



Workplace Violence Prevention Policy

Purpose

WhiteWater Express Car Wash ("Company") is committed to providing and maintaining a safe work environment for team members, customers, vendors, and visitors. The purpose of this policy is to establish expectations related to workplace violence prevention, reporting, response, and safety awareness across all company locations and operations.

The company recognizes that workplace violence can take many forms, including threats, intimidation, aggressive behavior, physical assault, armed violence, and other conduct that creates fear, disruption, or safety concerns within the workplace. This policy is intended to help reduce risk, promote early reporting of concerns, establish response expectations, and reinforce the company's commitment to team member safety and operational preparedness.

Scope

This policy applies to all team members, applicants, contractors, vendors, customers, and visitors at all company-owned or operated locations, including field operations, corporate offices, facilities operations, company-sponsored events, and any work-related activity conducted on behalf of the company.

This policy applies regardless of whether conduct occurs onsite, offsite during company business, through electronic communications, or in any circumstance where workplace safety may reasonably be impacted.

Definitions

For purposes of this policy, workplace violence includes any act, threat, behavior, or conduct that threatens the safety, security, or wellbeing of team members or others connected to the workplace. This may include physical assault, attempted assault, threats of violence, intimidation, stalking, harassment involving threats, aggressive confrontations, destruction of property, or any conduct that creates a reasonable fear of harm.

A critical workplace violence incident may include, but is not limited to, armed violence, active threats, gunshot wounds, workplace assaults, serious bodily injury, threats involving weapons, or any incident requiring law enforcement or emergency response involvement. Such incidents may result in activation of the Company's Emergency Response Team (ERT), a cross-functional leadership team responsible for coordinating communication, decision-making, employee support, regulatory response, and operational recovery efforts in accordance with the Critical Incident Response & Recovery Toolkit.

Roles & Responsibilities

Role	Responsibilities
Team Members	Team members are expected to maintain awareness of their surroundings, follow established safety and security procedures, immediately report threats, suspicious behavior, security concerns, or unsafe conditions, and cooperate fully during investigations or emergency response activities. Team members should prioritize personal safety at all times and should never attempt to physically intervene in criminal activity or confront potentially dangerous individuals.
Managers & Field Leadership	Managers and field leadership are responsible for responding promptly to reported concerns, ensuring appropriate escalation of incidents, supporting team member safety, coordinating emergency response efforts when necessary, and partnering with Human Resources and Safety during investigations and



Role	Responsibilities
	follow-up actions. Leaders are also expected to reinforce workplace violence prevention expectations and address known safety or security concerns timely.
Human Resources	Human Resources is responsible for administering this policy, supporting workplace violence prevention efforts, coordinating team member communications and support resources, assisting with investigations, maintaining documentation, and partnering with leadership, Safety, and Legal as appropriate during incident response activities. HR is also responsible for helping ensure compliance with applicable employment laws and non-retaliation expectations.
Safety	Safety is responsible for coordinating workplace safety reviews, evaluating OSHA reporting obligations, supporting incident investigations, maintaining required records, overseeing corrective action tracking, and helping identify operational or environmental risk factors that may impact team member safety.
Information Technology (IT)	IT is responsible for preserving surveillance footage, access logs, and other electronic records associated with workplace violence incidents when requested. IT also supports evidence preservation efforts and assists with maintaining security system functionality where applicable.
Marketing	Marketing is responsible for coordinating external communications, media responses, and internal messaging related to workplace violence incidents when necessary. All media inquiries should be routed through approved company communication channels.
Executive Leadership	Executive Leadership is responsible for supporting workplace violence prevention initiatives, ensuring organizational alignment on safety expectations, approving significant operational or security changes when necessary, and supporting coordinated response efforts during critical incidents.

Procedure

Team members should immediately report any threat, violent behavior, suspicious activity, security concern, or unsafe situation to a supervisor, Human Resources, Safety, or law enforcement as appropriate. In situations involving immediate danger or active threats, team members should call 911 before notifying company leadership.

The company takes all reports of workplace violence seriously and will assess each situation based on the specific facts and circumstances involved. Depending on the nature of the concern, the company may conduct an investigation, implement interim safety measures, restrict access to company property, suspend operations temporarily, involve law enforcement, or take corrective action up to and including termination of employment.

Team members should prioritize personal safety at all times and should never attempt to physically intervene in criminal activity, confront armed or suspicious individuals, or attempt to recover stolen property. If a situation appears unsafe, team members should remove themselves from the area and contact emergency services or leadership immediately.

Incidents involving weapons, armed violence, serious bodily injury, active threats, robbery, carjacking, law enforcement response, or other high-impact workplace violence events may result in activation of the Emergency Response Team (ERT) in accordance with the Critical Incident Response Program Toolkit. When activated, the ERT will coordinate cross-functional response efforts, communication, regulatory considerations, employee support, and operational recovery activities.

The company may implement additional workplace violence prevention measures based on operational needs, site conditions, prior incidents, or safety assessments. Such measures may



include security enhancements, training, communication protocols, site inspections, access controls, or lone-worker safety procedures.

Documentation & Records

The company will maintain documentation related to reported workplace violence concerns, investigations, incident response activities, corrective actions, and related safety measures as appropriate. Documentation may include witness statements, incident reports, security reviews, OSHA documentation, workers' compensation records, surveillance preservation logs, and communication records.

Records will be maintained in accordance with applicable company retention practices and legal requirements.

Compliance & Audit

Failure to comply with this policy, including failure to report known threats or engaging in prohibited conduct, may result in corrective action up to and including termination of employment. The company may periodically review workplace violence prevention practices, incident trends, security procedures, and operational safeguards to evaluate effectiveness and identify opportunities for improvement. Leadership, Human Resources, Safety, and Operations may conduct periodic audits or reviews of workplace violence prevention measures and related compliance obligations.

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.