a. Jury duty.
 - b. Attendance as a witness.
 - c. Temporary military leave.
 - d. Absences caused by the employer.
 - e. Absences caused by the operating requirements of the business.
 - f. Partial day amounts other than those specifically discussed below.
3. The few exceptions to the requirement to pay exempt Team Members on a salary basis are listed below. In these cases, deductions may be permissible as long as they are consistent with other company policies and practices.
 - a. Absences of one or more full days for personal reasons other than sickness or disability (partial days must be paid).
 - b. Absences of one or more full days due to sickness or disability.
 - c. Fees received by the Team Member for jury or witness duty or military leave may be applied to offset the pay otherwise due to the Team Member for the week.
 - d. Penalties imposed by infractions of safety rules of major significance.
 - e. Unpaid disciplinary suspensions of one or more full days in accordance with the Company's Corrective Action policy.
 - f. Deductions for the first and last week of employment, when only part of the week is worked by the Team Member.
 - g. Deductions for unpaid leave taken in accordance with a legitimate absence under the Family and Medical Leave Act, if applicable.

Complaint Procedure

Team Members who believe their pay has been improperly reduced should contact the Director of Human Resources or their immediate supervisor immediately to request an investigation. The Team Member will be asked to specify in writing, using the guidance above, the circumstances of the pay deduction and whether it has occurred on other occasions. The Company will review pay records and interview the supervisor or manager,

as well as the payroll representatives handling the Team Member's pay, to determine if the allegation is correct.

If the deduction was in fact improper, the company will reimburse the Team Member as promptly as possible. The individual(s) responsible for the error will be investigated further to determine if this was an isolated incident or a pattern of conduct that requires further action on the part of the company. If warranted, the responsible person(s) will be held accountable for the error(s) made consistent with the company's disciplinary policy. The resolution of the situation will be documented and placed with the Team Member's pay records. Following the identification of such a problem, the Company will establish a practice to regularly audit Team Member pay records to ensure no further issues arise.

Outside Employment

We expect our team to devote their full attention and effort to their position with WhiteWater. However, some Team Members may want to work at another job. This is acceptable if it does not interfere with work, represent a conflict of interest, or require the use of our resources, including supplies, phones, people, or information. Therefore, the following types of outside employment are prohibited:

- Employment that conflicts with your work schedule, duties and responsibilities or creates an actual conflict of interest.
- Employment that impairs or has a detrimental effect on your work performance with the Company.
- Employment that requires you to conduct work or related activities on Company property, during the Company working hours or using the Company facilities and/or equipment.
- Employment that directly or indirectly competes with the business or the interests of the Company. For the purposes of this policy, self-employment is considered outside employment.

Keep in mind that if the department needs overtime, you will be asked and expected to work your share. We caution you to carefully consider the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel or refusal to work overtime or different hours. If we determine that your outside work interferes with performance or causes a conflict of interest, you will be asked to terminate the outside employment.

Team Member Remote Work

WhiteWater Express supports remote work arrangements that benefit both the company and our Team Members. This policy outlines the expectations and requirements for Operations leaders (Area Directors and above) who work remotely, whether on a full-time or part-time basis.

General Guidelines

- Remote work is a privilege, not a right, and may be granted or discontinued at any time by either the Team Member or their supervisor.
- All remote work arrangements must be approved in advance by the Operations leader's supervisor.

Remote Workspace Requirements

Team Members must ensure that their remote work environment supports safe, productive, and professional work. The following are required:

- **Reliable Internet Connection:** A stable internet connection must be maintained to support communication and work tasks.
- **Essential Office Equipment:** Team Members must have the necessary tools, such as a computer with required software, and a phone with voicemail.
- **Distraction-Free Environment:** Remote work should be conducted in a quiet, professional setting free from distractions.
- **Safety Compliance:** Workspaces must be reasonably free from hazards to protect the Team Member and company equipment.

Availability & Communication

- Team Members must be available and responsive during their regular work hours, just as they would be in the office.
- Prompt responses to emails, voicemails, and team communication tools are expected.
- Schedules must be coordinated with team members to support collaboration and meet business needs.

Professional Expectations

Remote Team Members must adhere to all company policies, including:

- Time & attendance
- Dress code
- Internet and social media use
- Confidentiality and data protection

Virtual Meetings

- While distractions are often unavoidable, try to keep them to a minimum. No music or television in the background during meetings.
- Keep yourself muted during video or audio conferencing unless you are speaking.
- Avoid eating a meal during a virtual meeting unless invited to do so by the meeting host.
- Smoking or vaping is not permitted during a video conference.
- Avoid multi-tasking. Give your full attention to the meeting as if you were face to face.

Additionally

- Remote work is not a substitute for childcare, pet care or dependent care.
- Team Members may not conduct personal business during work hours.
- Use of drugs or alcohol during work hours is strictly prohibited pursuant to Company policy.

Equipment and Company Property

- Team Members may be issued company equipment for remote work.
 - WhiteWater Express does not cover expenses related to setting up a home office (e.g., furniture, remodeling, lighting).
- All company property must be used for business purposes only.
- Upon termination of employment, all company equipment must be returned promptly, unless alternative arrangements are made.

Data Security

Remote Team Members are expected to uphold the same standards for data protection and confidentiality as those working on-site. This includes safeguarding company, Team Members, and customer information.

Separation of Employment

Both you and WhiteWater are free to terminate the employment relationship at their discretion at any time with or without cause and with or without notice. This is because all Team Members are considered Team Members “at-will.”

Company Property

If you are separating from the company, you must return all company property at the time of separation. Failure to return items may result in deductions from your final paycheck. Any outstanding expense balances due to WhiteWater will be expected to be paid at the time of separation. In addition, your final paycheck will be paid via the normal payroll process per your information on file or as otherwise required by applicable state or local law.

Final Paycheck

When a Team Member is terminated, payment of final wages will be made in compliance with state law or any additional local jurisdiction.

Rehire Policy

WhiteWater reserves the right to assess rehire eligibility based on an individual's prior work performance and the manner in which they concluded their previous employment. Inquiries pertaining to rehire eligibility should be directed to the Human Resources department at hr@whitewatercw.com. Please reference the rehire eligibility guidelines below;

- **Eligible for Rehire:** WhiteWater Express adheres to a policy whereby former Team Members who voluntarily departed from their employment in good standing, with a minimum notice period of two weeks when applicable (in instances where a Team

Member is incapacitated and unable to provide a two weeks notice, their disciplinary record will be subject to review for determination), are eligible for consideration regarding rehiring.

- **Ineligible for Rehire:** Former Team Members who possessed a work record that was less than satisfactory will not be considered for rehire. Additionally, individuals who were either terminated from their employment or resigned without adhering to providing two weeks notice will not be considered for rehire.

** Please note: Prior PTO balances do not carry over upon rehire, unless required by state or local laws.*

Employment Categories

It is the intent of the Company to clarify the definitions of employment classifications so that Team Members understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specific period.

Each Team Member is designated as either exempt or non-exempt from federal and state wage and hour laws.

- Exempt — Team Members whose positions meet specific tests established by the Fair Labor Standards Act (FLSA) and who are exempt from overtime pay requirements
- Non-exempt — Team Members whose positions do not meet FLSA exemption tests and who are paid one-half (1 ½) times their regular rate of pay for hours actually worked in excess of forty (40) hours per work week. Paid time off is not considered hours worked for overtime purposes.

All newly hired Team Members are on a ninety (90) day probationary period. However, during one's probationary period, the at-will relationship at all times remains in place.

In addition to the exempt or non-exempt category, each Team Member will belong to one of the following employment categories:

- Regular full-time salaried
- Regular full-time hourly
- Variable hour Team Member

Regular Full-Time Salaried

Regular full-time salaried Team Members are:

- Regularly scheduled to work WhiteWater's full-time schedule
- Eligible for the company's benefit package, subject to the terms, conditions, and limitations of each benefit program.
- Classified as "exempt"

Regular Full-Time Hourly

Regular full-time hourly Team Members are:

- Team Members are scheduled to WhiteWater's full-time schedule
- Considered non-exempt; therefore, any time worked beyond forty (40) hours per week would be paid at the standard overtime rate.
- Eligible for the company's benefit package, subject to the terms, conditions, and limitations of each benefit program.

Variable Hour Team Member

Variable hour Team Members are:

- Variable-hour Team Members are those who work irregular or unpredictable schedules that vary in hours from week to week. Due to the nature of this role, eligibility for company-provided benefits will be determined based on the results of a six-month measurement period. See Benefits Section for more information.
- Eligible for River Health benefits, subject to the terms, conditions, and limitations of each benefit program.
- Such Team Members may be "exempt" or "non-exempt" as defined above.

You will be informed of your initial employment classification and of your status as an exempt or non-exempt Team Member during your offer letter. If you change positions during your employment as a result of a promotion, transfer, or otherwise, you will be informed by the Human Resources department of any change in your exemption status. Please direct any questions regarding your employment classification or exemption status to Human Resources.

Compensation

Pay Days

The fixed 7-day "workweek" for WhiteWater is the period beginning at 12:00 a.m., Thursday, and ending at 11:59 p.m., Wednesday. The workday (a consecutive 24-hour period) begins at 12:01 a.m. and ends at midnight.

All Team Members are paid on a bi-weekly basis on Thursdays. Paychecks are issued on Wednesdays. Paychecks are issued by direct deposit or pay card. Live checks are only allowed if required by state law or any additional local jurisdiction.

