



Employee Handbook

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1.0 Introduction

1.1 About This Handbook

MileOne believes in promoting an atmosphere of open communication and teamwork among all of our employees. This Employee Handbook reflects that thinking. It supersedes, in all respects, any prior handbook, policy manual, benefits or practices of MileOne and has been prepared for our employees to provide you with general information about some of your benefits and to highlight the rules and policies under which we operate. We could not begin to explain every MileOne policy, rule or benefit in this Handbook, and its provisions can be considered as no more than general summaries of the benefits, work rules and policies they address.

From time to time MileOne may unilaterally, in its discretion, amend, supplement, modify, or eliminate one or more of the benefits, work rules or policies described in this Handbook, or any other employment benefits, work rules or policies, without prior notice, except for the Arbitration Policy described in Section 9.21, which may be modified only upon six months advance notification.

This Handbook does not constitute a guarantee that your employment will continue for any specified period of time or end only under certain conditions. Nothing in the Handbook, or any of MileOne's policies, practices or procedures constitutes an express or implied contract of employment or warranty of any benefits. Employment at MileOne is a voluntary employment-at-will relationship for no definite period of time.

While MileOne wants to have a long and mutually beneficial working relationship together, regardless of anything which may appear in this Handbook or any other MileOne publication, policy, statement or practice, you have the right to terminate your employment relationship for any reason with or without cause or notice at any time, and MileOne reserves the right to do the same. No one has authority to bind MileOne to any agreement contrary to the foregoing, except a Divisional President or a Vice President, in writing.

The policies and procedures in this Handbook apply to all employees in the MileOne Autogroup, any affiliate, subsidiary or related entity. As used in this Handbook MileOne refers to your employer with the MileOne Autogroup, including any affiliate, subsidiary or related entity.

1.2 Welcome to MileOne

It is our pleasure to welcome you to MileOne. Know that we will do everything we can to ensure your success. You have become a part of an organization that has earned a reputation for providing our customers with the best sales and service experience possible, and we take great pride in that reputation. You were selected because we believe you have the potential and desire to adhere to these high standards and help MileOne maintain our leadership position in the markets we serve. You will find the atmosphere to be one in which you can learn, grow, and be rewarded for your commitment.

The growth and progress of any organization depends on its employees ... people with initiative, creativity, and enthusiasm. That is the expectation at MileOne. With a blend of experienced and new employees, we are all working together toward a common goal.

Taking care of our employees is an important step in creating a positive workplace and a successful company. With that in mind, MileOne offers our employees unique programs designed to help you and your families succeed both at home and in the workplace. These programs are branded as part of our new MileOne Employee Advantage.

The MileOne Employee Advantage offers all of our employees' a number of exclusive benefits and programs that are unique to the automotive industry. In addition to our standard financial and healthcare benefits and several training and career advancement programs, the MileOne Employee Advantage also includes the Employee Purchase Program (EPP), Employee Assistance Program (EAP), Milestone Recognition luncheons and the NextMile Scholarship program, to name a few.

Again, congratulations and welcome to MileOne!

Steven B. Fader
Chief Executive Officer

1.3 MileOne's Mission Statement

To create an unparalleled car buying, ownership and service experience that puts the customer's needs first and results in a lifetime relationship with MileOne. We will give our customers access to the car industry on their terms through empowered and well-trained employees who reinforce our mission every day.

1.4 About MileOne

MileOne, the largest dealership group in the Mid-Atlantic area, is headquartered in Towson, Maryland and consists of 74 dealership franchises representing 28 manufacturer brands at 40 locations. MileOne embarked on its mission in 1997 to build a regionally consolidated retail automotive dealership network that could meet the transportation needs of consumers and establish lifetime relationships.

The MileOne dealerships are located in four states: MileOne operates under Hall (franchises in the Tidewater area of Virginia & North Carolina); Silver Spring & Herb Gordon (franchises in Washington suburban area Maryland); Heritage (franchises in the Baltimore metropolitan area of Maryland); and MotorWorld (franchises in Wilkes-Barre, Pennsylvania).

MileOne also operates body shops and provides leasing services through Allstate Leasing.

The MileOne model provides for all the automotive needs of its customers conveniently, on their own terms, through the largest automotive sales and service delivery network in Maryland, Pennsylvania, Virginia and North Carolina.

1.5 Our Equal Employment and Diversity Policy

MileOne expresses support and commitment to the principles of diversity and equal employment opportunity. It is MileOne's policy to recruit, hire, train, and promote individuals, as well as administer any and all personnel actions, without regard to race, color, religion, creed, age, sex, national origin or ancestry, marital status, sexual orientation, gender identity, genetic information, status as a disabled, Vietnam era or other protected veteran, union affiliation, or status as a qualified individual with a disability, in accordance with applicable laws. MileOne will not tolerate any unlawful discrimination and any such conduct is prohibited. MileOne is committed to ensuring that MileOne's workforce and volunteers reflect America's diverse population. MileOne knows that such diversity will enrich MileOne with the talent, energy, perspective and inspiration we need to achieve our mission.

Persons with Disabilities

MileOne is firmly committed to complying with all applicable federal and state legislation designed to ensure equal employment opportunities to persons with disabilities. MileOne prohibits discrimination on the basis of

disability in regard to all employment practices or terms, conditions and privileges of employment. Consistent with this policy and applicable law, upon an employee's request, MileOne will make reasonable accommodation to the known physical or mental limitations of qualified applicants or employees who are able to perform the essential functions of the job, unless the accommodation would cause an undue hardship on MileOne's business. If you feel that you have need for an accommodation, please contact your manager or your Human Resources Business Partner or make a request by sending an email to employeeconnect@mileone.com. MileOne may seek additional appropriate information in accordance with applicable law.

Pregnancy Accommodation Policy

In compliance with state laws, if a pregnant employee requests an accommodation for a disability caused or contributed to by the pregnancy (including childbirth or related conditions, such as lactation), MileOne will explore reasonable accommodations with the pregnant employee, and it will endeavor to provide a reasonable accommodation, unless doing so would impose an undue hardship on MileOne. If you feel that you have need for an accommodation, please contact your manager or Human Resources Business Partner or make a request by sending an email to employeeconnect@mileone.com.

1.6 Our Policy Against Harassment

It is the policy and practice of MileOne to maintain and foster a work environment in which all employees are treated with decency and respect. Accordingly, MileOne has adopted a zero-tolerance policy toward discrimination and all forms of unlawful harassment, including but not limited to sexual harassment. This zero-tolerance policy means that no form of unlawful discriminatory or harassing conduct towards any employee, client, customer, contractor, or other person in our workplace will be tolerated. MileOne is committed to enforcing its policy at all levels within MileOne, and any employee who engages in prohibited discrimination or harassment will be subject to discipline, up to and including immediate termination from employment for a first offense.

Every employee should be aware that all managers are absolutely prohibited from making any decision regarding:

- Job assignment or reassignment
- Performance evaluation
- Compensation
- Promotion or demotion
- Termination or commencement of employment
- Any other decision involving any tangible employment action based in whole or in any part on any person's exposure to, submission to, acquiescence in, or complaint about, sexual harassment or any other form of unlawful harassment or discrimination.

All MileOne employees must undergo online harassment training and certification within the first seven days of employment and must be recertified annually.

Conduct Covered by This Policy

This policy applies to and prohibits all forms of illegal harassment and discrimination, not only sexual harassment. Accordingly, MileOne absolutely prohibits harassment or discrimination based on sex, age, race, color, religion, national origin, disability, perceived disability, marital status, personal appearance, sexual orientation, gender identity, genetic information, veteran status or any other legally protected characteristic.

Because confusion often arises concerning the meaning of sexual harassment in particular, it deserves special mention. Sexual harassment may take many forms, including the following:

- Offensive and unwelcome sexual invitations, whether or not the employee submits to the invitation, and particularly when a spoken or implied quid pro quo for sexual favors is a benefit of employment or continued employment;
- Offensive and unwelcome conduct of a sexual nature, including sexually-graphic spoken comments; offensive comments transmitted by e-mail or another messaging system; offensive or suggestive images or graphics whether physically present in the workplace or accessed over the Internet; or the possession of or use of sexually suggestive objects; and
- Offensive and unwelcome physical contact of a sexual nature, including the touching of another's body; the touching or display of one's own body, or any similar contact.

Computer Messaging and Information Systems

Employees are particularly cautioned that the use of e-mail, voice mail, or other electronic messaging systems, or the Internet, may give rise to liability for harassment. Employees may not generate, should not receive, and must not forward any message or graphic that might be taken as offensive based on sex, gender, or other protected characteristic. This includes, for example, the generation or forwarding of offensive "humor" which contains sexually-offensive terms, or terms which are offensive to any race, religion, national origin group, or other protected group.

Employees receiving offensive messages over MileOne's computer equipment, or receiving other unlawfully offensive messages or graphics over MileOne's computer equipment, should report those messages to his or her manager or other appropriate manager.

Employees are reminded that MileOne's computers and the data generated on, stored in, or transmitted to or from MileOne's computers remain the property of MileOne for all purposes. No employee is authorized to use any MileOne computer, computer system, network, or software for the preparation, transmission, or receipt of sexually offensive messages or graphics, or for other messages or graphics which might be taken as offensive based on any other protected characteristic.

Employees are reminded that MileOne retains the right to monitor its computers, computer systems, and networks to ensure compliance with this requirement.

Mandatory Procedures in Cases of Harassment

Any MileOne employee who believes that she or he has been subjected to unlawful harassment of any kind has the responsibility to report the harassment immediately to her or his manager or Human Resources Business Partner or to their Divisional President.

MileOne is committed to taking all reasonable steps to prevent harassment, and will make every reasonable effort promptly and completely to address and correct any harassment that may occur. However, MileOne cannot take prompt and effective remedial action unless each employee assumes the responsibility of reporting any incident of harassment immediately to the appropriate individual.

Every report of harassment will be investigated promptly and impartially, with every effort to maintain employee confidentiality. The complainant and the accused will be informed of the results of the investigation. If MileOne finds that its policy has been violated, it will take appropriate corrective and remedial action, up to and including termination of employment.

Reporting Without Fear of Retaliation

No MileOne employee will be retaliated against for reporting harassment. This no-retaliation policy applies whether a good faith complaint of harassment is well founded or ultimately determined to be unfounded. The identity of an employee making a complaint will be kept confidential by MileOne except as necessary to complete the investigation and resolve the complaint.

No MileOne manager is authorized, or permitted, to retaliate or to take any adverse employment action whatsoever against anyone for reporting unlawful harassment, or for opposing any other discriminatory practice in the workplace.

Any employee who feels he or she has been retaliated against in violation of this no-retaliation policy is responsible for reporting the retaliation to management or their Human Resources Business Partner, in the same manner as any other form of harassment or discrimination should be reported.

Questions About This Policy

If you have any questions at all about this policy, about whether you should report an incident under this policy, or about MileOne's commitment to a workplace free of discrimination and harassment, please speak to your manager or Human Resources Business Partner. If you believe it is inappropriate for any reason to discuss the matter with your manager or Human Resources Business Partner, please bring your questions to the Chief Human Resources Officer.

