

ANCIRA Team Playbook

Summary Policy Manual for Easy Reference.

The detailed Team Policy Manual is maintained by Human Resources and shall be the governing document in the event further clarity is required. Certain topics may be governed by additional policies or manuals when necessary.

1/1/26

INTRODUCTION

We believe that trust is the most critical asset within our organization. Our people are our competitive advantage, and our continued success depends on shared accountability, respect, and consistent performance standards.

This handbook provides guidance on workplace expectations, policies, and standards that support a successful, for-profit business. It is not all-inclusive, does not create a contract of employment, and does not alter the at-will employment relationship. Policies may exist even if not specifically listed here.

Violations of company policy—whether due to misunderstanding or intentional misconduct—**may result in discipline up to and including dismissal for a first offense.** The company does not practice progressive discipline and reserves discretion to determine appropriate action based on the circumstances.

Employees are expected to read, understand, and comply with this manual and to seek clarification from management when questions arise.

NOTICE: This VERSION OF OUR TEAM POLICY MANUAL is provided as a simplified reference to help employees understand expectations, responsibilities, and workplace standards. Employees must seek clarification from Human Resources or Corporate whenever a question involves legal rights, compliance obligations, or interpretation of company policy. This handbook neither creates nor modifies any contractual rights, and the company retains full discretion to interpret, revise, or enforce its policies in accordance with applicable law.

LEARN THE ROPES

Employees are expected to learn and understand company rules, procedures, and values by reviewing this handbook and participating in required training.

Orientation and training programs are provided to support success. Attendance and participation are mandatory when assigned. Failure to learn or comply with workplace standards is not excused by lack of familiarity.

RESTRICTED USE OF THE ANCIRA NAME OR MATERIALS

The “Ancira” name, logos, and trade identity are company property and may be used only for authorized business purposes.

Employees may not use the company name or branding in personal social media accounts, business ventures, email addresses, or other representations without prior written authorization (example: JoeSellsAncira@email.com or Roland_Sells_Ancira Facebook address). Unauthorized use may result in disciplinary action, up to and including dismissal.

You may not publish pay statements or Bonus Checks on social media or public domains.

Post responsibly. Many people depend on the success of this company for their livelihood and families. You’re welcome to brag and even offer to help someone find a car with us, but avoid reckless, negative, or provocative content. There are appropriate internal channels you have for attention in the event you have a complaint. Regardless of your association with Ancira at the time, your decision to display your views publicly can make you personally liable for defamation, libel, slander, or other serious consequences.

FINDING HELP & CHAIN OF COMMAND

Your immediate supervisor is your first point of contact for questions, concerns, or assistance. Employees are required to follow the chain of command to ensure clear communication and timely resolution.

Chain of Command Order:

1. Immediate Supervisor / Team Leader
2. Assistant Manager
3. Department Manager
4. Department Director
5. General Manager

When reporting absences, injuries, or workplace concerns, employees must communicate directly with management by phone when physically able. Text messages, voicemail, or messages left with third parties are not acceptable unless expressly permitted.

Failure to follow communication requirements may be treated as job abandonment or misconduct.

SHARED OBLIGATIONS

Successful working relationships require mutual trust, accountability, and two-way communication.

- Employees are responsible for performing assigned duties competently, honestly, and respectfully.
- Supervisors and managers are responsible for fair enforcement of policies and for addressing fairly any concerns brought to their attention.
- All employees are expected to raise concerns promptly and engage management in good faith to resolve issues.

Failure to engage the chain of command or to comply with lawful and reasonable directives may result in disciplinary action, up to and including dismissal for a first offense.

TEAM COURTESY

Professional courtesy is required at all times. Employees must:

- Keep work areas clean and presentable
- Treat coworkers and customers with respect, patience, and restraint
- Refrain from eating, smoking, or engaging in unprofessional behavior in customer-facing areas
- Avoid sharing personal frustrations or grievances with customers

Unprofessional conduct, even when not directed at customers, undermines the workplace and may result in discipline up to dismissal on a first offense.

MODEL PROFESSIONALISM

Present yourself as a PROFESSIONAL within your workplace. Appearance, hygiene, and attire must support a business-appropriate environment must reflect positively on the company. Managers are given discretion to enforce appearance standards based on business needs, safety considerations, and professional judgment. Human Resources may intervene if concerns are not appropriately addressed.