Team Member Wash Privilege

All Team Members are eligible for complimentary top-tier car washes. Here's what you can look forward to:

- **Team Leader:** Up to two free ceramic washes per scheduled work week.
- **Shift Leader:** Up to three free ceramic washes per scheduled work week.
- **Store and General Manager:** Up to five free ceramic washes per scheduled work week.

This Team Member wash is at the Team Member's risk, and the company will not be held responsible for any damages that may occur. You must ask your manager for approval prior to running your car through the wash tunnel.

This *FREE TEAM MEMBER WASH* is for the Team Member's vehicle only. You are not permitted to 'assign or give' your wash privilege to anyone other than yourself, unless approved by your manager.

Team Member Training

From time to time, WhiteWater may require the attendance of certain of its Team Members at certified training sessions and continuing education seminars or conferences outside the workplace. Prior approval for scheduling and expense reimbursement must be secured from the Team Member's supervisor as far in advance as possible. Non-exempt Team Members must report their hours worked in the timekeeping system for time spent attending the required training.

If travel expenses are incurred, the Team Member must submit an expense report accompanied by receipts to receive reimbursement.

Important: Any Team Member who schedules training but does not attend will be responsible for the cost of the training, in compliance with applicable law.

Pay Deductions

WhiteWater makes all payroll deductions required by law and any additional deductions authorized by the employee in writing. Employees will receive a detailed pay statement showing gross pay, deductions, and net pay for each pay period.

Required Deductions

The Company is required by law to deduct certain amounts from each paycheck, including but not limited to:

- Federal, state, and local income taxes
- Social Security and Medicare taxes (FICA)
- Court-ordered wage garnishments or child support payments

Authorized Deductions

With an employee's written consent, the company may make other deductions such as:

- Benefit premiums (medical, dental, vision, life insurance)
- Retirement plan contributions
- Uniforms or equipment, when allowed by law
- Other voluntary programs or services

Improper Deductions

It is the Company's policy to comply with all applicable wage and hour laws and to ensure that employees are paid correctly. If you believe an improper deduction has been made from your pay, you should immediately report it to your manager or Human Resources. Any improper deduction will be reviewed and, if verified, reimbursed promptly.

Pay Corrections & Internal Reporting Procedure

WhiteWater takes all reasonable steps to ensure that Team Members receive the correct pay. However, in the unlikely event of an error, it is your responsibility to inform a supervisor immediately so that a correction can be made. Corrections generally occur on the next paycheck.

Team Members should use the following complaint procedure for any discrepancy in their compensation, including but not limited to: deductions from wages, improperly reduced salary (exempt Team Members), working through unpaid meal breaks or any "off the clock" work time, being compelled to travel without receiving proper compensation (non-exempt Team Members), expense reimbursements, and any other compensation or wage issue, and shall contact Human Resources or his or her immediate supervisor to request an investigation. The request should be reduced to writing by the Team Member for recordkeeping purposes.

WhiteWater will review applicable time and pay records and may interview the supervisor or manager, as well as the payroll representatives handling the Team Member's pay or hours worked, to determine if the allegation is correct.

If the Team Member's allegations are true, we will reimburse the Team Member as promptly as possible.

As warranted, the individual(s) responsible for the error will be investigated further to determine if this was an isolated incident or a pattern of conduct that requires further action on the part of the Company. If warranted, the responsible person(s) will be held accountable for the error(s) made consistent with the WhiteWater's Corrective Action policy.

The resolution of the situation will be documented and placed with the Team Member's pay records. Following the identification of such a problem, WhiteWater will establish a practice to regularly audit Team Member time, meal, and rest records to ensure no further issues arise.

Wage Garnishments

A garnishment is a court-ordered legal claim against your wages made by a creditor for non-payment of debt. WhiteWater complies with all applicable laws and will make only required or authorized deductions from Team Member's wages. This policy applies to all Team Members.

Procedures

The following deductions, if applicable, will be made from Team Members gross wage payments:

- Deductions to pay the Team Member portion of local, state and federal taxes.
- Deductions are required under a wage garnishment order.
- Other deductions authorized in writing by the Team Member, including deductions to over insurance premiums or payments for other Team Member benefits.

All deductions will be itemized on Team Member's paycheck stubs. Team Members with questions regarding any deductions taken from their paychecks should immediately contact the Human Resources department at hr@whitewatercw.com or 844-715-1250.

Benefits

Health and Welfare Benefits

Our benefit plans allow eligible Team Members to elect certain benefits to meet their needs. We are committed to offering Team Members and their families a comprehensive array of benefit choices that give the flexibility to tailor benefits to specific needs. We periodically review the program to ensure that it is competitive and reserve the right to make any changes to the plans. For more information regarding benefit programs, please refer to the Summary Plan Descriptions (SPDs) for the various plans offered or contact management.

In the event of any contradiction between the information appearing in this handbook and the information appearing in these master contracts or master plan documents, the master contracts and plan documents shall govern in all cases.

Health Insurance

All regular full-time Team Members and their dependents are eligible for health insurance. Benefits commence on the first day of the month following thirty (30) days of continuous employment.

As health insurance costs to WhiteWater may increase, the company reserves the right to change the cost to Team Members provided that at least thirty (30) days advance notice is given prior to any change.

If a Team Member resigns or is terminated, health insurance coverage will end the last day of the month of your most recent premium payment.

NOTE: For further details regarding medical insurance coverage, consult the Summary Plan Description booklet or contact the HR department at HR@whitewatercw.com or calling the helpline at 844-715-1250.

Eligibility

All full-time Team Members who work a minimum of 30 hours per week and their family members are eligible to enroll in the benefits described in this guide. Family members include legal spouses, domestic partners, and children up to age 26 (disabled dependents can continue beyond age 26).

When are you Eligible?

- **Full-Time Salaried Team Members:** Benefits are effective the 1st of the month following 30 days of full-time employment.
- **Full-Time Hourly Team Members:** Benefits are effective the 1st of the month following 30 days of full-time employment.
- **Variable Hour Team Members:**

- Variable-hour Team Members are those who work irregular or unpredictable schedules that vary in hours from week to week. Due to the nature of this role, eligibility for company-provided benefits will be determined based on the results of a six-month measurement period.
- During this measurement period, the average number of hours worked per week will be calculated. Team Members who work an average of 30 or more hours per week during the measurement period will qualify for benefits under the company's health and welfare plans, in accordance with applicable laws.
- Qualified Team Members will enter a six-month stability period during which they will remain eligible for benefits, even if their weekly hours fluctuate. Team Members will continue to be measured every six months to determine ongoing or new eligibility.
- Team Members will be informed of their benefits eligibility status upon the conclusion of each measurement period. For any questions or further assistance, please contact Human Resources at HR@whitewatercw.com or call 844-715-1250.

Eligibility for Benefits – Variable Hour Team Members

The Company classifies some roles as variable-hour positions, which means Team Members work schedules that vary in hours from week to week.

To determine benefits eligibility for variable-hour Team Members, the Company uses a six-month measurement period, in accordance with applicable laws. During this period, the total hours worked by the Team Member are tracked and averaged weekly.

- **Eligibility Criteria:** Team Members who average 30 or more hours per week during the six-month measurement period will be deemed eligible for the Company's health and welfare benefits.
- **Stability Period:** Team Members who qualify for benefits will enter a six-month stability period during which their eligibility will be maintained, even if their weekly hours fluctuate.
- **Ongoing Measurement:** Team Members will continue to be measured every six months to determine ongoing or new eligibility.

Following the completion of each measurement period, Team Members will be informed of their eligibility status and, if applicable, will have the opportunity to enroll in benefits during the subsequent enrollment window.

If at any time you have questions about your classification, hours, or benefits eligibility. For any questions or further assistance, please contact Human Resources at hr@whitewatercw.com or call 844-715-1250.

Once enrolled, you may only make changes to your benefit elections during your open enrollment period in January for an effective date of February 1 or within 30 days of a qualifying change in status.

Qualified Change in Status

You may make benefit changes within 30 days of a qualified event. Qualified events include marriage, divorce, legal separation, birth or adoption of a child, change in child's dependent status, death, and change in residence due to an employment transfer for you or your spouse or changes in spouse's benefits, or employment status. You are responsible for notifying HR of any changes within 30 days.

Workplace Expectations

Attendance

You are critical to WhiteWater and its success. When you are late for work or not at work, it places an unfair burden on your fellow Team Members and reduces productivity, customer satisfaction, and team morale. On occasion, illness or other important reasons may prevent you from attending work or cause you to be late for work. In those circumstances, you should notify management before the beginning of each workday of your absence unless you have been granted a Leave of Absence. Failure to do so can affect our operations and may result in disciplinary action up to and including termination of employment. When providing notification, you are expected to give the estimated length of absence.

Absenteeism

For purposes of this policy, absences do not include:

- Approved time off
- Other authorized Leaves of Absence (including legally mandated time off)

However, absences are considered unauthorized if the Team Member has not followed proper notification procedures or the absence has not been pre-arranged and properly approved. Failure to follow notification procedures can result in disciplinary action up to and including employment termination. Exceptions may be made when a Team Member cannot make the proper notification due to incapacitation from an illness or injury or other extenuating circumstances, but a minimum of 2-hours' notice prior to the start of any assigned shift is required.

Unexcused absences or violation of our attendance expectations can result in disciplinary action up to and including termination.

A doctor's note or other verification of your absence from work may be required to return to work without disciplinary action.