1.7 Whistle Blower Policy

If at any time during your employment you become aware of a situation within MileOne that is unsafe or illegal, you should report the condition to management immediately. Retaliation against any employee for reporting any unsafe or illegal situations is strictly prohibited. This policy will allow management the opportunity to correct any problems within MileOne.

2.0 How We Keep In Touch With You

MileOne is always looking for new and improved ways to keep communication channels open between MileOne employees and their managers. We want you to have access to MileOne resources and for you to be free to tell MileOne about your personal recommendations for improvements, as well as any problems you may be experiencing on the job.

The following summarizes the many ways we communicate at MileOne.

2.1 New Employee Orientation

MileOne new hire orientation is conducted shortly after you are employed. It is designed to help acquaint you with your new working environment. Use this opportunity to learn about MileOne and the resources available to help you succeed.

2.2 You and Your Manager

Your Manager is responsible for managing you on the job and to help you be successful at MileOne. If you have any questions concerning your job or job related activities, your direct manager should be the first person you talk to about your concerns. If, however, you do not feel comfortable discussing a particular matter with your direct manager, be assured that the other methods of communication outlined in this Section are also available to you. Your chain of command is generally: your direct manager, your department manager, a senior executive.

2.3 Your Human Resources Business Partner

Your Human Resources Business Partner, (HRBP) is a resource to assist you and your manager with job related issues and concerns at MileOne. HRBP's also provide guidance with benefits, policy, and general workplace concerns. If you are uncertain of whom your HRBP is, the information is available online through www.hrconnection.com. In addition, you may contact the human resources department at employeeconnect@mileone.com or at 410-427-6910 and ask for the contact information for your Human Resources Business Partner.

2.4 www.HRConnection.com

Our website at www.hrconnection.com is your 24-hour online Human Resources information center. This portal is devoted to providing you with up-to-date information about your employment with MileOne.

2.5 Workday

Workday is our human resource information system. We often communicate through your Workday inbox and provide new and timely information and instructions to take action. Additionally we make companywide announcements on the banner located front and center on your Workday dashboard.

2.6 Our Open Door Policy

It is the practice of MileOne to offer an open door policy. Employees are encouraged to ask questions, provide feedback, discuss suggestions, and address problems with management or their HRBP. You are also free to reach out directly to your Divisional President, Vice President, or email our CEO Steve Fader, directly at asksteve@mileone.com.

2.7 Suggestion Program

All employees of MileOne have the opportunity to contribute to MileOne's future success and growth by submitting suggestions. A suggestion is an idea that will benefit MileOne by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making MileOne a better or safer place to work. All suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your manager for help. To submit a suggestion, use one of the following methods:

- Submit suggestions to your manager or Human Resources Business Partner.
- Send an email to "Employee Connect": employeeconnect@mileone.com.
- Call for Human Resources assistance at 410-427-6910.
- Send an email to the MileOne CEO, Steve Fader, at asksteve@mileone.com, or by clicking the "Ask Steve" button on the MileOne newsletter.

2.8 Employee Newsletter

We periodically send out a newsletter, Your Inside Track, containing a range of information and updates about MileOne. The newsletter includes an update from our CEO, Steve Fader. Next to the update from our CEO, you will see a button labeled "Ask Steve." This provides you with a way to raise an issue directly with our CEO.

2.9 E-Mail and Text

We periodically communicate information and updates about MileOne or about benefits, updates to the MileOne Employee Advantage, or other important information by e-mail. It is important that you keep your e-mail address up to date in Workday. We will also periodically communicate with you via text messaging. It is important that you keep your mobile phone number up to date in Workday. You have the right to opt-out of receiving certain types of text messages as described in the consent you signed to receive text messages.

3.0 Tools to Perform Your Job

3.1 Workday

Workday is MileOne's online Human Resources Management tool and system of record for employee personnel information. Employees, as required by their manager, use Workday to clock in and clock out daily to reflect their time worked. Workday also provides employees the following access and functionality:

1. Managing and Accessing Your Pay Electronically

To view and print paystubs and W2 statements as needed, check year-to-date pay and deposit pay through direct deposit into multiple accounts.

2. Benefit Elections

To make annual benefit elections through Workday, and easily update and view current plan choices at any time.

3. Request Time Off and Leave

Request time off, view available time off balances and receive time off approvals/declines. A calendar formatted system allows you to check and request time off using any mobile device.

3. Change and Access Personal Information

Manage any lifestyle change; i.e. change of address that occurs. All employees will be able to update information instantly. Review details of work history and service date.

It is your responsibility to ensure all information is accurate and up to date in Workday. Additionally, periodically employees will receive required inbox tasks, which need to be completed in a timely manner. You are not authorized to share your Workday username and password with anyone. Contact your HR Analyst at HRpayroll@mileone.com with questions about your Workday account.

3.2 Compli

As part of MileOne's commitment to complying with environmental health and safety laws, and consumer laws and regulations, all applicable employees are required to complete assigned trainings using the Compli website: <https://mileone.compligo.com>. Compli may also be accessed through MileOne's HR Connection website under the "Training" tab. Employees will receive an e-mail with login information and may login using his or her Workday username and the default password mileone1. All trainings are accessed through the "Inbox" tab and must be completed within the specified training time as shown on Compli. Any questions are to be directed to the employee's manager or the Compliance Counsel.

4.0 About Your Job

4.1 Employment Categories

Throughout this Handbook, you will see references to the following employee terminology:

1. Employee Type

Regular Full-Time Employees. Those employees who are regularly scheduled to work thirty (30) or more hours per week and have successfully completed their Probationary Period. They are normally eligible for the benefits provided in this Handbook.

Regular Part-Time Employees. Those employees who are regularly scheduled to work over ten (10) hours, but less than thirty (30) hours, per week and have successfully completed their Probationary Period. They do not receive all benefits.

Contingent Employees. Those employees who are employed on an as-needed basis for a specific project or for a period not to exceed three months per calendar year, and whose employment will terminate no later than completion of that project or period of time. They are not eligible for any employee benefits.

Casual Part-Time Employees. Those employees who are employed on an as-needed basis for a specific type of work. They are not eligible for any employee benefits. Said employees work less than forty (40) hours per month.

Probationary Employees. Those newly-hired employees who are within their Probationary Period, as defined in Section 4.2.

2. Exempt, Overtime Exempt/Auto-Exempt, Non-Exempt Employees

Our employees are also classified into the following categories for purposes of establishing eligibility for overtime pay:

Exempt employees are paid a guaranteed weekly salary and are not eligible for overtime pay. Wages paid to employees classified as Exempt are intended to compensate them for all hours worked. Exempt employees may be paid amounts in addition to their guaranteed weekly salary.

Overtime Exempt/Auto-Exempt employees are guaranteed the applicable minimum wage for all hours worked, but do not receive overtime pay. Overtime exempt/auto-exempt employees may include employees paid on a commission basis and employees paid a flat rate by work order type. Wages paid to employees classified as

Overtime Exempt/Auto-Exempt are intended to compensate them for all hours worked.

Non-Exempt employees receive overtime pay for all hours worked in excess of forty (40) hours per week or as otherwise required by applicable law.

All employees below general manager level, including Overtime Exempt/Auto Exempt and Non-exempt employees must follow the "clock in" procedures as defined in Section 4.4.

4.2 Your Probationary Period

All employees serve a probationary or provisional period at the beginning of their employment ("Probationary Period"). This is a particularly important time for the employee and MileOne, since it allows the employee the opportunity to evaluate whether MileOne fits into his or her career goals, and it also provides MileOne with a period during which it can assess whether your employment appears to satisfy MileOne's needs.

In most cases, the Probationary Period will last for three (3) months from your date of hire, but it may be shortened or extended at the discretion of MileOne. Your employment might end at your option or MileOne's, before the end of the Probationary Period, or at any time after the Probationary Period. During the Probationary Period, your manager may discuss your performance with you. A decision will be made, at MileOne's discretion, about granting you regular employee status, extending your Probationary Period, or terminating the employment relationship. The successful completion of the Probationary Period does not result in any change to the employment at-will relationship described elsewhere in this Handbook.

4.3 Working Hours, Meal Periods, and Breaks

Hours of work are determined by MileOne to meet business needs. Your manager will advise you of your regular work schedule, meal periods, and arrangements for personal breaks.

Normally, your "regular work day" consists of eight (8) hours or more, but excludes an unpaid lunch period of thirty (30) minutes, as scheduled by your manager. You are still required to clock

in and out for lunch breaks. If you have not taken the required thirty (30) minute lunch break, you must have approval from your manager and have your time adjusted.

A "pay week" begins at 12:01 a.m. on Saturday and ends at 12:00 midnight the following Friday.

You are expected to be at your job location (dressed in appropriate attire and ready for work) at the time your shift on your regular work day is scheduled to begin. All non-exempt employees and all dealership employees (except the General Manager) are expected to clock in on a MileOne computer not more than five (5) minutes prior to the beginning of their regular work day and clock out not more than five (5) minutes after the end of their regular work day, unless you are specifically authorized to work overtime by your manager.

MileOne's pay practices, procedures and records are the basis for establishing the number of hours worked by each employee, and govern all questions pertaining to hours worked, overtime, and all other pay issues. Nothing in this Handbook is a guarantee by MileOne of hours of work per day, per week, per year, or on any specific work schedule.

If an employee believes he or she is not being granted meal or other breaks he or she is entitled to in accordance with applicable law, the employee should first discuss the issue with his or her manager. If an attempt to resolve the issue with a manager is unsuccessful or if an employee is uncomfortable raising the issue with his or her manager, the employee should contact their Human Resources Business Partner to discuss the issue. MileOne absolutely prohibits retaliation of any kind against any employee for requesting meal or other breaks in accordance with applicable law. If an employee believes he or she has been retaliated against for requesting a meal or other break or for raising questions about provision of meal or other breaks, the employee should contact their Human Resources Business Partner immediately.

While in some cases MileOne will be able to provide employees with additional break time, the below paragraph describes the minimum break time that non-exempt employees will be provided.

A non-exempt employee who works more than 4 hours but less than 6 hours per day will be provided a paid shift break of fifteen (15) minutes (this is not in conjunction with the meal break); an employee who receives a thirty (30) minute lunch break is not entitled to this fifteen (15) minute break period. Employees will be relieved of all active responsibilities and restrictions during the 15 minute break period, but will be compensated for the 15 minute break period. The employee should coordinate their break with their managers in a manner which best accommodates operating requirements. A non-exempt employee who works less than 4 hours per day is not entitled to a break. A non-exempt employee who works more than 6 hours will receive the unpaid 30 minute lunch break. The lunch break must start no later than six hours after the employee begins work. A non-exempt employee who works 8 or more consecutive hours will receive the unpaid 30 minute lunch break and a paid 15 minute break for every additional 4 consecutive hours the employee works in the shift.