Employees whose appearance or conduct disrupts the workplace or detracts from professionalism **may be directed to correct the issue immediately** and may be subject to disciplinary action, up to and including dismissal.

ESSENTIAL PRINCIPLES FOR REMAINING EMPLOYED

Employees are expected to:

- Be reliable, punctual, and prepared for work
- Follow workplace rules and procedures INCLUDING those designed to help you succeed.
- Communicate honestly and professionally
- Maintain a positive, cooperative attitude
- Accept coaching and corrective feedback
- Protect the employer's reputation and interests

Continued employment is contingent upon meeting performance, conduct, attendance, and safety expectations. Benefits, promotions, or continued employment are not guaranteed and are based on business needs and individual performance and reliability.

Team standards exist to promote a safe, productive, and professional workplace and to ensure we meet customer needs effectively. Employees are expected to meet reasonable expectations related to performance, conduct, attendance, safety, and cooperation.

Employees must:

- Perform assigned duties accurately and on time
- Follow procedures and management directives
- Communicate concerns promptly through the chain of command
- Seek supervisor guidance when unsure rather than guess

Failure to meet these expectations diminishes an employee's value to the organization and **may result in discipline up to and including dismissal for a first offense.**

Employment with the company is **at-will**. Either the employee or the employer may end the employment relationship at any time, with or without cause or notice, subject to applicable law.

Employees are classified based on job requirements and business needs, including full-time, part-time, seasonal, or temporary status. Classification affects eligibility for benefits and access to certain programs.

Continued employment depends on meeting performance, conduct, attendance, and business expectations. No guarantee of continued employment exists.

CUSTOMERS WELCOME — PHONE & INTERPERSONAL STANDARDS

Every employee has a duty to ensure customers feel welcomed, respected, and assisted.

Core expectations include:

- Promptly answering calls and identifying yourself
- Taking responsibility for helping the customer, even when redirecting
- Remaining courteous, patient, and professional
- Ensuring customers are not transferred unnecessarily or left waiting without assistance

Employees are expected to follow established person-to-person care standards consistently. Failure to do so harms customer trust and business viability and may result in disciplinary action.

EMPLOYEE RESPONSIBILITY

Employees share responsibility for maintaining a safe, lawful, and professional workplace. Prompt reporting of concerns, compliance with instructions, cooperation with any confidential investigations, and good-faith cooperation are required conditions of employment.

Failure to meet these responsibilities may result in disciplinary action, up to and including dismissal.

EMPLOYMENT STATUS

Employment with the company is **at-will**. Either the employee or the employer may end the employment relationship at any time, with or without cause or notice, subject to applicable law.

Employees are classified based on job requirements and business needs, including full-time, part-time, seasonal, or temporary status. Classification affects eligibility for benefits and access to certain programs.

Continued employment depends on meeting performance, conduct, attendance, and business expectations. No guarantee of continued employment exists.

SEPARATION FROM EMPLOYMENT

Employment may end voluntarily or involuntarily at any time, with or without cause or notice, consistent with applicable law.

Employees are expected to:

- Return all company property immediately upon separation
- Maintain confidentiality after employment ends
- Resolve final pay, benefits, and administrative matters promptly

Failure to comply with post-employment obligations may result in appropriate action.

MISCONDUCT

The company maintains conduct standards to protect employees, customers, and the business. Misconduct includes, but is not limited to, behavior that:

- Violates company policy, essential job requirements, or manager directives
- Endangers safety or security
- Involves dishonesty, misuse of authority, or abuse of company resources
- Undermines customer trust or workplace integrity

Violations of company policy **may result in discipline up to and including dismissal for a first offense**. The company does not maintain a progressive discipline requirement and reserves discretion based on circumstances.

The following standards exist to protect employees, customers, and the business. The examples below are illustrative, not exhaustive.

Misconduct includes, but is not limited to:

- Neglect of duties, poor workmanship, unsafe repairs, or failure to comply with reasonable performance expectations.
- Dishonesty, falsification of records, misrepresentation, or fraud.
- Theft, misuse, destruction, or unauthorized use of company or customer property.
- Inaccurate or dishonest time reporting, including working off the clock or “stealing time” by knowingly remaining on the clock while engaging in personal interests.
- Failure to follow attendance, advance courtesy call-in, or failure to arrive or return-to-work as scheduled.
- Insubordination, refusal to follow lawful and reasonable directives, or interference with management.
- Harassment, threats, intimidation, retaliation, or disruptive conduct.
- Unauthorized disclosure or misuse of confidential, proprietary, or protected information.
- Misuse or unauthorized use of company systems, passwords, or access privileges.
- Conduct that undermines or compromises trust, safety, workplace order, or the company’s reputation.