Notifications to your supervisor via text message, email, voicemail, or a co-worker are not acceptable. You **MUST** speak to your supervisor.

Expenses

All reasonable expenses must be approved in advance of incurring the expense by management. To be refunded, a receipt and proof of payment must be provided along with a submission of an expense report. Any expense submitted that is more than 30 days old may not be reimbursed.

Tobacco

In keeping with our intent to provide a safe and healthy work environment, tobacco, in any form, is not permitted in any company space. This includes all areas within our buildings,

including the car wash tunnel, parking lot, equipment rooms, and perimeter of the property. This policy applies to all Team Members, clients, and visitors.

Tobacco shall refer to the use of all forms of tobacco, including cigarettes, e-cigarettes, vaping, cigars, pipes, and chewing tobacco.

Team Member Code of Conduct Policy

WhiteWater Express Car Wash is committed to maintaining a positive, professional, and respectful work environment where all Team Members can perform their best work. Our philosophy is simple: When in doubt — be kind.

All Team Members are expected to treat others with courtesy, dignity, and professionalism at all times. Every Team Member has the right to work in an environment free from disorderly conduct, hostility, or undue interference. Violating this right is a serious offense and may result in corrective action, up to and including termination of employment.

Prohibited Conduct

The Company strictly prohibits any behavior that intentionally harms, threatens, intimidates, or interferes with another Team Member, customer, vendor, or company property. Prohibited conduct includes, but is not limited to:

- Threatening, intimidating, bullying, stalking, or harassing others
- Using abusive, profane, or disrespectful language or gestures
- Fighting, provoking fights, or engaging in physical aggression
- Sabotaging another's work or creating disruptions that interfere with others' ability to work
- Damaging, defacing, or threatening to damage property
- Making false, damaging statements about others (defamation) or publicly disclosing another's private information
- Falsifying, destroying, or manipulating company or timekeeping records
- Theft, unauthorized possession, or inappropriate removal of Company, coworker, or customer property
- Providing false or misleading information in employment or company records
- Excessive absenteeism, tardiness, or unauthorized absences from the workplace
- Insubordination or failure to follow reasonable work-related instructions
- Violating safety rules, security regulations, or the Company's Drug and Alcohol Policy
- Bringing or possessing firearms, weapons, or hazardous devices on Company property or while conducting Company business
- Non-compliance with productivity, quality, safety, or behavior standards
- Dishonesty or misconduct that undermines trust or safety in the workplace
- Sleeping on the job
- Soliciting or accepting gratuities or gifts from vendors, customers, or clients
- Failing to maintain the confidentiality of Company, customer, or client information
- Misusing Company electronic equipment, email, or internet access

- Violating Company policies, including those prohibiting discrimination, harassment, and sexual harassment

This list is not exhaustive. Conduct that is unethical, illegal, or otherwise inconsistent with our standards of professionalism will not be tolerated.

Corrective Action

No list of rules can cover every situation. Because each circumstance is unique, the Company reserves the right to determine the appropriate response to any form of misconduct. Corrective action may include, but is not limited to, verbal or written warnings, suspension (with or without pay), demotion, or termination of employment. The Company does not guarantee progressive discipline and may determine the appropriate action based on the nature, severity, and circumstances of the violation.

Protected Rights

Nothing in this policy is intended to interfere with, restrain, or prevent Team Members from exercising their rights to engage in protected activities as recognized by law. This includes the right to discuss or communicate about wages, hours, or other terms and conditions of employment, or to engage in other concerted protected activities under the National Labor Relations Act and other applicable laws. Team Members also have the right to refrain from participating in such activities.

Social Media Guidelines

Social Media has become one of the most significant forms of communication and exchange today. We encourage our team to promote and evangelize the company and our mission to the world. We also recognize that social media is a great way to share your life and opinions with family, friends, and coworkers.

However, when using social media, remember what you write and exchange shapes what others think about you, and can also shape what they think about your employer, our product, Team Members, and clients.

Because of that, our logo may not be used without explicit permission in writing from the Company. This is to prevent the appearance that you speak for or represent WhiteWater officially. *Nothing in this policy is designed to interfere with, restrain, or prevent Team Members engaging in lawful protected activities or in communications regarding wages, hours, or other terms and conditions of employment. Team Members have the right to engage in or refrain from such activities pursuant to all applicable laws, including, but not limited to, the National Labor Relations Act.*

If you have any questions about whether something you wish to post is appropriate, speak with Human Resources before releasing information that could potentially harm our company.

Your Legal Liability

We believe in open communication with all Team Members. Open communication keeps Team Members engaged and aligned with our business goals. However, information shared within our company is not necessarily fit for external consumption. If you share private company information publicly, you may be damaging our business or our clients. This could lead to disciplinary action up to and including termination of employment.

Additionally, you should recognize that you are legally liable for anything you write or present online. Team Members can be disciplined for commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment. You can also be sued by WhiteWater Team Members, competitors, and/or any individual that views your commentary, content, or images as defamatory, pornographic, proprietary, harassing, libelous or creating a hostile work environment.

While we fully support freedom of speech and expression, you can be held responsible for what you post online if it hurts the Company, our Team Members, our clients, or others generally. It is best to remember to be respectful in your social media presence.

Nothing contained in this policy is designed to interfere with, restrain, prevent or prohibit Team Members from exercising their rights to engage in protected activity recognized by law, including discussion or communications regarding wages, hours, or other terms and conditions of employment or otherwise engaging in concerted protected activities. Team Members have the right to engage in or refrain from such activities pursuant to all applicable laws, including, but not limited to, the National Labor Relations Act.

Media Inquiries

We're proud of the work we do and know that sometimes our locations or team members may attract attention from the media. To make sure all information shared about WhiteWater is accurate and consistent, any media inquiries should be directed to our Marketing Department.

If a reporter, blogger, or anyone representing the media reaches out to you, whether in person, by phone, email, or social media, please do not provide comments or information on behalf of the Company. Instead, kindly direct them to: media@whitewatercw.com

Talking Point: "For any media inquiries related to WhiteWater Express please reach out to our corporate office at media@whitewatercw.com. Someone will contact you directly. Thank you."

Only authorized company representatives may speak to the media about WhiteWater operations, team members, or guests. This includes posts or comments on social media that could be interpreted as an official company statement.

If you're ever unsure whether a request counts as a media inquiry, reach out to your manager or HR for guidance.

Dress and Appearance Standards

All Team Members are expected to wear appropriate attire for the workplace based on their area of work and dress requirements as outlined for each specific area below. Appropriate attire includes displaying a professional image and appearance while at work.

Dress Code

Applicable to all Team Members

- Clean shaven. All facial hair may not be longer than 1 inch in length and must be neatly groomed.
- Hair should be clean and neat.
- Clothing should fit properly, be neat, and clean. Shirts must be tucked in.
- Tattoos must always be covered up while on the property or on the clock at WhiteWater.
- No visible body piercing jewelry allowed (nose, lip, tongue, eyebrow, etc.)
- Jewelry– No excessive or dangling jewelry will be allowed.
- No buttons or public messaging of any kind is allowed to be displayed.

Uniform Policy will be enforced and regulated by management.

If you have further questions, please refer to the WhiteWater Dress Code Policy, which can be obtained by contacting HR at HR@whitewatercw.com. The Company will make reasonable accommodations for individuals who need to wear certain garments or apparel or require other accommodation for religious or health reasons.

Nothing contained in this policy is designed to interfere with, restrain, prevent or prohibit Team Members from exercising their rights to engage in protected activity recognized by law, including discussion or communications regarding wages, hours, or other terms and conditions of employment or otherwise engaging in concerted protected activities. Team Members have the right to engage in or refrain from such activities pursuant to all applicable laws, including, but not limited to, the National Labor Relations Act.

Recording of Conversations

Recording conversations is strictly forbidden, in compliance with applicable federal, state and local law. Unauthorized electronic surveillance of Team Members is disruptive to Team Member morale and inconsistent with the respectful treatment required of our Team Members. For this reason, no Team Member may record the conversation of another Team Member or customer.

Secret recordings are strictly prohibited. A violation of this provision may result in disciplinary action, including termination.

Use of E-Mail and Internet

Objective

WhiteWater Express Car Wash recognizes that the use of the internet, email, and other technology systems is essential to daily business operations. Team Members are expected to use these resources responsibly, lawfully, and in a manner that protects the company, its Team Members, and its customers from security breaches, harassment, and other risks. This policy outlines expectations for the acceptable use of company-provided and approved personal technology systems to ensure secure and professional business operations.

Scope

This policy applies to all WhiteWater Team Members, contractors, and third-party users who access or use company systems, including but not limited to: POS systems (DRB, ICS), cloud applications (Google Workspace, Rinsed, Tableau, Deputy), remote access tools (TeamViewer), company-issued devices, and approved Bring Your Own Device (BYOD) equipment.

It must be followed in conjunction with all other company policies governing workplace conduct and behavior. Any Team Member who abuses technology access—including email, internet, or other electronic communications—may be denied future access and be subject to disciplinary action, up to and including termination.

Questions regarding the appropriate use of WhiteWater's technology systems should be directed to a supervisor or the Information Technology (IT) department at it@whitewatercw.com.

Confidentiality and Monitoring

All technology provided by WhiteWater, including computer systems, communication networks, company work records, and electronically stored information, is company property. These systems are intended for business use, and any minimal personal use must not interfere with work responsibilities.