If an employee believes he or she is not being granted meal or other breaks in accordance with this policy, the employee should first discuss the issue with his or her manager. If an attempt to resolve the issue with a manager is unsuccessful or if an employee is uncomfortable raising the issue with his or her manager, the employee should contact their Human Resources Business Partner to discuss the issue. The company absolutely prohibits retaliation of any kind against any employee for requesting meal or other breaks in accordance with this policy or objecting to a failure to provide meal or other breaks in accordance with this policy. If an employee believes he or she has been retaliated against for requesting a meal or other break or for raising questions about provision of meal or other breaks, the employee should contact their Human Resources Business Partner immediately.

4.4 Daily Attendance Records

A daily attendance record is maintained for all personnel. You may not clock in more than five (5) minutes before your scheduled starting time or clock out more than five (5) minutes after your scheduled quitting time, unless you are working authorized overtime. You must clock in and out when you leave for lunch, any unpaid break, or personal reasons, and clock in when you return, so that the times can be accurately reflected in MileOne's records. You may not clock in or out for another employee and may not ask another employee to do so for you. If you forget to clock in or out, or if Workday is not available, contact your manager or timekeeper so that they may correct your time, if necessary. You must clock in or out from a MileOne computer.

4.5 Overtime Work

Overtime pay is based on actual hours worked. Personal time off, holiday leave, a leave of absence, or any other type of leave will not be considered hours worked for purposes of performing overtime calculations.

If you are a non-exempt employee, you will be paid one and one half times your regular rate for all hours you are required to work in excess of forty (40) in a work week. The amount of overtime work and employees assigned to work such overtime hours is established by MileOne. Refusal to work overtime, or working overtime without prior approval may result in disciplinary action.

4.6 Payroll Information and Deductions

Employees are paid biweekly. Employees may look on hrconnection.com, under the Human Resources tab, to find the annual schedule of pay dates. Each pay will include earnings for all work performed through the end of the previous payroll period. If an employee's pay rate is changed negatively, MileOne will give the employee an advanced notice of one pay period before making the employee rate of pay change.

In the event an employee does not participate in direct deposit, and if a regular pay falls during an employee's absence, the employee's paycheck will be available upon his or her return from the absence. If an employee does not participate in direct deposit, and needs to obtain his or her paycheck for any other reason, the employee will need to coordinate with a MileOne Payroll Administrator or his or her manager. We will not release the employee's paycheck to anyone other than the employee, except with the employee's written authorization.

MileOne is required by law to make deductions from employee paychecks for federal and state withholding taxes, and for social security taxes (Federal Insurance and Contribution Act (FICA) taxes).

Through Workday, the employee may voluntarily authorize additional deductions from his or her pay for his or her contributions to MileOne's benefit plans and other items permitted by MileOne. It is the employee's responsibility to be certain that all such deductions are correct.

You may also authorize MileOne to pay you by direct deposit to your designated bank account. We encourage our employees to take advantage of this opportunity. Please set up your direct deposit and tax withholdings through your Workday account.

Employee Salary Deductions

MileOne may withhold moneys owed to MileOne by its employees with the employee's written authorization which the employee executes during his or her orientation and onboarding process. If you have questions concerning how any deductions were calculated, your manager can assist in having your questions answered. The Fair Labor Standards Act (FLSA) is a federal law which requires that most employees in the United States be paid at least the federal minimum wage for all hours worked and overtime pay at time and one-half the regular rate of pay for all hours worked over 40 hours in a workweek.

Exempt Employee Salary Deductions

Section 13(a)(1) of the FLSA provides an exemption from both minimum wage and overtime pay for employees employed as bona fide executive, administrative, professional and outside sales employees. Section 13(a)(1) and Section 13(a)(17) also exempt certain computer employees. To qualify for exemption, employees generally must meet certain tests regarding their job duties and be paid on a salary basis at not less than \$455 per week or more if required by applicable state or local law. Job titles do not determine exempt status. In order for an exemption to apply, an employee's specific job duties and salary must meet all the requirements of the Department's regulations.

Salary Basis Requirement

To qualify for exemption, employees generally must be paid at not less than \$455 per week on a salary basis. These salary requirements do not apply to outside sales employees, teachers, and employees practicing law or medicine. Exempt computer employees may be paid at least \$455 on a salary basis or on an hourly basis at a rate not less than \$27.63 an hour.

Being paid on a "salary basis" means an employee regularly receives a predetermined amount of compensation each pay period on a weekly, or less frequent, basis. The predetermined amount cannot be reduced because of

variations in the quality or quantity of the employee's work. Subject to exceptions listed below, an exempt employee must receive the full salary for any workweek in which the employee performs any work, regardless of the number of days or hours worked. Exempt employees do not need to be paid for any workweek in which they perform no work. If the employer makes deductions from an employee's predetermined salary, i.e., because of the operating requirements of the business, that employee is not paid on a "salary basis." If the employee is ready, willing and able to work, deductions may not be made for time when work is not available.

[Circumstances in Which MileOne May Make Deductions from Pay](#)

Deductions from pay are permissible when an exempt employee: is absent from work for one or more full days for personal reasons other than sickness or disability; for absences of one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness; to offset amounts employees receive as jury or witness fees, or for military pay; or for unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions (MileOne's policy is for exempt employees to be suspended without pay only in full workweek increments). Also, an employer is not required to pay the full salary in the initial or terminal week of employment; for penalties imposed in good faith for infractions of safety rules of major significance, or for weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act. In these circumstances, either partial day or full day deductions may be made provided such deductions do not violate applicable state or local law.

MileOne Policy

It is MileOne's policy to comply with the salary basis requirements of the FLSA. Therefore, we prohibit all company managers from making any improper deductions from the salaries of exempt employees. We want employees to be aware of this policy and that MileOne does not allow deductions that violate the FLSA.

What to do if an Improper Deductions Occurs

If you believe that an improper deduction has been made to your salary, you should immediately report this information to your manager or your Human Resources Business Partner. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

4.7 On Call Pay

Providing service to our external and internal clients sometimes goes beyond the limits of the normal workday. In order to meet customer demands during off hours in an efficient manner, we follow a system of rotating some of our employees for weekly "on- call" status. The amount of this on-call compensation varies. Speak to your manager, Payroll Administrator or Human Resources Business Partner for details on how you are paid for this status.

4.8 Relatives and Other Relationships

MileOne will not permit the simultaneous employment in the same department of close relatives, including father, mother, son, brother, sister, in-law relationships of the same degree, spouse, persons living together, or who share a similarly close relationship. This rule will not be applied retroactively to result in the termination of any current employee who already has one of the above-described relationships with another employee, except that no employee will be permitted to work under the direct or indirect supervision of any person with whom he or she has such a relationship.

It is important to MileOne that all of MileOne's employees observe high ethical standards and treat both our customers and fellow employees fairly. You cannot allow personal or financial relationships with customers to interfere with the best interests of MileOne. Similarly, personal or family relationships between employees within the same department will not be allowed to create the appearance of favoritism or otherwise affect the workplace.

4.9 Medical Examinations

MileOne reserves the right, for the health, safety, productivity and security of persons, property and facilities, in MileOne's discretion, to the extent permitted by applicable law, to require applicants for employment and employees to consent in writing and submit to medical or physical examinations by a physician designated by or approved by MileOne, at MileOne's expense.

4.10 Security Checks

MileOne reserves the right, in MileOne's discretion, to question, inspect, and search any employee or other person before they enter or leave any of MileOne's facilities. These procedures are necessary for the safety, health and security of everyone at MileOne and the protection of MileOne property and facilities. MileOne does so to ensure that drugs, weapons and other unauthorized or illegal substances do not enter MileOne facilities and to ensure that tools, files, products, and other property of MileOne are not removed from our facilities without authorization.

This policy also applies to any employee while on MileOne business, whether or not on MileOne premises and other facilities, along with any packages or other items that the employee may be carrying. All vehicles, lockers, containers, backpacks, briefcases, handbags, and other parcels and personal belongings of employees thus are subject to inspection and search by MileOne.

4.11 Lockers, Desks , & Personal Workspaces

You may be provided a locker and a lock, on a space-available basis. Both lockers and locks are and remain at all times the property of MileOne. For security reasons, lockers and locks may be inspected by MileOne periodically without notice, as a condition of your employment. Locks other than those issued by MileOne may be removed by MileOne. MileOne also retains the right to remove from any locker all contraband, chemical substances, weapons or other materials or objects that could endanger safety, health, property or security, in MileOne's judgment.

The lockers and locker rooms are furnished for your convenience. They may be used only during break periods and before and after work to change clothes. MileOne is not be responsible for theft or damage to property placed in lockers, and we discourage the storing of money, jewelry, or other valuables in lockers.

If you resign or otherwise terminate employment, you must return the lock to your manager and remove your belongings from your locker. Any items remaining in the locker after your final paycheck is issued will be removed and disposed of by MileOne.

4.12 Incident Reporting

If you are involved in an accident, of any sort, involving but not limited to a customer vehicle, demo, MileOne property, automobile accident involving a third party and/or personal injury, you must file an incident report with your manager within 24 hours. If you are injured on the job and your condition requires you to seek medical attention, you must present an authorized written statement from a physician, hospital, or clinic stating what day you are able to return to work, and indicating whether you are released either to full duty or with restrictions. MileOne will attempt to meet any restrictions in accordance with applicable law. This authorized statement must be presented to your manager before you are allowed to resume your work schedule.

Employees of MileOne are not required as a part of his or her job duties to provide first aid to another employee or customer. If a qualified emergency or medical person is not immediately available and an employee makes a personal decision to respond to a first aid emergency for a MileOne employee or customer, they should remember to follow universal emergency response procedures. These emergency response procedures include, but are not limited to, basic first aid, personal protective equipment, and blood borne pathogen safety, which are outlined in the MileOne Safety and Health Program manual.

4.13 Identification Badges and Parking Passes

You may be issued an identification badge and/or parking pass upon your employment with MileOne. You must use this badge to gain access to the designated employee entrance areas. You are not authorized to share your identification badge with any other person, and are not

authorized to share your identification badge with any other person, and are not authorized to share your parking pass without permission.

Although you will keep the badge and parking pass while you work here, both remain MileOne property and must be returned upon demand. Lost or stolen badges or parking passes must be reported to your manager immediately.

4.14 Bad Weather Plan

On rare occasions, MileOne may decide to close headquarters, the entire business, or certain stores because of snowfall or other inclement weather and driving conditions in the area.

If the MileOne location where you are employed remains open, you are expected to arrive at work as soon as conditions permit, or you may utilize your PTO hours.

In the event the business opens and snow or inclement weather occurs during the work day, MileOne may elect to close a given location early. The decision to close shall be solely that of MileOne and word of closing shall be disseminated by department managers. If an emergency exists causing an employee to leave earlier than the announced closing time, the employee must get authorization from their department manager and use their PTO time. Failure to get this authorization may result in disciplinary action.

In the event of an adjusted workday due to inclement weather, full-time exempt employees will be paid for a full day. Non-exempt employees and overtime exempt/auto-exempt employees will only be paid for any hours actually worked that day.

Closings may not be consistent for all locations.