Violations of company policy **may result in discipline up to and including dismissal for a first offense**. The company does not subscribe to progressive discipline and reserves discretion to act based on the circumstances.

PERSONAL SAFETY & SECURITY

The company is committed to providing a safe and healthy workplace. Safety is a condition of employment. Employees are expected to follow safety rules, use required protective equipment, and perform work in a manner that protects themselves, coworkers, customers, and company property.

Employees must:

- Use required safety equipment and follow job-specific safety procedures
- Report and/or Correct unsafe conditions promptly
- Report accidents, injuries, or property damage immediately and no later than the end of the shift; failure to do so invites dismissal for a first offense
- Prevent/Report unsafe behavior, impairment, or working under the influence of alcohol or prohibited substances; follow chain-of-command up to and including a Corporate Officer if your initial report does not produce preventive action
- Follow security procedures related to keys, vehicles, tools, equipment, and restricted areas
- Report/Prevent suspicious activity, unauthorized persons, or security concerns promptly

Failure to comply with safety or security requirements endangers others and **may result in dismissal for a first offense.**

All accidents, injuries, illnesses, near-misses, or property damage—regardless of severity—must be reported immediately and no later than the end of the workday.

Employees must:

- Report incidents promptly to management
- Seek medical attention when appropriate
- Cooperate fully in incident investigations

Failure to report an incident or providing false or incomplete information **may result in disciplinary action.**

WORKERS' COMPENSATION

The company provides workers' compensation coverage as required by law.

Employees are required to report work-related injuries or illnesses immediately and to comply with medical treatment, documentation, and return-to-work requirements. Abuse or misrepresentation related to workers' compensation **may result in disciplinary action, up to and including dismissal.**

DRUG, ALCOHOL & IMPAIRMENT

Employees must not work while impaired by alcohol, illegal drugs, or misuse of prescription or over-the-counter medication.

The possession, use, sale, or distribution of illegal drugs or alcohol on company premises or during company business is prohibited.

Employees taking medication that is known to cause drowsiness, disorientation, balance issues, vision or driving concerns, or bears warnings for operating machinery or in any way reported to potentially impair safety or performance **MUST NOTIFY** management **IN ADVANCE OF PERFORMING ANY WORK**. Violations of this policy **may result in immediate dismissal**.

WORKPLACE VIOLENCE & THREATS

Threats, intimidation, harassment, violence, or disruptive behavior—whether only verbal, or actually physical, or even suggested/IMPLIED—are prohibited. Whether you are a victim or a bystander, employees must report threats, violent behavior, or safety concerns immediately to management and up the Chain of Command including a Corporate Officer if necessary to obtain appropriate response.

EMERGENCIES & EVACUATION

Employees are expected to:

- Follow posted emergency procedures
- Participate in required safety training or drills
- Know evacuation routes, designated meet-up location, and emergency contacts

Failure to act in an emergency potentially endangers everyone. If in doubt, call 9-1-1.

WORKPLACE PROTECTIONS & SEARCH AUTHORITY

To protect employees, customers, and company assets, the company reserves the right—consistent with applicable law—to monitor, inspect, search, or investigate company premises, systems, and property.

This may include:

- Workspaces, lockers, desks, personal items, vehicles, and company equipment
- Any property on company premises
- Electronic systems, communications, and access records
- Investigations involving reasonable suspicion, safety incidents, loss prevention, or policy violations

Employees are required to cooperate fully and honestly in any investigation. Interference, refusal, retaliation, or dishonesty during an investigation **may result in dismissal upon a first offense**.

ATTENDANCE & COMMUNICATION

Reliable attendance is essential.

Employees must:

- Personally notify their manager by phone when absent or late, when physically able
- Provide timely notice for each day of absence
- Follow the chain of command if a supervisor is unavailable

Text messages, voicemail, or messages relayed through others are not acceptable unless specifically authorized.

Failure to follow call-in procedures, habitual absenteeism, leaving the workplace without notice, or failure to return following an excused absence **may result in dismissal for a first offense**, depending on circumstances.

Two consecutive unexcused workdays without call-in will be considered job abandonment.