WhiteWater reserves the right to examine, monitor, and regulate all electronic communications, files, and internet usage, whether onsite or offsite. Internal and external email, voicemail, text messages, and other electronic communications are considered business records and may be subject to discovery in litigation. Team Members should be aware of this when communicating electronically.

Acceptable and Prohibited Use

Team Members must use technology for legitimate business purposes, protect all login credentials, lock or log off devices when unattended, and report any phishing, malware, or suspected misuse to IT immediately. Internet usage must not include visiting unauthorized

or inappropriate websites, including social media platforms, torrent sites, adult content, or any site posing a security risk.

The following activities are prohibited:

- Accessing, viewing, or storing sexually explicit, pornographic, obscene, or otherwise inappropriate material.
- Viewing content that is harassing, discriminatory, threatening, or otherwise violates workplace conduct standards.
- Streaming or downloading non-business-related media that impacts network performance.
- Accessing illegal websites, gambling platforms, or other high-risk content sources.
- Accessing cardholder data outside of job duties.
- Circumventing security controls such as antivirus software or firewalls
- Installing unapproved software or hardware.
- Using company systems for illegal, harassing, defamatory, or discriminatory activities.
- Transmitting copyrighted materials without permission.
- Sending spam or disruptive communications.
- All files or software downloaded from the internet must be approved by IT and scanned for viruses before use.

Account and Access Controls

Each user must have a unique username and password; shared accounts are prohibited. Access is granted based on job role and must be approved by management. Where available, passwords must contain uppercase and lowercase letters, numbers, and special characters, be changed every 180 days, and may not reuse any of the last four passwords. Accounts will lock after ten failed login attempts and are removed immediately upon termination.

Remote Access

Only IT and Corporate staff are authorized to access company systems remotely using TeamViewer. All remote access must use multi-factor authentication (MFA), be logged, and monitored by IT. Public Wi-Fi should be avoided unless using a secure VPN.

Bring Your Own Device (BYOD)

Team Members may use personal devices for work purposes only with IT approval and if configured to meet company security standards. Approved devices must have an up-to-date operating system, a strong password or biometric lock, and encryption enabled where possible. Company data accessed or stored on personal devices must be protected to the same standard as company-issued devices. WhiteWater may require the installation of security software, remotely wipe company data if the device is lost or stolen, and remove system access at any time. Use of personal devices for work constitutes acceptance of these terms.

When using a BYOD device while on company premises or connected to company networks, Team Members must follow the same acceptable use guidelines as with company-issued devices. BYOD devices must never be used to view, transmit, or store any customer data, protected information, or credit card information.

This includes, but is not limited to:

- **Permitted Use**

- Accessing company systems, email, approved cloud applications, and work-related communication tools.
- Minimal personal use that does not interfere with work duties or violate company policy.
- Using the device for legitimate business purposes during working hours.

- **Prohibited Content & Activities**

- Accessing, viewing, or storing sexually explicit, pornographic, obscene, or otherwise inappropriate material.
- Viewing content that is harassing, discriminatory, threatening, or otherwise violates workplace conduct standards.
- Streaming or downloading non-business-related media that impacts network performance.
- Accessing illegal websites, gambling platforms, or other high-risk content sources.
- Using the device to engage in personal activities that could cause a distraction, create a hostile work environment, or reflect poorly on the company.
- Using the device to store or transmit customer credit card information.

WhiteWater applies the same monitoring and enforcement standards to BYOD usage on company property or networks as it does for company-issued devices. Any violation of these guidelines may result in immediate revocation of BYOD privileges, disciplinary action up to termination, and/or legal consequences where applicable.

Monitoring and Compliance

WhiteWater reserves the right to monitor all system usage, internet activity, and email communications. Violations of this policy may result in disciplinary action, up to and including termination. Severe breaches may be referred to legal authorities. This policy does not limit or interfere with Team Member rights under applicable labor laws, including the right to engage in protected concerted activities regarding workplace conditions.

Nothing contained in this policy is designed to interfere with, restrain, prevent or prohibit Team Members from exercising their rights to engage in protected activity recognized by law, including discussion or communications regarding wages, hours, or other terms and conditions of employment or otherwise engaging in concerted protected activities. Team

Members have the right to engage in or refrain from such activities pursuant to all applicable laws, including, but not limited to, the National Labor Relations Act.

Workplace Safety and Security

Drug and Alcohol Free Workplace Policy

To maintain a safe and pleasant working environment, we strongly advocate and are committed to maintaining a drug and alcohol free workplace policy. Violation of this policy may lead to disciplinary action, up to and including termination of employment. No one is permitted to consume, possess, sell, transfer, or purchase alcohol, illegal drugs, narcotics, or controlled substances (including but not limited to marijuana), while on the job or on any company property. Involvement in such activities constitutes grounds for disciplinary action, up to and including termination of employment.

Any prohibited substances found in a Team Member's possession will also be turned over to the appropriate law enforcement agencies and may result in criminal prosecution in addition to any disciplinary actions imposed by the Company.

Acceptable uses of drugs include non-performance affecting "over-the-counter" medications and those substances that a licensed physician has prescribed. Anyone who is under prescribed medication but whose ability to safely and/or effectively carry out their responsibilities may be in any way impaired by its side effects must report its use to HR immediately. Upon such disclosure, the Company will engage in the interactive process with the Team Member to determine whether the Team Member may effectively and safely perform his or her essential job duties, with or without any reasonable accommodation, to the extent required by law. All prescription and over the counter drugs must be kept in their original packaging or container and must be stored in compliance with applicable laws. A Team Member who fails to adhere to this provision may be subject to disciplinary action, up to and including immediate termination of employment. Additionally, consuming or possessing a prescribed drug where the prescription has expired, consuming or possessing a prescribed drug that is not one's own prescription and/or abusing one's own prescription is not lawful and will subject the Team Member to disciplinary action, up to and including immediate termination of employment. *Notwithstanding the foregoing, the Company does endeavor in good faith to engage in the interactive reasonable accommodation process with any Team Member lawfully taking medication for an underlying medical condition, to the extent required or permitted by applicable disability laws.*

We reserve the right to require Team Members to take a drug or alcohol screening test when we have a reasonable suspicion to believe that the Team Member is under the influence of drugs or alcohol or immediately following an accident or injury while working and where such accident or injury may have been caused in whole or in any reasonable part to being under the influence of drugs or alcohol. "Reasonable suspicion" includes a suspicion based on specific personal observations such as manner, disposition, muscular movement, appearance, behavior, speech, or breath odor; information provided to management by a Team Member, by law enforcement officials, by a security service, or by

other persons believed to be reliable; or a suspicion that is based on other surrounding circumstances.

Any Team Member who refuses to submit to testing will be questioned as to the reason(s) for refusal. Unless there is a valid reason for refusal, the Team Member will be subject to disciplinary action up to and including termination of employment. Any Team Member who submits a cold or adulterated sample, will be deemed to have violated this policy and will be subject to disciplinary action up to and including termination of employment. Drug tests will be conducted by a qualified laboratory, and proper chain of custody procedures will be observed for bodily fluid samples. When employment status will be affected, confirmatory testing will be carried out. Records and information about testing and test results will be treated as private and confidential to the extent possible.

For purposes of this policy, under the influence of alcohol shall be deemed as having a blood alcohol concentration of .02 or higher. Under the influence of drugs shall be deemed as testing positive for the presence of the drug following the detection of reasonable suspicion or following an accident or injury as explained above. Our Company recognizes that certain states and municipalities may allow the use of marijuana through a valid prescription or physician recommendation or even recreationally. These laws permit an individual with a qualifying medical condition to register as a medical marijuana patient and avoid civil and/or criminal penalties under state or local law for certain medical uses of marijuana. However, cannabis remains an illegal substance under Federal law. In addition, the use of cannabis that results in any confirmation that an individual has a level of THC that is at or exceeds the level recognized as being impaired or under the influence of cannabis in violation of applicable local or state law will not be tolerated. Therefore, in accordance with all applicable laws and recognizing developing legal trends, and in order to maintain a safe, efficient, and effective workforce, Team Members may not use or possess marijuana (including medical marijuana, or derivatives of marijuana) on the Company's property (including parking lots and break rooms), in the workplace (including anywhere the Team Member is physically located during the work day) or in the course of their employment (including anytime the worker is engaged in any work activity). The Company also prohibits Team Members from reporting to work under the influence of or impaired in any way by marijuana (including medical marijuana or derivatives of marijuana) to any extent that may have any effect on the Team Member's ability to safely, effectively, and productively perform work functions or job duties as determined by Management.

We also reserve the right to inspect personal property that might conceal alcohol, illegal drugs, or other inappropriate materials, based on a reasonable suspicion that such inappropriate items are present. Team Members should have no expectation of privacy in these areas. Any Team Member who refuses to submit to the drug or alcohol tests, or searches described above will be subject to disciplinary action, up to and including immediate termination of employment. The results of any drug and alcohol tests are considered medical records and are kept strictly confidential. The distribution of such test results is limited to personnel who have a legitimate need to know.

All Team Members have an obligation to comply and support this policy. We will not tolerate any Team Member who reports for duty while impaired by or under the influence of alcoholic beverages or drugs. Everyone has a duty to report any evidence of alcohol or drug abuse to us immediately. Every effort will be made to preserve the confidentiality of the source of a report. All reports will be taken seriously. Persons submitting knowingly false reports or information are subject to discipline up to and including immediate termination from employment. Failure to report, especially in cases where the illegal substance poses an immediate threat to that individual, his or her coworkers, or the public, may result in disciplinary action for the non-reporting Team Member.