Employees should check www.hrconnection.com or call 855-200-1859 to learn the status of their worksite.

4.15 Personal Property

MileOne does not accept the responsibility for any employee personal property. We urge all employees to leave valuables at home. If you find anything of value, please turn it in to your manager immediately.

4.16 I-9 Forms

Federal law requires that we have properly completed I-9 forms on file for every employee hired after November 6, 1986. Federal law also requires that we re-verify the continued work eligibility of employees who have only a time-limited work authorization on or before the date their employment eligibility expires. The same documentation rules apply to re-verification efforts as to original I-9 compliance. All I-9 forms must be completed in Workday within three (3) days of hire date. Employees are required to contact their Human Resources Business Partner with any changes in status.

4.17 Trade Secrets and Inventions

Employees must maintain the confidentiality of all trade secrets and proprietary information of MileOne. Such information includes, but is not limited to, any information about MileOne's inventions, discoveries, research and development data or know-how, and also any information about MileOne's suppliers, contractors, clients, business relationships, contracts, finances, stockholders, transactions, personnel records, marketing data or contacts, correspondence and the like. Employees who do not follow this policy are subject to disciplinary action, up to and including termination. MileOne reserves the right to take any and all legal action to ensure MileOne information remains confidential.

4.18 Access to Personal Records

All MileOne employees have the right to review their official employment records and reference files while they are still employed. Reviews must be conducted in the presence of a representative of the Human Resources or Payroll Department at times amenable to both. A minimum of 24 hours' notice to the human resources department is required to review your file. Longer notice periods may be required based upon the availability of human resources personnel.

4.19 Telecommuting

Telecommuting is the practice of working outside the central office/workplace for approved periods of time to accomplish specific work objectives. Telecommuting is not a universal employee benefit. Because of the nature of our business, telecommuting will normally not be appropriate. Rather, it is a work alternative that MileOne may offer to some employees when it is appropriate depending on the employee's position and when, at the sole discretion of MileOne, it would benefit both the organization and the employee. MileOne, however, retains the right to refuse to enter into a telecommuting arrangement where such an arrangement is not appropriate and may terminate a telecommuting arrangement at any time, for any

reason. Telecommuting will not be authorized if physical presence is an essential function of an employee's job.

All requests for a telecommuting arrangement will be evaluated on a case-by-case basis. If telecommuting privileges are granted, employees working at home should maintain a safe, separate workspace in which they can complete their work. Access to this workspace by non-employee residents of the home should be limited.

4.20 Photo Release Policy

Unless a written statement to the contrary is filed with the human resources department, all employees, as a condition of employment or continued employment, grant and give permission and authorization to MileOne to use and reproduce any still photograph, video, or other graphic images/likenesses of themselves that is taken or is authorized by MileOne in any and all of its publications in print or electronic format. By granting permission, all employees acknowledge that these materials are the property of MileOne and authorize MileOne to copy, exhibit, publish or distribute this image(s) for purposes of publicizing MileOne for any lawful purpose. Employees also waive any right to inspect or approve the finished product, including written or electronic copy, wherein their likeness appears.

By granting permission, all employees waive any right to royalties or other compensation arising or related to the use of the image(s) and release and forever discharge MileOne from all claims, demands, and causes of action which the employee, their representatives, executors, administrators, or any other persons acting on behalf of the employee or on behalf of the employee's estate have or may have in the future relating to the use of their likeness as herein described or by reason of this policy including, but not limited to, for defamation, right of publicity, or invasion of privacy.

4.21 Uniforms

Certain positions in MileOne require the wearing of uniforms. If you elect not to pay for your uniform outright, a deduction will be made from your compensation towards the cost of furnishing and maintaining the uniforms. Exempt employees will only have deductions made for uniforms from commissions and other compensation paid to them beyond their guaranteed salaries.

Uniforms must be worn during business hours and shall not be worn outside of business hours, other than for travel to and from work.

4.22 Housekeeping and Parking

We are proud of all our facilities. Your cooperation is expected in keeping our buildings, grounds, and office equipment free of abuse, and your individual work and rest areas neat and clutter free.

Storing food in desks or in any work area is strictly forbidden. All food should be kept in the employee lounge or other designated areas.

Employees must park in spaces designated for employee use. MileOne does not insure and is not responsible for the safety of any employee's vehicle. Employees park their vehicles at their own risk.

5.0 The MileOne Employee Advantage

MileOne offers numerous benefits, services, and resources to help provide protection and assistance for you and your family. The MileOne Employee Advantage includes health and welfare, financial benefits and other Employee Advantage programs which are described fully under the Employee Advantage tab found on www.hrconnection.com. Under the Benefit Documents tab on www.hrconnection.com you will find insurance, retirement, and other plan benefit information, including the Summary Plan Descriptions, separate booklets, formal contracts and other plan documents. In the event there is any question or conflict in language or interpretation between the documents contained in the Benefit Documents tab of www.hrconnection.com and the provisions of this Handbook, the terms of the actual contracts and other plan documents will control over the summaries in this Handbook. It is further understood that nothing in any of the benefits plans summarized in this Section 5 will be considered a waiver of MileOne's Standards of Attendance as stated in Section 9.19 of this Handbook.

Described below are some highlights of MileOne's Employee Advantage.

Employees, depending on their status as full-time or part-time and based on eligibility requirements, all of which can be found at www.hrconnection.com, are eligible for the following benefits:

5.1 Healthcare and Welfare Benefits

Medical Insurance is offered to full-time employees. Premiums are shared by MileOne and the employee. If the employee elects to participate in this benefit, the coverage becomes effective the first day of the month coinciding with or following 60 days of full time employment.

Health Savings Accounts are offered to full-time employees who participate in MileOne's healthcare plans at their option. Employees can contribute to a Health Savings Account to pay for qualified medical expenses. If the employee elects to participate in this benefit, the employee is eligible to participate effective the first day of the month coinciding with or following 60 days of full time employment.

Dental Insurance is offered to full-time employees. If the employee elects to participate in this benefit, the coverage becomes effective the first day of the month coinciding with or following 60 days of full time employment.

Vision Insurance is offered to full-time employees. If the employee elects to participate in this benefit, the coverage becomes effective the first day of the month coinciding with or following 60 days of full time employment.

Life Insurance and AD&D is offered to full-time employees. Premiums for this insurance are fully paid by MileOne. In addition MileOne offers employees the opportunity to purchase additional life insurance at their own expense. This benefit becomes effective the first day of the month coinciding with or following 60 days of full time employment.

Voluntary Disability Benefits are offered to full-time employees. The employee has the option to purchase short-term and long-term disability benefits. If the employee elects to participate in either of these benefits, it becomes effective the first day of the month coinciding with or following 60 days of full time employment.

Limited Purpose Flexible Spending Accounts are offered to full-time employees. Employees can contribute to a Flexible Spending Account to pay for healthcare or dependent care expenses. If the employee elects to participate in this benefit, the employee is eligible to participate effective the first day of the month coinciding with or following 60 days of full time employment.

Critical Illness is offered to full-time employees and their families. The employee has the option to purchase \$15,000 or \$30,000 in coverage which pays the employee a lump sum upon diagnosis of a covered illness. If you elect to participate in this benefit, it becomes effective the first day of the month coinciding with or following 60 days of full time employment.

Accident Insurance is offered to full-time employees and their families. This benefit pays the employee a lump sum for covered accidents/injuries in addition to what the employee's medical plan may or may not cover. If the employee elects to participate in this benefit, it becomes effective the first day of the month coinciding with or following 60 days of full time employment.

If you are eligible for Medicare and/or Social Security, it is your responsibility to consult with Medicare and/or Social Security as to how eligibility for benefits is affected.

5.2 Financial Benefits

[401\(k\) Retirement Plans](#) provide employees an opportunity to save for retirement through both traditional pre-tax and ROTH post-tax payroll deductions. If the employee elects to participate in a 401(k) benefit, the employee is eligible to participate effective the first day of the month coinciding with or following 1 year of full time employment.

5.3 Other MileOne Employee Advantage Programs

[Employee Assistance Program](#), powered by the experts at BHS, provides all employees and their household members with free, confidential, in-the-moment professional support to navigate through personal issues that may be impacting the workplace productivity. As a MileOne employee, you have access to a professionally trained Care Coordinator through BHS to have a confidential conversation about issues that may be impacting you or your family including a death in the family, health issues, marriage or divorce issues, obtaining childcare or eldercare, financial budgeting assistance, legal advice and parenting tips. All conversations with BHS are confidential.

[Milestone Recognition](#) is a company-wide anniversary program where MileOne celebrates and commemorates your dedication and success at MileOne. Each employee is recognized as important milestones are achieved.

[Employee Purchase Program](#) promotes special pricing on all sales and service purchases to MileOne employees and their immediate family members as well as greater access to a high level, personalized service to guide the purchase and service experience for our valued employees and their families.

[Employee Specials](#) provide special pricing from selected vendors such as phone services, appliances, apparel, tickets to name a few.

[Work on Personal Vehicles Program](#) provides employees, with the prior written consent in the form of an opened and signed repair order from the General Manager or the Service Manager, may utilize MileOne facilities and equipment to work on personal vehicles during non-business hours. Employees may not use MileOne carwashes without prior authorization.

[The NextMile Scholarship Program](#) is a scholarship program for MileOne employees and their families. Full time or part time employees after one year of continuous service are eligible for this benefit and may apply for a renewable scholarship of \$2,500 to pursue educational goals. If you are a full time employee and someone in your family is working toward a degree at a college, university or trade school, they are also eligible to apply for a renewable scholarship of \$2,500 to pursue educational goals.

[Referral Program](#) gives MileOne employees a referral bonus if a candidate they refer is hired by MileOne and the referring employee and the new employee stays with the company for a specified time.

[MileOne Wellness](#) is a newsletter providing MileOne employees with information, tips and resources to maintain their wellbeing.

5.4 Required Benefits

[Continuation and Conversion of Health Insurance Benefits](#). MileOne provides COBRA insurance coverage to eligible employees in accordance with applicable law.

[Workers Compensation](#). If you are injured or become ill as a result of your work, you may be eligible to receive benefits as provided under the Workers' Compensation Act. It is important that you report immediately any accident or injury that occurs on the job or that you believe is job-related, to your manager.

[Unemployment Compensation](#). MileOne contributes under the applicable Unemployment Compensation Act to insurance funds that may provide you with income in the event you become laid off and unemployed through no fault of your own.

6.0 Time Off

The provisions in this Section of our Handbook will provide details on the various time off and time away from work programs offered at MileOne.

6.1 Paid Time Off (PTO)

All full-time employees regularly scheduled to work 30 or more hours weekly are eligible for Paid Time Off ("PTO") after completing one year of employment. MileOne encourages employees to make full use of his or her PTO. PTO is utilized for any type of employee absence including vacation and illness.

PTO may be used in full hourly increments, with a maximum of 8 hours per day. All PTO should be scheduled in advance. If this is not possible due to extraordinary circumstances, the employee is required to contact his or her manager or the manager's designee as soon as it becomes evident that the employee will not be at work on time.