WHEN TO CALL IN SICK

Employees must not report to work if they are contagious, medically impaired, or otherwise unable to perform duties safely.

Employees are expected to stay home when experiencing symptoms that may endanger others or compromise safety. Medical clearance or documentation may be required in certain circumstances.

Use of sick time or PTO does not excuse failure to comply with communication or documentation requirements. Abuse of sick leave or misrepresentation of medical status may result in disciplinary action.

MEDICAL & EXTENDED ABSENCES

Absences related to illness, injury, or medical treatment may trigger legal or policy obligations. You will be referred to contact the third-party-leave-administrator to evaluate the need. Employees are required to cooperate with documentation requests and maintain communication with management and Human Resources during the evaluation process.

Failure to provide required information, respond to inquiries, or return to work as directed may be treated as unauthorized absence or misconduct.

TIMEKEEPING REQUIREMENTS

Accurate timekeeping is a condition of employment.

Employees required to use a timekeeping system must:

- Clock in and out accurately for all hours worked
- Record meal periods and breaks as required
- Refrain from working off the clock
- Avoid personal activities while on the clock

Failure to review each of your pay statements, promptly report discrepancies, deposit or withholding concerns, falsifying, manipulating, or failing to accurately report time worked is misconduct and **may result in discipline up to and including dismissal for a first offense.**

Report Time concerns to your Manager immediately. Managers may correct time records only in accordance with established procedures. Unauthorized adjustments, tampering, or misreporting are prohibited and grounds for immediate dismissal.

OVERTIME & SCHEDULING

Work schedules and overtime must be approved in advance unless an emergency requires otherwise.

Employees may not work unauthorized overtime or alter schedules without approval.

Working outside assigned hours without authorization may result in corrective action, even if the time must still be paid as required by law.

PAY PRACTICES & COMPENSATION COMMUNICATION

The company is committed to lawful, accurate, and timely compensation.

Employees are responsible for reviewing pay statements and promptly raising questions or discrepancies through management. Questions about pay should first be addressed through the chain of command. Contact HR promptly if you don't receive timely answers/resolution of your reported concerns.

The company complies with applicable wage and hour laws. Nothing in this policy is intended to restrict legally protected rights related to compensation. Unauthorized disclosure, misuse, or discussion of another employee's compensation or financial information—outside of a legitimate business need—is prohibited and **may result in discipline up to and including dismissal for a first offense.**

HOLIDAYS

Due to the nature of the retail automotive business, holidays may be observed differently across departments based on customer demand and operational needs.

The company designates observed holidays each year. Some departments may remain open, and alternative scheduling or compensation may apply based on role and classification.

HOLIDAY PAY

Eligibility for holiday pay depends on job classification, employment status, and compliance with attendance requirements surrounding the observed holiday.

To be eligible where applicable, employees must:

- Be properly classified
- Work the scheduled workdays immediately before and after the holiday, unless otherwise excused
- Be actively employed at the time payroll processes the holiday

Holiday pay is not guaranteed and is administered according to policy and business requirements. Misrepresentation or abuse of holiday pay eligibility may result in disciplinary action.

LEAVE OF ABSENCE

A leave of absence is an approved, unpaid absence from work, typically three or more consecutive workdays, and may include the automatic application by the company of available PTO.

Employees must:

- Notify management as soon as the need for leave becomes known
- Comply with directions to enable the company to fairly evaluate the terms for leave
- Provide documentation as requested within the timelines required
- Respond timely to employer or Human Resources communications

Leave approval, duration, and conditions are governed by policy and applicable law. Failure to comply with leave requirements, maintain communication as instructed, or return as directed may be treated as unauthorized absence or job abandonment and may result in dismissal.

TEMPORARY OR MODIFIED DUTY

When medically necessary, employees may be required to provide documentation confirming their ability to safely perform job duties.

Temporary or modified duty assignments may be offered based on business needs, safety considerations, and medical restrictions. These assignments are not guaranteed and may be discontinued at the employer's discretion.

Employees are expected to comply with all restrictions and assignments. Failure to do so may result in disciplinary action, up to and including dismissal.

PROMOTION, TRANSFER & ADVANCEMENT

The company supports internal growth and development but does not guarantee promotions or transfers.

Opportunities are based on business needs, qualifications, performance, availability, and other relevant factors. Length of service alone does not guarantee advancement.