A Team Member who tests positive for the use of a controlled substance and/or alcohol in violation of this policy, as reported to the Company's designated representative (i.e. Director of Human Resources, VP of Human Resources, Director of Safety) by an independent Medical Review Officer, shall be unqualified to work for the Company. Further, a positive test result under this policy shall be deemed a failed drug test, and this shall be grounds for immediate termination of employment. A Team Member who "refuses to submit" to an alcohol or drug test as provided herein is subject to immediate termination:

1. Fails to appear for any test within a reasonable time, as determined by the Company, consistent with this policy after being directed to do so by the Company.
2. Fails to remain at the testing site until the testing process is complete.
3. Fails to provide a specimen for any drug test required.
4. In the case of a directly observed or monitored collection in a drug test, fails to permit the observation or monitoring of the Team Member's provision of a specimen.
5. Fails to provide a sufficient amount of urine or other bodily substance when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure.
6. Fails or declines to take a second test the employer or collector has directed the Team Member to take.
7. Fails to cooperate with any part of the testing process (e.g., refuse to empty pockets when so directed by the collector, behave in a confrontational way that disrupts the collection process, or failing to complete all documents, or failing to comply with reasonable directives); or
8. Is reported by the Medical Review Officer as having a verified diluted or otherwise adulterated sample or substituted test result.

Workplace Injuries

All accidents and/or injuries that occur on company property, regardless of how minor, need to be reported to a supervisor or member of management immediately. This is for your protection in the event medical attention is necessary or in the event of some future complication caused by the incident.

Equipment Usage

WhiteWater Express Car Wash provides Team Members with access to equipment, tools, and vehicles necessary to perform their job duties. This equipment is valuable and often difficult to replace; therefore, it must be used responsibly and with care.

When using company equipment, Team Members are expected to:

- Exercise care and good judgement at all times.
- Perform the required maintenance and report any issues promptly.
- Follow all operating instructions, safety standards, and company guidelines.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment may result in disciplinary action, up to and including termination of employment.

Team Members may be held responsible for damage to company equipment caused by misuse, negligence, or failure to follow established procedures.

Notify your supervisor immediately if any equipment appears damaged, defective, or in need of repair. Prompt reporting helps prevent further damage and potential injury. Your supervisor can answer any questions about equipment maintenance and care.

Company equipment is to be used for business purposes only and may not be used for personal reasons during or after work hours without prior supervisor approval.

Weapons in the Workplace

This policy applies to all WhiteWater Team Members, contract and temporary workers, as well as customers and visitors.

To the fullest extent permitted by law, weapons of any kind are strictly prohibited at all Company locations and while performing any work or representing WhiteWater in any capacity, regardless of whether an individual is licensed to carry a concealed weapon. This includes company property, customer sites, parking areas, and any Company-sponsored events or functions.

Prohibited weapons include, but are not limited to, firearms, knives, explosives, or any other device or item restricted under federal, state, or local law.

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

“Company location” is defined as all company-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the company's ownership or control. This policy applies to all company-owned or leased vehicles and all vehicles that come onto company property.

Failure to abide by all terms and conditions of the policy described above may result in discipline up to and including termination.

Phones

Due to the risk of injury caused by inattention on the job, personal phone calls and texts may not be checked or returned during work hours. You may use your personal phone during breaks or lunchtime, if you have time. Cell phones **MUST** always be kept out of sight.

When interacting with WhiteWater customers it is extremely important that they receive our undivided attention. It is just as important that their vehicles received the same attention.

- Cell phones are not to be used or checked in the lobby, car wash tunnel/prep area or the vacuum area.
- Cell phones must be on silent or vibrate and if it vibrates while with a customer, the Team Member must go in the break room or in the back where they are not visible to our customers to respond to any calls.
- Team Members are not to check the phone while with a customer to see who called or sent a message.
- Customers should **never** see a cell phone or a Team Member on a cell phone while at our facility. This is not an option.

Team Members should be aware that the Company does not promote the use of mobile phones while operating a vehicle. Safety must come before all concerns; under no circumstances should Team Members place themselves or others at risk to fulfill business needs. Team Members whose job responsibilities include driving, and who may use a mobile phone for business purposes, are expected to refrain from using their mobile phone while driving. Team Members will be solely responsible for any traffic violations resulting from the use of a phone while driving.

Solicitation and Distribution

To ensure efficient operation of our business and to prevent potentially dangerous disruption to Team Members, we have established control of solicitations and distribution of literature on our property. We have enacted rules applicable to all Team Members governing solicitation, distribution of written material, and entry onto the premises and work areas. Any Team Member who is in doubt concerning the application of these rules should consult with the Human Resources Department.

Team Members may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions or solicit for any cause during working time. Furthermore, Team Members may not distribute literature or printed material of any kind in working areas at any time. Non-Team Members are likewise prohibited from distributing material or soliciting Team Members on Company premises at any time. Working time

includes the working time of both the Team Member doing the soliciting and distributing and the Team Member to whom the soliciting or distributing is being directed.

Nothing contained in this policy is designed to interfere with, restrain, prevent or prohibit Team Members from exercising their rights to engage in protected activity recognized by law, including discussion or communications regarding wages, hours, or other terms and conditions of employment or otherwise engaging in concerted protected activities. Team Members have the right to engage in or refrain from such activities pursuant to all applicable laws, including, but not limited to, the National Labor Relations Act.

Visitors in the Workplace

To maintain safety, security, and productivity, WhiteWater does not permit personal visitors in the workplace during work hours. This includes friends, family members, and other non-business guests. Exceptions may be made for approved business purposes or special circumstances with prior authorization from a Regional Director or Human Resources.

Time Off and Leaves of Absences

Paid Time Off (PTO)

Recognizing the importance of vacation time for rest, recreation, sick time, and other personal activities as part of your Team Member benefits, WhiteWater offers PTO for all eligible hourly and salary Team Members, which they can use for any reason.

Hourly (Non-exempt) Team Members

Hourly Team Members who work 60-plus hours per pay period are eligible to earn PTO. Hourly Team Members are eligible to earn PTO based on the length of service. Hourly Team Members will be eligible to begin accruing PTO on day one, with any accrued PTO hours eligible to be used after the Hourly Team Member has been employed for 90 days.

Hourly Team Members earn PTO hours based upon the number of regular hours worked, PTO hours used, and any other paid leave used in a pay period. If an Hourly Team Member's regular hours, PTO, and any other paid leave total less than 60 hours in a 2-week pay period, they will not accrue PTO for that pay period. Hourly Team Members will not earn PTO hours on any overtime hours. Here are some examples:

1. Example 1: During the 2-week pay period, the Hourly Team Member works 40 regular hours, 13 OT hours, and takes 40 hours of PTO. The Team Member earns PTO on the 40 regular hours worked and 40 hours of PTO taken, which equals 80 hours. So the Team Member would earn $80 \times .0375 = 3$ hours of PTO.
2. Example 2: During the 2-week pay period, the Hourly Team Member works 55 regular hours, 20 OT hours, and takes approved unpaid leave. Since the Team Member did not work at least 60 regular hours, the Team Member would not earn any PTO during that pay period.

Below is the breakdown of PTO hours that can be accrued per year based on years of service:

Years	PTO Hrs. Per Hour	PTO Hrs. at 80	Maximum PTO Accrual per Year
0 to 4 Years	.0384 per hour	3.08 Hours	80
5 + Years	.0577 per hour	4.62 Hours	120

Salary (Exempt) Team Members

Salary Exempt Team Members earn PTO on a bi-weekly basis. PTO hours accrue up to 80 hours for Team Members with 0–4 years of service, and up to 120 hours for those Salary Exempt Team Members with 5 or more years of service. Accruals are based on an 80-hour biweekly pay period. Salary Team Members will be eligible to begin accruing PTO on day one, with any accrued PTO hours eligible to be used after the Salary Team Member has been employed for 90 days.

Years	PTO-Accrual Rate Per Week	PTO-Accrual Rate Per Pay Period	Max PTO Accrual and Usage per Year
0 to 4 Years	1.54 Hours Per Week	3.08 hours Per Pay Period	80
5 + Years	2.31 Hours Per Week	4.62 Hours Per Pay Period	120

Salary Exempt Team Members will not earn PTO in any week in which they do not perform any work or do not take any accrued PTO. The only exception would be for a week in which the Team Member performs no work or uses any accrued PTO but is on an approved federal, state, or local leave law that requires the employer to allow the Team Member to continue to earn the PTO benefit while on the approved leave. In such a case, the Team Member would earn PTO for the applicable week, in compliance with the applicable federal, state, or local law.

PTO Maximum Accrual and Carryover

Team Members cannot accrue PTO beyond their maximum tenure-based limit per year. Once that limit has been met, no additional PTO will accrue. PTO cannot be used before it is earned.

Up to 80 hours of accrued but unused PTO can be carried over into the next calendar year.

PTO Scheduling

PTO is taken in 8-hour increments. All foreseeable PTO must be scheduled 30 days in advance, and a PTO request must be submitted. In the event of an unforeseeable situation, Team Members must provide as much advance notice as possible. All PTO requests require approval from the reporting Manager. Due to the high-volume demand of our business, PTO cannot be taken during PTO blackout periods, which are one week before or one week after a closed holiday.

PTO at Termination

WhiteWater does not pay out accrued or unused PTO at termination of employment, unless required by state or local laws.

