



## **Personal Safety & Security Policy**

### **Purpose**

At WhiteWater Express Car Wash ("WhiteWater"), safety includes not only protection from equipment and environmental hazards, but also protection of our team members' personal safety and security while at work. All team members are expected to remain aware of their surroundings, exercise good judgment, communicate concerns immediately, and follow all operational security procedures.

Unsafe situations, suspicious activity, aggressive behavior, or staffing concerns must always be taken seriously and immediately escalated to management. Failure to follow personal safety and security procedures may result in disciplinary action, up to and including termination of employment.

### **Personal Safety Expectations**

All team members share responsibility for maintaining a safe workplace culture.

Team members are expected to:

- Use sound judgment at all times
- Follow all safety and security procedures
- Immediately communicate concerns or hazards
- Support fellow team members when unsafe conditions arise
- Stop work and notify leadership (AD, RD, department leader, or other applicable leadership contact) if a task or situation appears unsafe

### **Minimum Staffing Safety Requirement**

To protect team members and maintain a safe operating environment, employees are not permitted to work alone at any operating location.

The following standards apply at all times:

- A minimum of two (2) team members must be onsite during operating hours and any before-hours, after-hours, or overnight work activities. This includes opening procedures, closing procedures, maintenance activities, facility repairs, and any onsite work performed in partnership with Facilities or external vendors.
- At least one team member onsite must be designated as a Shift Lead or above.
- Team members may not open or close a location alone
- Team members may not remain onsite alone after closing procedures are complete
- Team members may not perform maintenance, ladder work, pit work, or other elevated-risk tasks alone
- If staffing drops below the minimum required coverage for any reason, the leader on duty must immediately notify their direct leadership (AD, RD, department leader, or other applicable leadership contact) and determine whether operations or work activities should be paused, suspended, or closed until proper staffing coverage is restored.
- Under no circumstances should a team member place themselves in an unsafe situation in order to continue operations

Managers are responsible for ensuring proper staffing coverage is maintained throughout the shift.



### **Situational Awareness**

Maintaining awareness of your surroundings is one of the most effective ways to prevent accidents, injuries, theft, or unsafe situations.

Team members should:

- Remain alert and attentive while working
- Avoid distractions that limit awareness of customers, vehicles, equipment, or surroundings
- Immediately report suspicious persons, unsafe behavior, or unusual activity
- Be especially aware during opening, closing, cash handling, and low-traffic periods
- Avoid isolated areas of the property whenever possible
- Keep emergency exits, walkways, and access points clear

Team members should never ignore behavior or situations that “do not feel right.” If something appears unsafe, immediately notify management.

### **Aggressive or Threatening Behavior**

WhiteWater maintains zero tolerance for violence, threats, intimidation, harassment, or aggressive behavior toward team members or customers.

If a customer or individual becomes aggressive, threatening, or confrontational:

- Remain calm and professional
- Do not argue, threaten, or escalate the situation
- Create distance whenever possible and move to a secure, locked area if the situation escalates or feels unsafe
- Immediately notify the manager on duty
- Contact law enforcement if the situation appears unsafe or escalates
- Prioritize personal safety over customer service or operational continuity

Team members are never expected to physically intervene, restrain individuals, pursue suspects, or place themselves in danger. If at any time a team member feels unsafe, they should remove themselves from the situation immediately and notify management.

### **Parking Lot & Exterior Safety**

Because operations occur outdoors and around moving vehicles, additional caution is required in parking lots, vacuum areas, and exterior portions of the property.

Team members must:

- Stay alert around moving vehicles at all times
- Use designated walkways whenever available
- Avoid walking behind reversing vehicles
- Exercise caution during nighttime operations or low-visibility conditions
- Report any damaged lighting, security concerns, or unsafe conditions immediately
- Keep exterior areas free from hazards, debris, and obstructions, and never position yourself between a vehicle and an exit path or means of escape



## **Opening & Closing Security Procedures**

Managers and designated team members are responsible for maintaining a secure environment during opening and closing procedures.

The following expectations apply:

- Doors, gates, and restricted areas must remain secured when not in use.
- Team members should remain together during opening and closing procedures whenever possible.
- Cash should never be openly visible to customers or the public and must be handled in accordance with established company cash handling procedures. Refer to the [DRB XPT Deposit Overview](#) on the Intranet for complete cash handling and deposit requirements. If accessing manually, navigate to: Company Intranet Home Page → Finance → Finance Landing Page → Scroll to the bottom of the page under "Cash Training."
- Team members should immediately report suspicious vehicles or individuals lingering near the property.
- If an unsafe situation is suspected, team members should remain in a secure location and contact management or law enforcement.