Employees interested in promotion or transfer should discuss their interest with their current manager before pursuing other opportunities.

PERFORMANCE FEEDBACK

Performance feedback may be provided formally or informally at management's discretion.

The company does not guarantee periodic performance reviews. Feedback is intended to support improvement, accountability, and alignment with business expectations.

Failure to improve performance after verbal or written feedback or coaching may result in disciplinary action, up to and including dismissal.

DURATION OF EMPLOYMENT

Employment is at-will. Neither length of service nor prior performance guarantees continued employment.

Employees are expected to continuously meet performance, conduct, attendance, and safety standards. The employer may end the employment relationship at any time, with or without cause or notice, subject to applicable law.

Resignations are a professional courtesy; however, the employer may accept a resignation immediately or at a later time based on business needs.

NO ENTITLEMENT

Compensation, benefits, incentives, perks, promotions, or continued employment are not guaranteed. All employment decisions are made based on business necessity, performance, conduct, and applicable policy. Nothing in this handbook creates an entitlement or contractual right.

REHIRE

The company maintains a general no-rehire policy. Rehire decisions, if any, are made at the employer's sole discretion. The company has no duty to entertain a request for rehire, but if it is decided to be worthy of consideration, factors such as work history, reason for separation, conduct/reputation with peers and management, contribution to the team when employed, and current business needs will be taken into account.

Although exceptions are occasionally made, they are rare and only made when deemed to be to the company's advantage. Rehire should never be 'expected' and is not guaranteed. Consider departure for any reason to be final.

SOLICITING & DISTRIBUTION

To maintain focus, safety, and fairness, solicitation and distribution activities are restricted.

Employees may not solicit, sell, promote, or distribute goods, services, or materials during working time or in work areas, unless specifically authorized. Non-employees are prohibited from soliciting or distributing materials on company premises without approval.

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

THREATS, DISRUPTION, OR CONFLICT

The company is committed to maintaining a safe, orderly, and respectful workplace.

Threats, intimidation, bullying, harassment, disruptive behavior, or conduct that undermines safety or operations are prohibited. Employees must promptly report concerns to management or Human Resources.

Behavior that disrupts the workplace or places others at risk **may result in immediate disciplinary action, up to and including dismissal.**

RETURN OF COMPANY PROPERTY

All company property, records, equipment, keys, credentials, documents, and data—physical or electronic—must be returned upon request or at separation.

Company information must not be retained, copied, or used after employment ends.

Failure to return company property or information **may result in disciplinary action or legal remedies.**

EMPLOYEE DATING & WORKPLACE RELATIONSHIPS

Workplace relationships may present business risks when they affect supervision, decision-making, morale, or objectivity. Whether simply roommates or romantically involved.

Employees in a romantic or close personal relationship with another employee must disclose the relationship to management.

The company reserves discretion to take action it determines is in its best interest, including reassignment or separation of employment, when a relationship interferes with business operations or workplace integrity.

Plain English: Don't be scared and lie about it. Bring it forward so we can assess potential conflict together. We will want to provide a solution when possible, but keep your conscience clear by bringing it to management's attention so we can work through it.

MOONLIGHTING & OUTSIDE BUSINESS ACTIVITIES

Outside employment or business activities must not interfere with job performance, company interests, or workplace obligations.

Employees may not engage in outside work that:

- Conflicts with company business or interests
- Uses company time, resources, or confidential information
- Creates safety, fatigue, or performance concerns

The company reserves discretion to determine whether outside activities are incompatible with employment. Failure to comply with this policy **may result in dismissal**.

NEPOTISM & CONFLICTS OF INTEREST

Employees are expected to avoid situations that create, or appear to create, conflicts between personal interests and company responsibilities.

Employees must disclose relationships, financial interests, or circumstances that could influence—or appear to influence—employment decisions, supervision, compensation, or business judgment.

The company reserves the right to determine appropriate job placement, reassignment, or other action when a conflict exists. Failure to disclose a conflict or comply with corrective measures **may result in discipline up to and including dismissal for a first offense**.

FINAL PAY

Final pay is subject to lawful deductions and the return of company property. Unpaid vacation, incentives, or bonuses are not guaranteed and are typically not owed upon work separation, consistent with company policy. You will be paid for any/all work accounted for as of last day worked.