Company Holidays

WhiteWater is closed on the following holidays to allow Team Members to spend time with their families.

- New Year's Day
- Easter Sunday
- Independence Day
- Thanksgiving Day
- Christmas Day

Exempt Team Members: If a recognized holiday falls on a scheduled day off, an alternate day off may be taken within 15 days of the holiday with prior management approval. Team members will receive their regular salary for any Company holiday or alternate approved day taken.

Non-Exempt Team Members: Will have the option to use accrued PTO hours during a closed holiday or take the day off unpaid.

Team members on a paid or unpaid leave of absence (LOA) are not eligible for holiday pay if a company-designated holiday occurs during their leave period.

Unpaid Personal Leave of Absence (“LOA”) Policy

WhiteWater understands that personal circumstances may occasionally require a Team Member to take time away from work. In such cases, the Company may grant an unpaid personal Leave of Absence (“LOA”) to eligible full-time and part-time Team Members.

Eligibility & Request Process

Team Members are eligible to request an unpaid personal LOA after completing at least six (6) months of continuous employment. Personal leave may be granted for justifiable reasons in the Company’s sole discretion, provided the leave does not seriously disrupt the Company’s operations. Human Resources shall review and act upon a request for unpaid personal leave in consideration of the following factors:

- The purpose for which the leave is requested.
- The length of time the Team Member will be away.
- The effect the leave will have on the ability of the department to carry out its responsibilities.
- The quality of the Team Member’s performance prior to the submission of the request.

All LOA requests are subject to approval by Human Resources and the appropriate Regional Director, based on the reason for the request and operational needs.

If you are absent for more than three (3) consecutive days, you must contact Human Resources at HR@whitewatercw.com or call 844-715-1250 to determine eligibility. To formally request leave at any time under this Policy, complete the [“Request a Leave of Absence”](#) form with your manager’s assistance.

Leave Duration

Unpaid personal Leaves of Absence (LOA’s) may be granted for a period of up to 30 calendar days. Team Members are expected to return to work on the agreed-upon date. Failure to return as scheduled or refusal of a valid offer to return to work may result in termination of employment.

Notice Requirement

If the leave is foreseeable, 30 days' advance notice must be provided to HR and your supervisor. If the leave is not foreseeable, notify HR and your manager as soon as possible and follow standard call-in procedures until you receive official notification that the requested LOA has been approved.

Paid Time Off (PTO) Requirement

Team Members are required to use all accrued, unused Paid Time Off (PTO) before an unpaid LOA begins. A PTO request must be submitted through ADP Workforce Now.

Ongoing Communication

At least seven (7) days before your expected return date, you must notify both Human Resources and your manager to confirm your return-to-work plan. You can do this by emailing HR@whitewatercw.com or calling 844-715-1250. Failure to communicate with HR and your manager may result in termination of employment.

Provisions

- Unpaid personal leave may only be requested after all other appropriate paid time off balances have been exhausted.
- Health benefits will continue during the first four weeks of leave, provided you prepay your portion of the premium. For longer LOAs, COBRA continuation coverage will be offered.
- Only one unpaid personal LOA will be approved per calendar year.
- LOA's will not be approved to seek or accept other employment.
- Leave will not be granted due to incarceration.
- Accepting employment during an LOA (excluding military reserve duty) will be considered voluntary resignation.

Returning from Leave

Reinstatement cannot be guaranteed to Team Members returning from personal leave.

However, the Company endeavors to place Team Members returning from personal leave in their former position (or in a comparable position) subject to budgetary restrictions, the Company's needs to fill vacancies, and other factors within the sole discretion of the Company. You must notify HR and your manager at least seven (7) days before your planned return date. Upon receiving notice, your manager will coordinate your reinstatement to your previous position, if available. If that position is no longer available, you may be considered for other open roles for which you qualify. If no suitable position exists, your employment will be considered voluntarily terminated, and rehire eligibility will follow standard onboarding and benefit reinstatement guidelines.

Family and Medical Leave Of Absence (FMLA) Policy

Upon hire, the Company provides all new Team Members with notices required by the U.S. Department of Labor (DOL) on Team Member Rights and Responsibilities under the Family and Medical Act. If you have any questions, concerns, or disputes with this policy, you must contact the Human Resources Department.

Type of Leave Covered

The Family and Medical Leave Act (FMLA) allows up to 12 weeks of unpaid leave during any rolling 12-month period to eligible Team Members for one or more of the following reasons:

- a. Incapacity due to pregnancy, prenatal medical care or child birth.
- b. To care for the Team Member's child after birth or placement of a child for adoption or foster care and to care for that child (within 12 months of the placement of the child).
- c. To care for a spouse, child, or parent with a "serious health condition" (as defined below).
- d. Because of a "serious health condition" (as defined below) that causes the Team Member to be unable to perform the functions of his/her job.
- e. Because of qualifying exigency (as defined by the Secretary of Labor) arising from the fact that an Team Member's spouse, child, or parent is a covered military member on active duty or has been notified of an impending call or order to active-duty status in the Armed Forces, National Guard, or Reserves in support of a contingency operation.

The FMLA also requires that the Company provide up to 26 weeks of unpaid, job protected leave to eligible Team Members for them pursuant to Military caregiver leave –

- f. To care for a covered service member with a serious injury or illness if the Team Member is the spouse, son, daughter, parent, or next of kin of the service member (see Military Caregiver Leave below for additional information).

FMLA Eligibility Requirements

To qualify to take family or medical leave under this policy, the Team Member must meet all of the following conditions:

1. The Team Member must have worked for the Company for 12 months (52 weeks) with no break in service of seven (7) years or more, except if related to USERRA (Uniformed Services Employment and Reemployment Rights Act) covered military obligations. For eligibility purposes, a Team Member will be considered to have been employed for an entire week even if the Team Member was on the payroll for only part of a week or if the Team Member is on leave during the week.

2. The Team Member must have worked at least 1,250 hours during the 12-month period preceding the start of the leave. The FMLA follows the FLSA which does not include time on paid or unpaid leave as hours worked.

3. The Team Member must work at a location where the employer has at least 50 Team Members within a 75-mile distance of the work site location. The distance is to be calculated by using the most direct transportation route.

A Team Member who is taking FMLA leave must use and exhaust all available PTO prior to being eligible for unpaid leave. PTO, until it is exhausted, will be taken concurrently with FMLA leave. If a Team Member qualifies for disability pay, he/she will collect it at the same time as on unpaid FMLA leave.

If a Team Member and his or her spouse both work at the Company and both become eligible for FMLA leave and each wish to take leave for the birth of a child, adoption, or placement of a child in foster care, or to care for a parent (but not a parent-in-law) with a serious health condition, the spouse may only take a combined total of 12 weeks of unpaid leave.

Amount of Leave

An eligible Team Member may take up to 12 weeks for FMLA circumstances A-E above (under heading "Type of Leave Covered") under this policy during any 12-month period. The Company will measure the 12-month period as a rolling 12-month period measured backward from the date a Team Member uses any leave under this policy. Each time a Team Member takes leave, the Company will compute the amount of leave the Team Member has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount of time the Team Member is entitled to take at that time.

An eligible Team Member can take up to 26 weeks for the FMLA military caregiver leave circumstance above during a single 12-month period. For this military caregiver leave, the company will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If spouses both work for the Company and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the spouses may only take a combined total of 12 weeks of leave. If spouses both work for the Company and each wishes to take leave to care for a covered injured or ill service member, the spouses may only take a combined total of 26 weeks of leave.

Procedure for Requesting FMLA Leave

All Team Members requesting FMLA leave must provide the Human Resources Department with verbal or written notice of the need for the leave. Within five (5) business days after the Team Member has provided this notice, the Company will provide the Team Member with the U.S. DOL Notice of Eligibility and Rights.

When the need for the leave is foreseeable, the Team Member must provide the Company with at least 30 days' notice. When a Team Member becomes aware of a need for FMLA leave less than 30 days in advance, the Team Member must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the Team Member must comply with the Company's usual and customary notice and procedural requirements for requesting leave.

Team Members must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the Team Member is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Team Members also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Team Members also may be required to provide a certification and periodic recertification supporting the need for leave.

Serious Health Condition

A serious health condition, for the purposes of this policy, is defined as a condition that requires inpatient care at a hospital, hospice, or residential medical care facility; including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition, which, if left untreated, would result in a period of incapacity of more than three days, would be considered a serious health condition.

Medical Certification of Serious Health Condition – Should a Team Member request FMLA leave due to a serious health condition, the Company may require a Team Member to provide a doctor's certification. The Team Member must respond to such a request within 15 days of the request or provide a reasonable reason for the delay. The employer shall designate the leave within five (5) business days of receipt of the medical documentation. If for some reason additional documentation is necessary, the Team Member will have seven (7) days to submit additional documentation regarding certification. Failure to provide acceptable certification within the allowed time frame, may result in a denial of continuation of leave.

Team Members are required to cooperate and communicate throughout the leave process; from initial request, to certification, through to return to work procedures.

The Company has the right to ask for a second or third opinion if it has reason to doubt the certification. The Company will pay for the Team Member to get a certification from a

second or third doctor, which the Company will select. If necessary to resolve a conflict between the original certification and the second opinion, a third opinion will be required. The third doctor will be mutually selected by the Company and the Team Member, and the third opinion will be considered final. While any second or third opinions are pending, the Team Member will be provisionally entitled to leave and benefits under FMLA. The Team Member gives the employer permission to contact the healthcare provider if any clarification of certification documentation is necessary.