Below is a chart outlining how PTO is granted by the Company to an employee working a forty (40) hour work week. If you work less than forty (40) hours but more than thirty (30) hours, PTO will be pro-rated based on your regular schedule.¹ PTO is credited at each anniversary year and must be used by the following anniversary date. PTO time cannot be carried over from year to year and will not be paid in lieu of time off or upon separation from employment whether the separation is voluntary or involuntary. An employee may have a maximum PTO balance equal to their annual grant of PTO. PTO time previously carried over may not be carried over into subsequent anniversary years.

Years of Service	# of PTO Hours
After 1 Year	56 PTO Hours
2-9 Years	96 PTO Hours
10 Years +	136 PTO Hours

In the event an employee has not earned or has exhausted their paid time off, an employee can elect to request unpaid time off. Unpaid time off can only be requested if all paid time off has been exhausted. Unpaid time off may be used in full hourly increments, with a maximum of 8 hours per day. All unpaid time off should be requested in advance and is subject to approval. If advance notice is not possible due to extraordinary circumstances, the employee is required to contact his or her manager as soon as it is evident that the employee will not be at work on time or for their shift.

Any non-hourly employee requesting unpaid time off will have their pay deducted for the approved amount of unpaid time off calculated by their salary rate.

When an employee gives notice to a manager that they will be late or miss part or all of the scheduled work day, the employee is not relieved of their responsibility to MileOne. The employee may be disciplined in accordance with MileOne policy, up to and including termination of employment. Leave that is governed by the Family Medical Leave Act, the Maryland Healthy Working Families Act, the Montgomery County Earned Sick and Safe Leave Act, or other applicable law will be administered consistent with those laws.

Maryland Employees

In accordance with the Maryland Flexible Leave Act, Maryland employees may use their PTO to take time off for the illness of his or her immediate family. Immediate family includes a child, spouse or parent. Employees must otherwise comply with all procedures concerning use of leave.

North Carolina Employees

In accordance with North Carolina law, employees may use up to four hours of leave annually for the employee to attend or otherwise become involved in the school of the employee's child. Child includes a biological child, an adopted child, a foster child, a legal ward, or a child for whom the employee is acting in loco parentis.

The employee must provide at least 48 hours notice of intent to take such leave. If the employee has no available PTO, the leave will be unpaid. The employee must provide written verification from the child's school that the employee attended or was otherwise involved at the school during the time of the leave.regulations.

There is no payment for unused PTO time upon separation from employment. Unused PTO time is forfeited upon separation from employment whether the separation is voluntary or involuntary.

6.2 Paid Holidays

Because of the nature of our operations, MileOne remains open on most holidays. The annual holiday schedule is posted on www.hrconnection.com under the Human Resources tab. All regular full-time employees are eligible for holiday pay at their regular pay and scheduled hours, based on their position. The holiday schedule is subject to change at the sole discretion of Management.

To qualify to receive holiday pay, the employee must work or be available to work the day before and the day after the holiday unless excused by your manager.

Employees wishing to celebrate holidays that do not coincide with MileOne's holiday schedule may request leave and pay based on their eligible PTO.

6.3 Bereavement

If you are a full-time employee you are eligible for bereavement leave. Part time employees, and temporary employees may take time without pay. In the event of death in your immediate family, defined as spouse, father, mother, son, daughter, brother, sister, grandfather, or grandmother, and any other relations as approved by your manager, MileOne will grant bereavement leave with pay up to five days. If additional time is needed, you may request an extension of this leave, without additional pay or use available PTO.

Absences for bereavement must be entered in Workday as a time-off request. MileOne may request documentation to support the request for bereavement leave.

6.4 Jury Duty

Only full time employees may request paid jury duty leave for the length of absence, up to two days, in any single calendar year. All other days will be unpaid unless the employee chooses to use their available PTO days.

Exempt employees will be paid their full base salary for any workweek in which they perform any work for MileOne while on jury duty leave.

Employees must show the jury duty summons to their manager as soon as possible so that the manager may make arrangements to accommodate their absence. Absences for jury duty must be entered in Workday as a time-off request. Employees are expected to report for work whenever the court schedule permits.

MileOne will continue to provide its portion of employee's health insurance benefits until the end of jury duty. The employee is responsible to pay the employee's portion of health insurance benefits during the time they are out on jury duty.

Personal Time-Off and holiday benefits, will continue to apply during unpaid jury duty leave.

6.5 Witness Duty

If employees have been subpoenaed as witnesses by MileOne or in cases involving MileOne as the victim or a party, they will receive compensation for the entire period of witness duty.

Employees may take PTO or unpaid time off to appear in court as a witness when subpoenaed by a party other than MileOne or in cases not involving MileOne as a victim or party.

Exempt employees are required to utilize PTO for witness leave. Exempt employees will be paid their full base salary for any workweek in which they perform any work for MileOne while on witness duty leave.

The subpoena which requires witness duty leave must be shown to the employee's manager immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

6.6 Legacy Time Off

Legacy Time off is the combination of all grandfathered sick time and extended sick time that employees accumulated before January 1, 2016. Employees may utilize any remaining balance of hours under their legacy time off. No more time will accrue after December 31, 2015. Contact your Payroll Administrator with questions.

If the employee takes a leave of absence due to employee's own illness they will be able to use legacy sick time in the following circumstance: (i) after the employee has used ten (10) days of their PTO or (ii) if the employee has less than ten (10) days of PTO, has used all of their remaining PTO. There is no payment for unused legacy time upon separation from employment.

6.7 Maryland Healthy Working Families Act; Maryland Employees

All full-time and part-time employees working in Maryland who are scheduled to work at least 12 hours per week are eligible for the benefits of the Maryland Healthy Working Families Act ("MHWFA"). Employees are allowed to use MHWFA leave under the following conditions:

- To care for or treat the employee's mental or physical illness, injury, or condition;
- To obtain preventive medical care for the employee or the employee's family member;
- To care for a family member with a mental or physical illness, injury, or condition;
- For maternity or paternity leave;
- If the absence from work is due to domestic violence, sexual assault, or stalking committed against the employee or the employee's family member and the leave is used: (A) by the employee to obtain for the employee or the employee's family; (i) medical attention that is related to the domestic violence, sexual assault, or stalking; (ii) services from a victim services organization related to the domestic violence, sexual assault, or stalking; or (iii) legal services or proceedings related to or resulting from the domestic violence, sexual assault, or stalking; or (B) during the time that the employee has temporarily relocated due to the domestic violence, sexual assault, or stalking.

Family member means: (1) a biological child, an adopted child, a foster child, a stepchild, a child for whom an employee has legal or physical custody or guardianship, a child for whom the employee stands in loco parentis, regardless of the child's age; (2) a biological parent, an adoptive parent, a foster parent, or a stepparent of the employee or of the employee's spouse; (3) the legal guardian of the employee; (4) an individual who acted as a parent or stood in loco parentis to the employee or the employee's spouse when the employee or the employee's spouse was a minor; (5) the spouse of the employee; (6) a biological grandparent, an adopted grandparent, a foster grandparent, or a step-grandparent of the employee; (7) a biological grandchild, an adopted grandchild, a foster grandchild, or a step-grandchild of the employee; or (8) a biological sibling, an adopted sibling, a foster sibling, or a stepsibling of the employee.

During their first year of employment, employees are not eligible for PTO. During the first year of employment, Maryland employees outside of Montgomery County accrue paid leave at the rate of 1 hour for every 30 hours worked up to a maximum of 40 hours of leave. Such leave may only be used as MHWFA leave for the above purposes. MHWFA leave may not be used during the first 90 days after starting employment. After the first year of employment employees regularly scheduled to work 30 or more hours per week are eligible for PTO. The PTO may be used for leave covered by the MHWFA. For employees eligible for PTO, any MHWFA leave unused upon the grant of PTO at their employment anniversary date is forfeited. Maryland Employees outside of Montgomery County who are not eligible for PTO continue to accrue MHWFA leave at the rate of 1 hour for every 30 hours worked after their employment anniversary date. For such part-time employees, any MHWFA leave in excess of 40 hours is forfeited upon each employment anniversary date. Such part-time employees may accrue a maximum of 40 hours of MHWFA leave annually, they may accrue a maximum total at any time of 64 hours of MHWFA leave, and

they may use a maximum of 64 hours of MHWFA leave annually. MHWFA leave is forfeited upon separation from employment and payment is not made to the employee for unused MHWFA leave under any circumstances.

Advance notice of leave: For the above categories of leave, an employee must provide advance notice of at least seven days if the need for leave is foreseeable. If the need for leave is not foreseeable, the employee must notify MileOne as soon as practicable and otherwise comply with the notice policies applicable to that employee.

Leave Increments: Employees must use MHWFA leave in increments of one hour.

Verification: MileOne reserves the right to require verification for leave of three or more consecutive work days.

Notice: MileOne will not take any adverse action against an employee who exercises his or her rights under the MHWFA or who uses sick and safe leave for any of the above reasons or any other protected reasons including leave under the Family and Medical Leave Act. Under the MHWFA, employees are prohibited from making a complaint, bringing an action, or testifying in an action in bad faith. Employees may report any violation of the MHWFA to the Commissioner of Labor and Industry at the Maryland Department of Labor, Licensing and Regulation, Division of Labor and Industry (<https://www.dllr.state.md.us/labor/>).

6.8 Montgomery County Earned Sick and Safe: Montgomery County, Maryland Employees

All full-time and part-time employees working in Montgomery County, Maryland scheduled to work at least 8 hours per week are eligible for the benefits of the Montgomery County Earned Sick and Safe Leave Law ("MCESSLL"). Employees are allowed to use MCESSLL leave under the following conditions:

- To care for or treat the employee's mental or physical illness, injury, or condition;
- To obtain preventive medical care for the employee or the employee's family member;
- To care for a family member with a mental or physical illness, injury, or condition;
- If the location where the employee works has been closed by order of a public official due to a public health emergency;
- If the school or child care center for the employee's family member is closed by order of a public official due to a public health emergency;
- To care for a family member if a health official or health care provider has determined that the family member's presence in the community would jeopardize the health of others because of the family member's exposure to a communicable disease;
- For the birth of a child, or for the placement of a child with the employee for adoption or foster care;
- To care for a newborn, newly adopted, or newly placed child within one year of birth, adoption, or placement; or

- If absence from work is due to domestic violence, sexual assault, or stalking of an employee or family member and the leave is used for medical attention, services from a victim services organization, legal services or to temporarily relocate.

Family member means: (1) a biological child, adopted child, foster child, or stepchild of the employee; (2) a child for whom the employee has legal or physical custody or guardianship; (3) a child for whom the employee is the primary caregiver; (4) a biological parent, adoptive parent, foster parent, or stepparent of the employee or the employee's spouse; (5) the legal guardian of the employee; (6) an individual who served as the primary caregiver of the employee when the employee was a minor; (7) the spouse of the employee; (8) a grandparent of the employee; (9) the spouse of a grandparent of the employee; (10) a grandchild of the employee; (11) a biological, adopted, or foster sibling of the employee; or (12) the spouse of a biological, adopted, or foster sibling of the employee.