BENEFITS

Benefits, where offered, are governed by separate plan documents and policies. Benefit eligibility, coverage, and administration are determined by the applicable plan documents, which control in the event of any inconsistency. The Benefits Office will automatically inform you of your benefits eligibility following your hire as a qualifying employee. If your work hours change from full-time to part-time or variable hours change at any point after initial hire, you are required to inform the Benefits Office of the hours change. Failure to do so may result in retroactive changes to your benefits to assure legal compliance. The company reserves the right to amend, modify, or discontinue benefits at any time as permitted by law.

PRIVACY & CONFIDENTIAL INFORMATION

The company is committed to protecting the privacy of employees, customers, and business partners.

Employees must safeguard confidential, proprietary, and non-public information obtained through their work. This includes, but is not limited to, personal data, financial information, employment records, customer records, business strategies, and investigation materials.

Unauthorized access, use, disclosure, recording, copying, or removal of confidential information is prohibited and **may result in discipline up to and including dismissal**.

Employees are required to cooperate fully in privacy-related inquiries or investigations and to maintain confidentiality throughout the process.

RECORDING, PHOTOGRAPHY, & SURVEILLANCE

Unauthorized photography, audio recording, video recording, or data capture on company premises or during company business is prohibited.

All recordings or images created on company premises or using company resources are company property unless expressly authorized in writing by designated Ancira authority.

Violation of this policy **may result in immediate dismissal** and may also expose the individual to legal action.

DATA SECURITY & INFORMATION SYSTEMS

Company information systems, networks, and data are provided for business use only.

Employees must:

- Use systems responsibly and only for authorized purposes
- Protect passwords, access credentials, and system permissions
- Avoid introducing unauthorized devices, software, or storage media
- Report suspected security incidents or breaches immediately

Sharing credentials, bypassing security controls, or mishandling protected data **may result in dismissal for a first offense**.

RECORDING TECHNOLOGY

Employees may not wear, activate, or use any personal device capable of audio, video, image, or data capture—including smart glasses, recording eyewear, body-worn cameras, or similar technology—on company premises or while conducting company business, unless expressly authorized in writing by a Corporate Officer.

Such devices must be **powered off and even when ‘off’ are not permitted in the work area**. Refusal to comply may result in dismissal. Surrender may be required in the event of formal investigation such as data theft, privacy breach, or policy violation.

Use of such technology that could deliberately or inadvertently collect customer, financial, employee, or other private information is prohibited and may result in discipline up to and including dismissal for a first offense.

ARTIFICIAL INTELLIGENCE & AUTOMATED TOOLS

Use of artificial intelligence, automation tools, or data-driven systems is governed by company policy and authorization. Without specific authorization, use is prohibited.

Employees may only use AI or automated tools for business purposes **if and when approved** and must comply with data protection, confidentiality, and ethical standards.

Unauthorized use of AI tools, or use that compromises company data, customer privacy, or legal compliance, is prohibited.

Violations may result in dismissal for a first offense and legal action against you.

Our comprehensive policy is posted on the Ancira.ORG website for your reference. Seek guidance from HR if you have questions.

DUTY TO REPORT & MITIGATE

Employees have a duty to promptly report:

- Suspected data breaches or security incidents
- Loss or misuse of company information
- Unauthorized access or disclosure

Employees are also required to take reasonable steps to mitigate harm once an issue is identified. Failure to report or mitigate **may result in dismissal**.

DATA RETENTION & LITIGATION HOLD

Employees must comply with company data retention and destruction requirements.

When litigation, audits, or investigations are pending or reasonably anticipated, employees are required to preserve all relevant records, communications, and data. Destruction, alteration, or deletion of materials subject to a hold is strictly prohibited.

Failure to comply with retention or preservation obligations **may result in dismissal**.

ANTI-HARASSMENT, DISCRIMINATION & RETALIATION

The company is committed to maintaining a workplace free from unlawful harassment, discrimination, and retaliation.

Harassment or discrimination based on any legally protected characteristic is prohibited. This includes conduct that interferes with an individual's work performance or creates an intimidating, hostile, or offensive environment. **Our universal Code Phrase if you are the receiver of such behavior is, "THAT'S OVER THE LINE". Use it. If it fails to immediately elicit an apology and permanent correction of the unwanted behavior, report it to HR.**

Retaliation against any individual who, in good faith, reports a concern, participates in an investigation, or exercises a legally protected right is strictly prohibited.