Prior to reinstatement, the Team Member is required to undergo a Fitness for Duty Exam and present exam results and release form. The Fitness for Duty release may include an assessment of the job requirements, so the healthcare provider may accurately ascertain the parameters of reinstatement and if any accommodations are necessary.

Qualifying Exigency Leave

Qualifying exigencies are situations arising from the military deployment of a Team Member's spouse, son, daughter, or parent to active-duty status or an impending call to active duty.

Qualifying exigency includes the following broad categories (this is not an exhaustive list): short notice deployment, activities related to preparation for deployment, military events, childcare and school activities, financial and legal arrangements, counseling, rest and recuperation status of military member (up to 15 days), parental care, and post deployment activities (for a period of 90 days following the termination of active-duty status).

Team Members will be required to provide a copy of the covered military member's active-duty orders or other documentation issued by the military that indicates the military member is on active duty or call to active-duty status, as well as provide the dates of the covered military member's active-duty service.

Military Caregiver Leave

To care for an injured or ill covered service member, including former service members, eligible Team Members may take up to 26 workweeks of unpaid leave in a single 12-month period.

A covered service member is defined as a member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy from an injury or illness occurring in the line of active duty, who is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness.

Military Caregiver Leave may be permitted more than once, if necessary, to care for a different covered service member, or the same service member with multiple injuries or illnesses, up to a combined total of 26 workweeks in a rolling 12-month period. Total available leave time in any rolling 12-month period may not exceed a combined total of 26 workweeks (including FMLA time off taken for any other reason).

You are eligible for this leave as a spouse, child, parent, or next of kin (closest living blood relative) of the injured or ill "covered service member." If the Team Member requesting this type of leave is "next of kin" to the injured or ill covered service member, he or she will be required to provide confirmation of the relationship upon request. The service member may designate the blood relative who is considered his/her next of kin, otherwise the following order generally will apply: blood relatives granted custody by law, brother/sister, grandparents, aunt/uncles, and then first cousins.

If a Team Member and his or her spouse both work for the Company and each wish to take leave to care for a covered injured or ill service member, they may only take a combined total of up to 26 workweeks of unpaid leave.

Team Members requesting this type of leave will be required to timely submit completed paperwork, including certification describing injury, recovery, or need for care.

Intermittent Leave or Reduced Work Schedule

An eligible Team Member may take FMLA leave in twelve (12) consecutive weeks, may use the leave intermittently (taking days periodically when needed over the year), or under certain circumstances, may use the leave to reduce the work week or workday, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of twelve (12) workweeks (or 26 workweeks in a 12-month period in the case of Military Caregiver Leave).

At the Company's discretion, the Company may temporarily transfer a Team Member to an available alternative position with equivalent pay and benefits. The Company and the Team Member must mutually agree to the schedule before the Team Member may leave intermittently or on a reduced hour schedule.

For the birth, adoption or foster care of a child, the Company and the Team Member must mutually agree to the schedule before the Team Member may take the leave intermittently or work a reduced hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

The Team Member shall at all times abide by the Company's regular call-in/call-off policies and procedures when utilizing any form or duration of intermittent FMLA leave. Failure to do so may result in disciplinary action up to termination of employment absent.

Team Member Benefits Status During FMLA Leave

While a Team Member is on leave, the Company will continue the Team Member's health benefits during the leave period at the same level and under the same conditions as if the Team Member had continued work.

If the Team Member chooses not to return to work for reasons other than a continued serious health condition of the Team Member or the Team Member's family member, or a circumstance beyond the Team Member's control, the Company will require the Team

Member to reimburse the Company the amount it paid for the Team Member's health insurance premium during the leave period.

Under current Company policy, the Team Member pays a portion of the health care premium. While on paid leave, the employer will continue to make payroll deductions to collect the Team Member's share of the premium. While on unpaid leave, the Team Member must continue to make this payment, either in person or by mail. Payment must be received by the 1st day of each month. If the payment is more than 30 days late, the Team Member's health care coverage may be dropped for the duration of the leave.

If the Team Member contributes to a voluntary life insurance plan, the employer will continue making payroll deductions while the Team Member is on paid leave. While the Team Member is on unpaid leave, the Team Member may request continuation of such benefits and pay their portion of the premiums; or the employer may elect to maintain such benefits during the leave and pay the Team Member's share of the premium payments. If the Team Member does not continue these payments, the employer may discontinue coverage during the leave. If the employer maintains coverage, the employer may recover the costs incurred for paying the Team Member's share of any premiums whether or not the Team Member returns to work.

Team Member Status After FMLA Leave

A Team Member who takes leave under this policy will be able to return to the same position or a position with equivalent status, pay, benefits, and other employment terms. The Company may choose to exempt certain key Team Members from this requirement and not return them to the same or similar position.

Intent to Return to Work from FMLA Leave

While a Team Member is on FMLA leave it is important that he or she notify the appropriate person at the Company of any changes in his or her circumstances that could impact the Team Member's return to work. It is the Team Member's responsibility to notify the Company within two (2) days of any changes to his or her circumstances where notification is foreseeable. It is also the Team Member's responsibility to notify the HR department of his or her intent not to return to work following the expiration of the period of leave. Failure to appropriately notify the Company and timely return to work may be deemed a no call no show, and result in the Team Member's voluntary resignation from employment.

Birth Recovery Leave

Purpose/Objective

The Company will provide up to 100% of pay for up to four (4) weeks (amount of time is designated by a primary care physician) of paid leave. The fact that a multiple birth, adoption or placement occurs (e.g., the birth of twins or adoption of siblings) does not increase the 4-week total amount of paid birth recovery leave granted for that event. In addition, in no case will a Team Member receive more than 4 weeks of paid birth recovery

leave in a rolling 12-month period, regardless of whether more than one birth event occurs within that 12-month time frame.

Eligibility

To be eligible for this benefit, you must be a full-time, regular Team Member of the Company (temporary or part-time Team Members are not eligible for this benefit), and must meet all of the following criteria:

- Have been employed by WhiteWater for at least 12 continuous months before the leave request.
- Have worked at least 1,250 hours during the 12 months before the leave.
- Given birth to a child.

Compensation During Leave

- Paid birth recovery leave will be compensated at 100% of the Team Member's regular base pay, not to include any other additional compensation (including but not limited to, incentives, commissions, bonuses, overtime, or shift differentials); based on the average weekly hours worked before taking leave.
- Salary positions are based on 40 hours per week, not to include any other additional compensation (including but not limited to, incentives, commissions, bonuses).
- Variable hourly full-time Team Members (that meet eligibility requirements) compensation will be calculated based on average hours worked in the prior 12-month period to the start date of their leave of absence, multiplied by their hourly base pay rate.
- Payments will be made on the regular bi-weekly pay schedule.
- A team member may qualify for paid either Parental Leave or Birth Recovery Leave in a given year, but not both.

Coordination with Other Policies

- Paid birth recovery leave taken under this policy will run concurrently with leave under the FMLA; thus, any leave taken under this policy that falls under the definition of circumstances qualifying for leave due to giving birth to a child due, the leave will be counted toward the 12 weeks of available FMLA leave per 12 months. All other requirements and provisions under the FMLA will apply. In no case will the total amount of leave—whether paid or unpaid—granted to the Team Member under the FMLA exceed 12 weeks during the 12-month FMLA period. Please refer to the Family and Medical Leave Policy for further guidance on the FMLA.
- A Team Member who takes paid birth recovery leave that does not qualify for FMLA leave will be afforded the same level of job protection for the period that the Team Member is on paid birth recovery leave as if the Team Member were on FMLA-qualifying leave.
- After exhaustion of paid birth recovery leave, any remaining approved FMLA leave may be covered by accrued paid time off ("PTO") or unpaid leave, based on Team Member preference and direct supervisor approval.

- This policy aligns with state-specific rules and provisions for parental leave.
- The company will maintain all benefits for Team Members during the paid birth recovery leave period, just as if they were taking any other company-paid leave, such as PTO.

Requests for Paid Birth Recovery Leave

Team Members must notify Human Resources and their supervisor via the [LOA Request form](#) at least 30 days before the proposed start date of leave (or as soon as possible if not foreseeable).

Documentation required by Human Resources must be submitted to substantiate the leave request, just as one would provide for FMLA requests.

Additional Information

- Team Members on paid birth recovery leave are responsible for the continuation of their health insurance premiums.
- Team Members are considered active Team Members during leave and are entitled to the continuation of benefits under the same conditions as if they were working.

WhiteWater is committed to the reinstatement of Team Members to their previously held position or a comparable one upon return from leave, barring any critical operational needs that may prevent this and with approval by appropriate leadership in compliance with applicable law.

Policy Administration

WhiteWater reserves the right to interpret, revise, or terminate this policy at its sole discretion at any time. For all questions or clarification regarding this policy, please contact Human Resources at hr@whitewatercw.com or 844-715-1250.

Parental Leave

WhiteWater provides paid parental leave to support Team Members as they expand their families through the birth of a child or the adoption/foster care placement of a child. This policy aims to enable Team Members to bond with and care for their new child, balancing work commitments and family life.

Eligibility

To qualify for paid parental leave, Team Members must meet all of the following criteria:

- Have been employed by WhiteWater for at least 12 continuous months before the leave request.
- Have worked at least 1,250 hours during the 12 months before the leave.
- Fall into one of the following categories:
 - Given birth to a child.
 - Be the spouse or committed partner of a woman who has given birth.