During their first year of employment, employees are not eligible for PTO. During the first year of employment, all employees working in Montgomery County, Maryland earn 1 hour of paid leave for use in accordance with the MCESSLL for every 30 hours worked from their hire date up to a maximum of fifty six (56) hours annually. This leave may only be used for purposes of the MHWFA described above or the MCESSL. Leave may not be used in the first 90 days after starting employment. After the first year of employment employees regularly scheduled to work 30 or more hours per week are eligible for PTO. The PTO may be used for leave covered by the MCESSL or the MHWFA. For employees eligible for PTO, any MCESSL leave unused upon the grant of PTO at their employment anniversary date is forfeited. Employees working in Montgomery County who are not eligible for PTO continue to accrue MCESSL leave at the rate of 1 hour for every 30 hours worked after their employment anniversary date. However, any MCESSL leave in excess of 56 hours is forfeited upon each employment anniversary date. Such part-time employees may accrue a maximum of 56 hours of MCESSL leave annually, and they may use a maximum of 80 hours of MCESSL leave annually. MCESSL leave is forfeited upon separation from employment and payment is not made to the employee for unused MCESSL leave under any circumstances.

Advance notice of leave: For the above categories of leave, an employee must provide notice as soon as practicable after the employee determines that the employee needs to take leave. The employee must notify MileOne of the anticipated duration of the leave and otherwise comply with the notice policies applicable to that employee.

Leave Increments: Employees must use MCESSL leave in increments of one hour.

Verification: MileOne reserves the right to require verification for leave of three or more consecutive work days.

Notice: MileOne will not take any adverse action against an employee who exercises his or her rights under the MCESSLL or who uses leave for any of the above reasons or any other protected reasons including leave under FMLA. Employees may report any violation of the MCESSLL to the Montgomery County Office of Human Rights (<https://www.montgomerycountymd.gov/humanrights/>).

6.9 North Carolina; Child Involvement

In accordance with North Carolina law, employees may use up to four hours of leave annually for the employee to attend or otherwise become involved in the school of the employee's child. Child includes a biological child, an adopted child, a foster child, a legal ward, or a child for whom the employee is acting in loco parentis. The employee must provide at least 48 hours notice of intent to take such leave. If the employee has no available PTO, the leave will be unpaid. The employee must provide written verification from the child's school that the employee attended or was otherwise involved at the school during the time of the leave.

7.0 Leave of Absence

7.1 Non-Regulatory Leave of Absence

On occasion, you may need to take time away from work, for personal reasons. Depending upon all the circumstances, including but not limited to our business needs, your overall job performance, length of service (seniority), and the reason for needing the time away, leaves of absence time may be approved and granted, at MileOne's discretion. Approval of a leave of absence does not ensure you will be paid. To be paid during a Leave of Absence an employee can use any available paid time off balance.

If you desire such a leave of absence, notify your manager and submit a leave request in Workday. To allow for advance planning, any request for a leave of absence must be submitted at the earliest time you have reason to believe you will have a future need for such leave. The request must set forth the anticipated length of the absence, with the date of the requested leave and the circumstances that prompted the request. An approved leave of absence will not be extended beyond the date of the initial request without a further request and approval.

Being granted a leave of absence does not assure you the right to return to work for MileOne or to return to the job you held before you left. MileOne will make an effort, but is not obligated, to place you in a job upon your return. You will not accrue any length of service credit while you are on leave. If you fail to report back to work at the end of your leave or fail to accept an offer of reinstatement to a position offered by MileOne at the end of such leave of absence, you will be deemed to have voluntarily resigned.

The above portions of the leave of absence policy do not apply to leaves of absence covered by the Family and Medical Leave Act, the Americans with Disabilities Act, USERRA, and other applicable laws. FMLA leaves are covered by a separate policy below.

Should you fail to make payment for the portion of the health insurance premium for which you are responsible during your unpaid leave of absence, you will be sent a notification that your coverage will be terminated retroactively to the date the unpaid premium was due. The notice will provide you with 30 days from the date of the notice to make the premium payment. This portion of the policy applies to all types of unpaid leave.

7.2 Family and Medical Leave; Regulatory

It is the policy of MileOne to grant periods of unpaid leave to employees who request time off for family or medical reasons, in accordance with the Family and Medical Leave Act of 1993 ("FMLA"). The eligibility criteria and general guidelines used in administering this policy are set forth below.

Covered Employees. To be eligible for leave under the FMLA, you must have been employed by MileOne for at least twelve months, whether consecutive or intermittent, and worked at least 1,250 hours during the twelve-month period preceding the leave.

Reasons for Leave. You may request leave under the FMLA for the following events: birth of a child; placement of a child with you for adoption or foster care; time needed to care for a spouse, child or parent with a serious health condition; you are unable to perform your job due to your own serious health condition; time needed to care for a spouse, son, daughter, parent, or next of kin who is a service member recovering from serious illness or injury sustained in the line of active duty; or because of a qualifying exigency arising out of the fact that the spouse, child, or parent of the employee is on active duty or has been notified of an impending call to order to active duty in the Armed Forces in support of a contingency operation. For purposes of this policy, a "serious health condition" is an illness, injury, impairment or physical or mental condition that involves inpatient care in a hospital, hospice or residential medical care facility, or continuing treatment by a health care provider. For purposes of this policy, "serious illness or injury" is any injury or illness incurred by the service member in the line of active duty in the Armed Forces that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating.

Length of Leave. If the FMLA leave is for the purpose of caring for a spouse, son, daughter, parent, or next of kin who is a service member recovering from serious illness or injury sustained in the line of active duty, then FMLA leave is limited to a total of twenty- six (26) work weeks during a twelve-month period. Otherwise, leave under the FMLA is limited to a total of twelve (12) work weeks during a twelve-month period.

In determining the amount of FMLA available to you, MileOne will consider the twelve-month period preceding the date the leave is to be used. Leave taken to care for a sick family member or because of your own serious health condition may be taken intermittently or on a reduced work schedule when medically necessary and supported by certification from your doctor or

other health care professional. In such a situation, however, you may be transferred temporarily to a position which, at the discretion of MileOne, better accommodates the leave schedule, but is equivalent in pay and benefits to the position held prior to the leave. FMLA leave taken because of a qualifying exigency arising out of the fact that the spouse, child, or parent of the employee is on active duty or has been notified of an impending call to order to active duty in the Armed Forces in support of a contingency operation may also be taken on an intermittent basis. FMLA leave taken for the birth of a child, or for the placement of a child for adoption or foster care, must be taken as a single block of time, unless otherwise agreed to by MileOne, and eligibility for such leave ends twelve months after the date of birth or placement.

Intermittent Leave. Intermittent leave is FMLA leave taken in separate blocks of time due to a single qualifying reason. Intermittent leave will be granted by MileOne in accordance with the requirements of FMLA.

Pay Status During Leave. Your pay status during a period of leave under the FMLA will depend on the reason for the leave, the length of the leave and the amount of available (i.e., earned but unused), PTO, Extended Sick Time, and any other paid leave benefits as of the beginning of the leave. You will be required to utilize the PTO, Extended Sick Time if any, and any other paid leave benefits which you have available to cover all or a portion of your absence in accordance with applicable policy, and you will receive full pay until your available paid leave is exhausted. If appropriate, you may be paid disability benefits during the leave. Once your paid leave benefits are exhausted, you will be in unpaid status during the remainder of the leave. PTO, Extended Sick Time if any, and any other paid leave benefits time will not accrue during any period for which you are receiving short-term disability benefits or are in unpaid status. If your anniversary date falls within your leave of absence, upon your return your PTO will be calculated based upon the amount of time remaining in the anniversary year in which you return. Contact your manager and payroll administrator to confirm your PTO balance. Holiday pay is not paid while an employee is out on FMLA.

Notice Required. If the need for leave is foreseeable, you must notify MileOne at least thirty days prior to the date the leave is to begin. If the need is not foreseeable, you should provide as much notice as practicable. The request for leave should be made in Workday and include the reason for the leave and amount of time required. If the leave is needed because of a serious health condition, whether yours or that of a family member, or because of a serious illness or injury of a military service member in your family, you will be required to provide MileOne with a health care provider's certification, on a form we will supply, to support the need for the leave. In the case of leave taken because of your own serious condition, certification of your ability to return to work will be required. While on leave, you will be required to provide your manager or Human Resources with report of your status and intent to return to work every 30 days.

Effect on Benefits and Employment. Coverage under MileOne's group health plan will continue at no additional expense to you during any period that you are on leave under the FMLA. You will, however, be required to continue paying your portion of the premium for your own

and any dependent coverage, as well as any contributions to the Flexible Spending Accounts, should you wish to keep such coverage in effect. Coverage under MileOne's life and long-term disability policies will be continued in accordance with the provisions set forth in our general Leave of Absence policy. Should you fail to make payment for the portion of the premium for which you are responsible, you will be sent a notification that your coverage will be terminated retroactively to the date the unpaid premium was due. The notice will provide you with 30 days from the date of the notice to make the premium payment. This policy applies to all forms of unpaid leave. In addition, should you fail to return to work after the expiration of your leave, you may, depending on the circumstances, be required to refund to MileOne any health insurance premiums paid on your behalf during the leave.

Upon return to work from leave under the FMLA, you will be placed in the position you held prior to the leave or in one which, in MileOne's judgment, is equivalent in pay, benefits and other conditions and terms of employment to that held prior to the leave. If you are considered a key employee under the FMLA, however, we are unable to guarantee reinstatement.

The provisions set forth above are a brief summary of the entitlements and requirements under the FMLA. It is MileOne's intention to administer the policy in a manner consistent with regulations issued by the Secretary of Labor. Questions regarding the FMLA should be directed to your Human Resources Business Partner or the Director of Human Resources.

7.3 Military Leave

The Uniformed Services Employment and Reemployment Rights Act ("USERRA"), protects all employees who perform "voluntary or involuntary" service in the Armed Forces, including the Air National Guard, the Army National Guard, the Public Health Service, Reserves and other service categories spelled out by the President. Employees taking a military leave are required to give proper advance verbal or written notice to their employer. Provided that the employees comply with these and certain other requirements, their jobs will be guaranteed for their return from up to five years of military service. The returning employee will be placed in the position he or she would have attained but for the military service, unless they are not qualified for the position. The time for the employee to report to his employer at the end of his military service varies from one week to 90 days, depending on the length of the service.

After the military employee returns from service, his or her job is guaranteed certain legal protections, over and above those of other employees, depending on the length of military service.

MileOne may not be required to reinstate an employee after military service if the employee is dishonorably discharged, or if MileOne has experienced such changed circumstances that reemployment is impossible or unreasonable, or would create an undue hardship. Also, employees who work only for brief, non-recurrent periods prior to taking military service may not be entitled to reinstatement.

Employee benefits are also protected by law during individuals' military service. A military leave is not deemed to be a "break in service" for seniority and other benefits. The leave is supposed to be included, for example, in any calculations of vesting rights for retirement benefit plans.