When arriving onsite, opening, closing, or working after hours, team members must:

- Stay alert and avoid distractions
- Circle the property before parking and remain aware of unfamiliar vehicles or individuals lingering near the site
- Keep phones accessible in case emergency assistance is needed
- Whenever possible, remain in well-lit and highly visible areas of the property
- Avoid confronting suspicious individuals directly
- Immediately leave the area and contact leadership (AD, RD, department leader, or other applicable leadership contact) or law enforcement if a situation feels unsafe

## **After-Hours & Site Security Expectations**

To maintain a safe working environment, additional precautions are required during early morning, evening, overnight, or after-hours activities.

At all times, there must be a minimum of two (2) individuals onsite during operating hours and after-hours work activities.

Additional expectations apply for Facilities and maintenance-related work:

- For jobs requiring two Facilities Technicians, both technicians must remain onsite for the duration of the work being completed
- For jobs requiring only one Facilities Technician, an Operations leader must also remain onsite throughout the work activity
- Team members may not separate from one another during after-hours work activities unless approved by leadership (AD, RD, department leader, or other applicable leadership contact) for operational necessity



To support site visibility and security:

- Exterior lot lights and vacuum area lights must remain turned on during nighttime work activities or after-hours projects
- Any lighting outages, damaged fixtures, camera outages, damaged cameras, gate malfunctions, lock issues, or other security-related concerns must be reported immediately

Security-related concerns must be escalated immediately to:

- Area Director
- Regional Director
- Human Resources
- Information Technology (IT), when applicable

Examples of immediately reportable security concerns include:

- Camera systems offline or not recording
- Damaged or obstructed cameras
- Inoperable exterior lighting
- Gate arm malfunctions
- Broken locks or unsecured doors
- Suspicious activity or unauthorized individuals onsite

Maintaining visibility, communication, and proper staffing coverage is essential to ensuring team member safety and operational security across all WhiteWater locations.

No task or operational objective is more important than the safety and security of our team members.

### **Emergency Communication & Reporting**

All emergencies, threats, injuries, security incidents, or unsafe situations must be reported immediately.

Depending on the situation, team members should notify:

- Emergency Responders / Law Enforcement
- The Manager on Duty
- Area Director/ Regional Director
- Human Resources

Examples of incidents requiring immediate escalation include:

- Threats of violence
- Physical altercations
- Suspicious packages or weapons
- Robbery or attempted theft
- Stalking or harassment concerns
- Unsafe staffing situations
- Any situation where a team member feels unsafe

Prompt reporting allows WhiteWater to respond quickly, support affected team members, and help prevent future incidents.



### **Visitor & Vendor Safety**

Visitors, vendors, contractors, and non-team members must follow all site safety requirements while on company property.

- Visitors are not permitted in operational or restricted areas unless authorized
- Contractors and vendors must coordinate with management before beginning work
- Team members should not provide unauthorized individuals access to restricted areas, equipment rooms, or control systems
- Any unknown or suspicious individuals onsite should be reported immediately

### **Safety Reporting & Non-Retaliation**

WhiteWater expects all team members to immediately report unsafe conditions, security concerns, suspicious activity, injuries, threats, or situations that may place themselves, coworkers, customers, or the public at risk.

Team members are empowered and expected to take appropriate action when safety concerns arise, including stopping work, leaving an unsafe area, contacting leadership, or calling emergency services when necessary.

Approval is never required to contact 911 or emergency responders if a team member believes there is an immediate threat to personal safety, the safety of others, or the security of the location.

No team member will be disciplined, retaliated against, or negatively impacted for:

- Reporting unsafe conditions or safety concerns in good faith
- Escalating security concerns or suspicious activity
- Contacting emergency responders when safety concerns exist
- Stopping work due to unsafe conditions
- Raising concerns regarding staffing, security, or operational safety expectations

Retaliation against any team member for reporting safety or security concerns is strictly prohibited and may result in disciplinary action, up to and including termination.

Team member safety will always takes priority over operational convenience, customer service, production speed, or business continuity.

No task, customer interaction, maintenance activity, or operational objective is more important than the safety and security of our team members. Every employee shares responsibility for maintaining a safe, secure, and professional working environment across all WhiteWater locations.

### **Disclaimer:**

This policy is intended to provide general guidance and does not create a contract, express or implied. The Company reserves the right to modify, suspend, or discontinue this policy at any time, with or without notice. Where state or local law differs from this policy, the Company will follow the requirements of the applicable jurisdiction.