- Have adopted a child or had a child placed with them through foster care (excluding the adoption of a spouse's child). Foster care and adoption apply to children aged 17 or younger.

Length, Time Frame, and Duration of Paid Parental Leave

- Eligible Team Members will receive one (1) week of paid parental leave.
- Paid parental leave must be taken within three (3) months following the birth, adoption, or foster placement of a child.
- This leave runs concurrently with the Family Medical Leave Act (FMLA), as applicable.
- Paid leave does not increase for multiple births or simultaneous adoptions/placements (e.g., twins, siblings).

Compensation During Leave

- Paid parental leave will be compensated at 100% of the Team Member's regular base pay, not to include any other additional compensation (including but not limited to, incentives, commissions, bonuses, overtime, or shift differentials); based on the average weekly hours worked before taking leave.
- Salary positions are based on 40 hours per week, not to include any other additional compensation (including but not limited to, incentives, commissions and bonuses).
- Variable hourly full-time Team Members (that meet eligibility requirements) compensation will be calculated based on average hours worked in the prior 12-month period to the start date of their leave of absence, multiplied by their hourly base pay rate.
- Payments will be made on the regular bi-weekly pay schedule.
- A team member may qualify for paid either Parental Leave or Birth Recovery Leave in a given year, but not both.

Coordination with Other Policies

- Paid parental leave taken under this policy will run concurrently with leave under the FMLA; thus, any leave taken under this policy that falls under the definition of circumstances qualifying for leave due to the birth or placement of a child due to adoption or foster care, the leave will be counted toward the 12 weeks of available FMLA leave per 12 months. All other requirements and provisions under the FMLA will apply. In no case will the total amount of leave—whether paid or unpaid—granted to the Team Member under the FMLA exceed 12 weeks during the 12-month FMLA period. Please refer to the Family and Medical Leave Policy for further guidance on the FMLA.
- A Team Member who takes paid parental leave that does not qualify for FMLA leave will be afforded the same level of job protection for the period that the Team Member is on paid parental leave as if the Team Member were on FMLA-qualifying leave.
- After exhaustion of paid parental leave, any remaining approved FMLA leave may be covered by accrued paid time off ("PTO") or unpaid leave, based on Team Member preference and direct supervisor approval.

- This policy aligns with state-specific rules and provisions for parental leave.
- The company will maintain all benefits for Team Members during the paid parental leave period, just as if they were taking any other company-paid leave, such as PTO.

Requests for Paid Parental Leave

Team Members must notify Human Resources and their supervisor via the [LOA Request form](#) at least 30 days before the proposed start date of leave (or as soon as possible if not foreseeable).

Documentation required by Human Resources must be submitted to substantiate the leave request, just as one would provide for FMLA requests.

Additional Information

- Team Members on paid parental leave are responsible for the continuation of their health insurance premiums.
- Team Members are considered active Team Members during leave and are entitled to the continuation of benefits under the same conditions as if they were working.

WhiteWater is committed to the reinstatement of Team Members to their previously held position or a comparable one upon return from leave, barring any critical operational needs that may prevent this and with approval by appropriate leadership in compliance with applicable law.

Policy Administration

WhiteWater reserves the right to interpret, revise, or terminate this policy at its sole discretion at any time. For all questions or clarification regarding this policy, please contact Human Resources at hr@whitewatercw.com or 844-715-1250.

Educational Unpaid Leave of Absence

WhiteWater supports Team Members pursuing higher education. The Educational Leave of Absence (ELOA) program allows eligible Team Members to take a temporary unpaid leave for educational purposes.

Eligibility

To qualify for ELOA, a Team Member must:

- Be actively employed for at least six (6) months;
- Be a full-time student enrolled in higher education (college or university);
- Have no active counseling reports at the time of request.
- Maintain exemplary performance, as approved by their direct supervisor or above;
- Submit the leave request at least 30 days in advance (exceptions may be granted by HR in extraordinary circumstances); and
- Provide proof of enrollment (e.g., class schedule or official letter).

Acceptable Uses

ELOA may be used for attending school in a different city or location for the period of a semester or trimester

Leave Duration

Maximum of one semester/trimester (up to 4 months). Extensions may be considered based on staffing needs and must be approved by HR and the Regional Vice President.

Benefits During Leave

Team Members must use all accrued, unused Paid Time Off (PTO) for any approved Educational Leave of absence. The remaining approved Educational Leave of Absence will be unpaid. Company-provided benefits will be suspended during the unpaid leave period.

Eligible benefits may be continued at the Team Member's expense through COBRA.

Reinstatement

Reinstatement is not guaranteed. However, WhiteWater will make reasonable efforts to place the returning Team Member in their previous position or a similar role at the same or nearby location.

Team Members must notify HR and their manager at least 30 days before the intended return date.

Return to Work Process

Before resuming work, Team Members must:

- Schedule a check-in meeting with their manager; and
- Review any relevant updates to policies, procedures, or training.

Procedure for ELOA Request

1. Notify your reporting manager and HR in writing (via email at hr@whitewatercw.com)
2. Complete the Leave of Absence Request Form by using the following link:
 - [LOA Request Form](#)
3. HR will notify both you and your manager of the final decision via email.

Bereavement Leave

At WhiteWater, we understand the deep impact that the loss of a loved one can have on our Team Members. In recognition of this, we offer bereavement leave to provide our team members with the time needed to grieve and manage affairs following the death of a family member.

Definitions

Immediate Family Members: This category includes a Team Member's spouse, domestic/common law partner, children, parents, siblings, grandparents, grandchildren, and (including in-laws).

Bereavement Leave Eligibility and Duration

In the event of the death of a Full Time, active Team Member's immediate family member, up to three (3) consecutively scheduled workdays will be paid as bereavement leave.

Procedure for Requesting Bereavement Leave

- Team Members must notify their direct supervisor or the Human Resources Department as soon as possible about the need for bereavement leave.
- The request for leave should be made formally using the Leave of Absence (LOA) form available on the company intranet. If you do not have access to the intranet, [click here](#) or contact your supervisor for assistance.
- The form must be completed and submitted for approval to ensure the leave is recorded and managed appropriately.

In addition to bereavement leave, a Team Member may, with his or her supervisor's approval, use any accrued, unused paid time off ("PTO") for additional approved time off as necessary.

Bereavement pay is calculated based on the Team Member's base rate of pay at the time of absence, and it will not include any special forms of compensation, such as incentives, commissions, bonuses, overtime, or shift differentials.

Documentation Requirements

Team Members who request bereavement leave more than once in a calendar year may be required to provide supporting documentation (e.g., obituary, funeral program, or other relevant documentation).

Military Leave

WhiteWater is committed to protecting the job rights of Team Members absent from work due to service in the uniformed services of the United States. In accordance with federal, and state, and commonwealth law, our policy is that no Team Member or prospective Team Member will be subjected to any form of discrimination based on that person's membership in or obligation to perform service for any such uniformed services. Expressly, no person will be denied employment, reemployment, promotion, or other employment benefits based on such membership. Furthermore, no person will be subjected to retaliation or adverse employment action because such person has exercised his or her rights under applicable law or company policy. If anyone believes that they have been subjected to discrimination in violation of company policy, you must immediately notify management or ownership.

Team Members taking part in various military duties are eligible for benefits under this policy. Such military duties include, but are not limited to, leaves of absence taken by members of the uniformed services, including Reservists and National Guard members, for training, periods of active military service and funeral honors duty, as well as time spent being examined to determine fitness to perform such service.

Team Members requesting leave for military duty should contact management to request leave as soon as they are aware of the need for leave.

Jury Duty

WhiteWater complies with all federal, state, and local court attendance leave laws and regulations. If you are summoned to jury duty, you are responsible for immediately notifying us by submitting a copy of the juror summons to your supervisor.

Team Members are required to work when they are not required to be in court, in compliance with applicable law.

Time Off to Vote

WhiteWater encourages Team Members to fulfill their civic responsibility by voting in local, state, and national elections. Generally, Team Members are encouraged to find time to vote either before or after their regular work schedule. However, we will abide by all state-mandated rules related to time off for voting.

Receipt and Acknowledgment

I have received a copy of the WhiteWater Team Member Handbook. I understand the handbook applies to me. I understand that, as used below and as used in the handbook, "Company" refers to WhiteWater. I have read the handbook and will follow the policies in it.

I understand that all the policies, including those in the handbook, are subject to changes and exceptions without prior notice, at management discretion. I understand that I am an at-will Team Member and that, therefore, both WhiteWater and I are free to terminate my employment at any time, with or without cause or advance notice, and without compensation except for time worked, unless otherwise provided in a formal written Employment Contract signed by the owner. By distributing this Team Member Handbook, the Company expressly revokes any and all previous policies and procedures which are inconsistent with those contained herein.

I understand the handbook is the property of WhiteWater. I will return my copy of the handbook at the time my employment ends. I acknowledge that WhiteWater hereby directs my attention to the introductory section in the handbook titled "Employment At-Will." I understand that that section contains important statements about the handbook and our policies. Furthermore, I acknowledge that this Team Member Handbook is neither a contract of employment nor a legal document. I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by the Company or me.

I acknowledge having read that and all other sections of the handbook.

Team Member Signature

Team Member Name (Please Print)

Date: -----

Please sign and date this receipt and acknowledgment form and return it to the WhiteWater office.