Violations of this policy **may result in discipline up to and including dismissal for a first offense.**

YOUR RESPONSIBILITY TO SPEAK UP

Each employee has a personal responsibility to help maintain a respectful workplace. This includes your duty to comply with requests to participate in company investigations.

If you experience or observe conduct that may violate company policy or the law, you are expected to use the universal Code Phrase (see above). If this fails to immediately elicit an apology, report it promptly to management or Human Resources. Reports should be made as soon as reasonably possible to allow the company to respond appropriately.

Delaying or withholding information may compromise the effectiveness of an investigation.

INVESTIGATIONS & COOPERATION

The company will investigate reported concerns promptly and as confidentially as possible.

Employees are required to:

- Cooperate fully and honestly in investigations
- Maintain confidentiality during the process
- Refrain from interference, retaliation, or discussion that could compromise the investigation

The company reserves discretion to determine the scope, method, and outcome of any investigation. Findings may result in corrective action, discipline, or other appropriate measures.

Failure to cooperate or attempts to interfere **may result in disciplinary action, up to and including dismissal.**

CONFIDENTIALITY EXPECTATIONS

Information related to complaints, investigations, witness statements, and outcomes is confidential and may only be shared on a need-to-know basis.

Unauthorized disclosure of investigation-related information undermines the process and **may result in disciplinary action.**

FALSE OR BAD-FAITH REPORTS

The company encourages good-faith reporting. Knowingly making a false report or providing false information during an investigation is misconduct and **may result in disciplinary action, up to and including dismissal.**

NO GUARANTEE OF OUTCOME

The company does not guarantee a specific outcome or disciplinary action following an investigation. Decisions are based on the facts, applicable policy, and business judgment at the time.

OPEN COMMUNICATION & PROBLEM RESOLUTION

The company encourages open, respectful communication and timely problem resolution. Employees are expected to raise questions, concerns, or workplace issues promptly through the chain of command. Most issues are resolved effectively when addressed early and directly.

Using internal reporting channels helps ensure concerns are understood, addressed appropriately, and resolved whenever possible.

CHAIN OF COMMAND

The chain of command exists to support clear communication and effective resolution. Employees should first contact their immediate supervisor or manager. If the issue cannot be resolved at that level, it may be escalated to higher management or Human Resources as appropriate.

Failure to follow the chain of command may delay resolution and is discouraged unless circumstances warrant direct escalation.

HANDBOOK MODIFICATION & SUPERSESSION

This handbook replaces all prior versions and summaries.

The company reserves the right to interpret, revise, suspend, or discontinue policies at any time, with or without notice, subject to applicable law. No supervisor, manager, or representative has authority to modify this handbook or create contractual obligations unless expressly authorized in writing.

AT-WILL EMPLOYMENT EXPLAINED

Employment is at-will. Either the employee or the company may end the employment relationship at any time, with or without cause or notice, subject to applicable law.

Nothing in this handbook creates a contract, guarantee of employment, or promise of continued employment.

DUTY TO COMPLY

Employees are expected to read, understand, and comply with company policies as a condition of employment.

Failure to comply with policies—whether due to misunderstanding or intentional conduct—may result in disciplinary action, up to and including dismissal.

ACKNOWLEDGMENT OF RECEIPT & COMPLIANCE

By signing the acknowledgment, the employee confirms that they have received, read, and understand this handbook and agree to comply with company policies. The acknowledgment does not create a contract of employment and does not alter the at-will relationship.

ADDITIONAL OBLIGATIONS FOR MANAGERS & SUPERVISORS

Employees who serve in managerial or supervisory roles are subject to **additional rules, responsibilities, and standards of conduct** beyond those applicable to non-supervisory employees.

Managers and Supervisors are expected to:

- Know, comply with, and fairly enforce company policies and applicable legal obligations
- Model professional conduct, sound judgment, and respectful leadership
- Promptly address, report, and escalate concerns involving safety, legal and company policy compliance, harassment, discrimination, retaliation, and similar
- Protect confidential, customer, and employee information entrusted to their role

Managers and Supervisors are required to sign **separate acknowledgments, certifications, or policy supplements** specific to leadership responsibilities. Failure to meet supervisory obligations or to comply with manager-specific policies **may result in disciplinary action, up to and including dismissal upon a first offense or discovery of abuse of authority, failure to act when reasonably appropriate, dereliction of duty, breach of trust, failure to correct a known hazard, willful blindness or concealment, or malfeasance**, independent of expectations covered in this handbook.