MileOne will continue health insurance benefits for employees engaged in military service under the same conditions as apply to other types of leaves of absence. Such benefits may terminate in accordance with the benefit plan documents. However, COBRA continuation coverage will be provided in that circumstance, which the employee may elect for up to 24 months. Employees taking military leave will not be required to use accrued vacation or paid time off during the leave. However, they will be permitted to use such accrued paid leave if they so request.

Certain employees who are family care givers to service personnel who suffer serious injury or illness as a result of military service may also be entitled to leave under provisions of the Family and Medical Leave Act and our FMLA Leave policy, set forth elsewhere in this handbook.

7.4 Civil Air Patrol Leave

Maryland and North Carolina employees employed by MileOne for at least 90 days will receive a minimum of 15 days of unpaid leave for duty in the Civil Air Patrol. Virginia employees employed by MileOne for at least 90 days will receive a maximum of 10 days of unpaid leave for training and 30 days of unpaid leave to participate in an emergency mission. Employees may at their discretion, utilize available PTO during Civil Air Patrol Leave.

7.5 Deployment Leave

Maryland employees employed by MileOne for at least twelve months, whether consecutive or intermittent, and who have worked at least 1,250 hours during the twelve-month period, may use unpaid time off or available PTO on the day an immediate family member is leaving for or returning from active duty outside the United States as a member of the Armed Forces of the United States.

8.0 Your Career Development

MileOne values ongoing training and the opportunity for our employees to develop personally and professionally. MileOne provides training and development opportunities for employees. So whether it is delivered virtually or in person, by a manufacturer, or a vendor partner, view training as an investment in your future and we encourage you to take full advantage of it.

8.1 Required Training

You will be required throughout your employment to participate in training events. When you attend or complete training required by MileOne, MileOne will pay the full cost of training, and you will receive pay for any time you spent training. If you are required to travel for training, you will be compensated in accordance with applicable law.

8.2 Supplemental Training

During the course of your employment, either you or MileOne may recommend training that can be beneficial to you individually, MileOne, and your career at MileOne. In the event you want to participate in certain training, MileOne encourages you to discuss such training with your manager. MileOne may, at its discretion, provide assistance or compensation to attend such training. On line training is available at no cost to all employees. Contact your Human Resources Business Partner to receive access.

8.3 Performance Reviews

From time to time MileOne reviews your job performance, discusses your work- related concerns and your career goals. MileOne also wants to identify and discuss your strong points as well as areas that need improvement. Moreover, MileOne takes into consideration the results of your job performance evaluation when making decisions on merit pay increases and promotions.

Performance reviews may be conducted at any time depending on MileOne's judgment as to its business needs.

8.4 Employment Testing

Whenever appropriate, in MileOne's discretion, and in accordance with applicable laws, MileOne may authorize written and/or performance tests, including job-related skills, physical or other types of tests, singly or in groups, as circumstances warrant. Employees should follow all appropriate testing procedures.

8.5 MileOne Internal Transfer Policy

MileOne encourages promotion from within when possible and appropriate. All positions are filled in accordance with the Company's Equal Opportunity policy, whether internally or externally, with the most qualified candidates. MileOne reserves the right to recruit or advertise externally regarding current employment openings. Whenever possible the hiring manager should give consideration to qualified internal candidates before reviewing external candidates.

9.0 What We Expect From You

Whenever a group of people work together, there must be standards of conduct and attendance for common guidance and consistency. This should not be regarded as an all-inclusive list of our expectations or standards, but as a summary of the behavior expected of our employees. MileOne always expects all MileOne employees to act in a courteous and professional manner. If you have any questions about these standards of conduct and attendance, or about what to do or not to do in a situation, please contact your manager.

When employee misconduct occurs, measures may be taken to correct the situation and to curtail further occurrences. The discipline approach taken may vary in MileOne's discretion, based on among other things, the gravity of the offense, the circumstances under which it occurred, your duties, your length of service with MileOne, and your overall work record, including any prior misconduct. In order of severity, discipline can take one of the following forms:

- Counseling
- Corrective Action Report
- Suspension
- Termination of Employment

MileOne has no obligation to use any one or more of these disciplinary actions prior to terminating an employee. MileOne is not relinquishing or limiting MileOne's managerial right to terminate employment for any or no reason at all, at any time, with or without notice. The use of progressive discipline as a pre-condition to termination is discretionary.

Some of the standards of conduct and attendance that we expect from you are set forth in this Section.

9.1 MileOne Quality

MileOne prides itself on being a leader in its field. One principle is enforced without exception: [top quality customer service and performance](#). This philosophy plays a key role in the growth and success of MileOne. Your continued employment is dependent upon living up to this high standard.

9.2 Security

In addition to the vehicles in stock, our facilities contain valuable parts, tools, machinery, equipment, furnishings, and other property. It is important, in order to protect your job and the jobs of everyone employed by MileOne, that all employees pay close attention to the security of our facilities as well as all other property of MileOne. Notify your manager immediately if you see any suspicious or illegal activity of any kind.

Some buildings are equipped with electronic security systems. Those personnel who are entrusted with keys or alarm codes must follow the prescribed instructions for the electronic systems, and are responsible for the security of their respective departments.

Security codes or alarm codes, passwords, keys, combinations to lockers or safes, etc., given to employees are of a confidential nature and should not be given by you to anyone. Any violation or deviation from this policy may result in the dismissal of the offending employee.

9.3 Workplace Smoking Prohibited

In the interests of the health and productivity of all our employees, smoking is not permitted in any MileOne facility or vehicle. This policy applies to all tobacco products, as well as electronic cigarettes. MileOne will also observe all state and local ordinances on workplace smoking. Employees may only smoke in designated outdoor areas.

9.4 Keep MileOne Up-to-Date

Up-to-date personal information is necessary for a number of reasons, including ensuring the administration of your employee benefits. It is your responsibility to update your personal information in Workday and keep all personal information current at all times. Examples of personal information include but are not limited to: current home address, current e-mail address, marital status, number of dependents, beneficiary designation, direct deposit information, and tax forms.

9.5 Courtesy

Service to our customers and business associates is one of our most important responsibilities. You are expected to extend every courtesy and assistance as necessary, not only to customers and your fellow employees, but to any callers, vendors, or business visitors to MileOne. If someone asks you for assistance that you are unable to give, refer them to your manager.

9.6 Personal Appearance

Individual appearances are an important aspect of MileOne's overall image, and each employee has a responsibility to be properly dressed at all times.

During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their position as designated by management. Employees who appear for work inappropriately dressed or otherwise in violation of this policy will be sent home and directed to return to work in proper attire. Under such circumstances,

employees will not be compensated for the time away from work.

MileOne has the right to provide guidelines within each department as to what constitutes proper attire or appearance, and to enforce such guidelines. Consult your manager if you have questions.

9.7 Safeguarding Customer Information

We must ensure that information and data concerning our customers are properly protected. Our policy on safeguarding customer data is contained in Attachment One.

9.8 Visitors in the Workplace

Family and friends of employees are discouraged from visiting employees. In cases of emergency, employees will be called to meet any visitor outside their work area. All visitors should enter MileOne at the Reception Desk of any MileOne facility. Employees are responsible for the conduct and safety of their visitors. While MileOne understands that unanticipated situations may arise regarding childcare, employees are not allowed to bring their children to the workplace unless they receive specific permission from their manager. In the event a child is disrupting the workplace, the manager reserves the right to request that the child be removed from the workplace. If the employee is asked to remove their child from the workplace and is unable to return to work, the employee may not be paid for that time.

9.9 Policies on E-Mail, Computers and Other Communications Equipment

MileOne may issue its employees or provide access and use of certain electronic devices or other equipment ("Equipment"). This policy governs the use of such Equipment.

Use of Equipment for Business Purposes

All Equipment that is issued by MileOne to its employees or to which employees are provided use or access is solely for the purpose of furthering the business of MileOne. Employees are required to limit their non-business use of Equipment, if any, to unanticipated and exigent circumstances. Any non-business use of Equipment is at the sole and exclusive risk of the employee.

The employee is solely responsible for any claim, expense, damage, or liability that may arise from any non business use of Equipment. Any use of Equipment which is not supported by documentation or other information sufficient, in the sole discretion of MileOne, to adequately demonstrate the business nature of that use, shall be deemed to be non-business use. Any billing, costs, or other expense attributable to any non-business use of Equipment issued to an employee is the sole responsibility of the employee, and will be billed through to the employee by MileOne.

Due to security reasons, connecting personally owned computers to the MileOne non guest network to perform MileOne business is forbidden.

Ownership and Review of Data

MileOne at all times retains ownership of, and title in, any Equipment provided to any employee (except to the extent title or an interest remains vested in a third party provider of Equipment). MileOne also retains ownership of all business data sent to or from, generated on, contained on, or transmitted or received by, all Equipment. Accordingly, MileOne has, and expressly reserves, the right to inspect any data contained in, received or transmitted by, generated on, or sent to or from, any item of Equipment. Such an inspection may take place at any time, with or without notice to the employee, and for any purpose deemed acceptable by MileOne in its sole discretion.

Employees are not authorized to transmit business data from any item of Equipment to any person other than in furtherance of the business interests of MileOne. Thus, for example, an Employee may not transmit business data from an item of Equipment to the Employee's home computer system for personal use, use by a friend, or use by another company.

Notwithstanding any other provision of this policy, employees are strictly prohibited from using any Equipment in any manner which may violate any federal, state, or local law, regulation, or ordinance. Employees are not authorized to use any Equipment in any unlawful manner, and no officer or other employee of MileOne has the ability to authorize unlawful use of any Equipment. Employees are responsible for ensuring that her or his use of any Equipment complies with all applicable laws.

Without limiting the generality of the foregoing, employees are specifically prohibited from using any Equipment for any of the following purposes: unlawful surveillance, wiretapping or eavesdropping; the retrieval, receipt, viewing, storage, or transmission of obscene, pornographic, or offensive communications; and harassment of any person, including sexual, racial, religious, and other forms of unlawful harassment.

Care and Maintenance of Equipment

Employees should take the utmost care to ensure that any Equipment entrusted to them remains in good operating condition, is not abused, and is not lost. An employee who damages, destroys, or loses any item of Equipment through her or his own negligence, her or his intentional act, or the negligence or intentional act of another person to whom the Employee has entrusted the Equipment (other than another Employee), is responsible for the full repair or replacement cost for the Equipment, at MileOne's election. (Due to changing models and technology, replacement cost may be calculated for a comparable, newer model of similar equipment.)

An employee to whom Equipment is issued will be required to execute a written authorization statement, permitting MileOne to withhold from her or his salary any payments to be made pursuant to this Policy. Any such deductions will be made in accordance with applicable law.

Passwords given to or created by employees for business use are of a confidential nature and should not be shared by you with anyone.

Use of Personal Equipment

If an employee uses pre-approved personal equipment to conduct any MileOne business, MileOne has the right to search such equipment and/or to require that the contents of such equipment regarding MileOne business be turned over to MileOne. If an employee violates these policies and uses personal equipment that has not been approved by MileOne for business purposes, MileOne has the right to confiscate such equipment and return it only up satisfaction of MileOne that any and all information needed or requested by MileOne has been received.

9.10 Mobile Device Use

MileOne generally does not provide any mobile and/or hand held communication devices to its employees and does not provide compensation for, and/or reimbursement of, any costs associated with acquiring or maintaining any personally owned mobile and/or hand held devices or communication plans, regardless of whether the devices are voluntarily used for business purposes. MileOne may, on a case by case basis, provide MileOne owned communication devices such as basic cell phones and "push-to-talk" phones to selected Individuals (i.e. parts truck driver, shuttle driver, porter/runner & etc.) where the employee does not have a personally owned mobile device and where business reasons require that a device be provided to the employee. In some instances, MileOne may, in its sole discretion, reimburse employees for a portion of the cost associated with maintaining a personally owned mobile device based upon unique business reasons. Such exceptions shall be limited to exceptional circumstances and require the approval of the Divisional President or a Vice President.

MileOne, in its sole discretion, may allow employees to access MileOne's internal network(s) or related technology resources via personally owned mobile devices. Access to MileOne's systems must be approved by the Divisional President or a Vice President and the device needs to be a device that is compatible with MileOne security standards. Mobile device technology changes quickly, before purchasing a device that you are planning to connect to MileOne email, make sure you consult with MileOne's Management and Information Systems Department ("MIS") to find out if your device is compatible. Upon approval, please send the request to MileOne's MIS Department for processing, mis@mileone.com.

All mobile devices within the corporate firewall will be centrally managed by MIS and will utilize encryption and strong authentication measures. Details regarding supported mobile devices and mobile device use procedures are available from MIS.

Employees must adhere to MileOne's Internet, Technology and Security policies and procedures when accessing MileOne's systems or using the mobile device for business purposes.

The sending and/or reading of any type of electronic message (i.e. email, text & etc.), or utilizing any feature of a mobile device other than hands free phone calls while driving or in any other potentially hazardous situation is strictly prohibited. Talking on a mobile device without the use of a hands-free device while driving or in any other potentially hazardous situation is strictly

prohibited. It is the employee's sole responsibility to use the utmost caution and common sense and take all prudent preventative measures to ensure the safe use of any mobile device. If there is any doubt as to whether the mobile device can be used safely, you must not use the mobile device.

MileOne reserves the right to remotely clear ("wipe") the information stored on any mobile device without notice in order to protect MileOne's data, network, infrastructure and/or information. This includes both MileOne owned and personally owned mobile devices. If MileOne, in its sole discretion, concludes that information stored on a mobile device should be remotely cleared, MileOne will use commercially reasonable efforts to avoid the "wipe" of personal data and information. However, MileOne shall have no liability whatsoever to any employee for the resulting loss of any personal data or information.

Only authorized MileOne MIS employees are allowed to access any network closets on MileOne premises. Nothing may be stored in such closets and no equipment may be plugged into any socket or server without express permission from the MileOne management information systems department.

No network based cameras may be connected to the MileOne network without the express consent of the Chief Information Officer of MileOne.

9.11 Social Media

MileOne understands that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media for all employees.

Employees are reminded that they have no reasonable expectation of privacy in the workplace or when using work-provided equipment. MileOne will engage in routine and/or random monitoring of employee use of social media and other websites while at work or using employer-provided equipment and networks. However, MileOne will never ask an employee to disclose his or her confidential passwords to his or her personal accounts or services.

Guidelines

In the rapidly expanding world of electronic communication, "social media" can mean many things. "Social media" includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether or not associated or affiliated with MileOne, as well as any other form of electronic communication.

The principles and guidelines found in MileOne's other policies in this Handbook apply to your activities online. You are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow MileOne employees or otherwise adversely affects customers or MileOne's legitimate business interests may result in disciplinary action, up to and including termination.

Further, MileOne owns its social media accounts and personas created and/or associated with those accounts. MileOne will choose the password and username for any MileOne-owned accounts, neither of which can be changed without MileOne's permission. All social media accounts, including log-in information and passwords, must be relinquished at the end of employment. An employee has no right to use MileOne accounts after his or her separation from employment. An employee acts on behalf of MileOne any time he or she updates corporate-branded or official social media, regardless of whether that employee uses his or her own device (including, but not limited to, Smartphones, personal computers, and tablets).

Employees who wish to set up a social media account for the purpose of increasing their personal sales and marketing efforts, must receive the approval of the marketing department before doing so.

Know and Follow the Rules

MileOne monitors social media and anywhere MileOne appears in social media, including personal postings, regularly. Carefully read these guidelines as well as the other policies contained in this Handbook and ensure that your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action, up to and including termination.

In accordance with applicable law, employees are **absolutely prohibited** from posting any confidential customer information online, including any information that identifies or could be used to identify customers of MileOne.

Be Respectful

Employees are reminded to always be fair and courteous to fellow employees and customers. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or manager than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparages customers or fellow MileOne employees, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, sexual orientation, genetic identity or any other status protected by law or company policy.

This policy does not prohibit employees from lawfully complaining about management, co-workers, policies, or MileOne, particularly regarding wages, hours and working conditions. MileOne encourages employees to speak with her or his manager or Human Resources Business Partner with any complaints or concerns about her or his job.

Be Honest and Accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about MileOne, fellow employees, customers or competitors.

Post Only Appropriate and Respectful Content

Maintain the confidentiality of MileOne's trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

Do not create a link from your blog, website or other social networking site to a MileOne website without identifying yourself as an employee of MileOne.

Express only your personal opinions. Never represent yourself as a spokesperson for MileOne. If MileOne is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of MileOne, fellow employees or customers. If you publish a blog or post online related to the work you do or subjects associated with MileOne, make it clear you are not speaking on behalf of MileOne. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of MileOne."

Retaliation

MileOne prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

9.12 Motor Vehicles

Only authorized employees may operate customer or MileOne-owned vehicles. Unauthorized use of a customer or MileOne vehicle is a breach of trust and may result in termination of employment. Any employee who, as a part of their duties, has a need to operate a customer or MileOne vehicle, must possess a valid driver's license and a driving record acceptable to MileOne and its insurance carriers. All Employees must be at least 18 years of age to drive on MileOne's behalf.

At the start of your employment you will be requested to complete a form authorizing MileOne to obtain your driving record and/or you may be requested to obtain a copy from the Department of Motor Vehicles. This authorization will continue until employment ends. It is your responsibility to keep your driver's license valid and up to date. MileOne may at any time require you to provide a copy of your valid driver's license.

An unsatisfactory driving record, as determined by MileOne management and /or MileOne's insurance carrier, may subject the employee to dismissal. Employees must notify their manager of any suspension or revocation of the employee's driving privilege by either a governmental agency or insurance carrier.

In the event that a customer's vehicle, MileOne vehicle, or demonstrator sustains any damage as a result of your use or operation, you must report the accident to your manager immediately. If damage to any vehicle is caused by your negligence or fault, you are liable for any damage to a vehicle being operated by you. You are liable for any damage in any vehicle owned by MileOne used for personal use with permission (i.e. a demo) up to MileOne's insurance deductible, regardless of fault.

MileOne employees will not, even if requested or authorized by an owner, drive a customer's vehicle home overnight. Customer vehicles in for service will be road-tested for repair diagnosis only and not for transportation to lunch or any other personal errands. Unauthorized personal use of a customer or Company vehicle will subject the employee to disciplinary action up to and including immediate termination.

Vehicles will be operated in a safe and courteous manner and in accordance with all motor vehicle laws and regulations. All employee traffic citations or violations issued while in a Company or customer vehicle must be reported to your manager immediately, and will be the responsibility of that employee.

Smoking, eating, drinking beverages or changing radio stations are not permitted in customer vehicles. MileOne vehicles should be maintained in a neat and orderly fashion. Smoking is prohibited in MileOne vehicles. Employees will comply with state law and wear seat belts for safety while driving or riding in customer or MileOne vehicles, or in an employee's personal vehicle while on MileOne business. Hitchhikers or other strangers should never be permitted in customer or MileOne vehicles.

9.13 Workplace Monitoring

Workplace monitoring may be conducted by MileOne to ensure quality control, employee safety, security, and customer satisfaction. MileOne may conduct video surveillance of workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence. Such monitoring will not take place in areas such as restrooms or locker rooms. Employees should not have any expectation of privacy in other workplace areas.

9.14 Personal Phone Calls and Personal Device Use

While personal phone calls using a MileOne or personal phone are permitted during working hours, they must be kept to a minimum. Calls should be made or received only when necessary, and be as brief as possible. Similarly, the use of mobile phones for other purposes (including, but not limited to, texting, games, and e-mail) are restricted during working hours.

9.15 Conflicting Outside Activities

In limiting employees' involvement in certain outside activities, MileOne is not attempting to interfere in your personal life, but rather MileOne wants to protect the best interests of MileOne and all MileOne personnel. MileOne cannot allow employees to pursue activities which, in the judgment of MileOne, may be in conflict with the general welfare of MileOne or have the appearance of impropriety, or which might otherwise damage MileOne's reputation, or interfere with our business or the proper performance of duties.

Certain activities which are not proper for employees include but are not limited to employment with a competitor; use of MileOne's time, facilities or equipment to engage in another business or occupation; and any outside activity which results in your losing time from work, being distracted from work, or otherwise performing unsatisfactorily, or which could result in an appearance of conflict. You should consult with your manager or Human Resources Business Partner before engaging in any activity which might be covered by this policy.

9.16 Non-Disclosure of Confidential Information and Non-Solicitation of Customers and Employees

During your employment at MileOne, you may have access to confidential information and/or documents, trade secrets and/or proprietary data which is generally not known by the general public or to our competitors. This information (referred to as "Confidential Information") includes but is not limited to performance reports, financial information, performance information, customer information, research and know how, marketing programs and strategies, procedures, techniques, criteria and formulas used in pricing, policies, customers lists and prospects, vendor lists and prospects, proposed products and services, contract terms, pay plan structures, developments, and designs. The Confidential Information is a valuable asset of MileOne, developed over a long period of time and at substantial expense.

You must not use any Confidential Information for your personal benefit or for the benefit of any person or entity other than MileOne and must limit access to such Confidential Information to those who have a need to know for business purposes of MileOne both during your employment and after termination of employment for any reason. Doing this means keeping Confidential Information in drawers and out of view of others and limiting the times you take documents containing Confidential Information off MileOne premises and, if it is necessary to take such information, taking precautionary and security measures to protect the confidentiality

of the Confidential Information.

During the course of your employment you will be provided with and will generate information which may include correspondence, memoranda, literature, reports, summaries, manuals, proposals, contracts, customer lists, prospect lists and other documents and data concerning the business of MileOne. Any and all such information, records and data, no matter how maintained, is the property of MileOne regardless of whether it contains Confidential Information. Upon termination of employment for any reason, you are required to return all such information, records and data, may not retain any copy of such records or make any notes regarding such records nor use any such records for any reason whatsoever.

As a condition of working for MileOne, you agree that all MileOne customers that are serviced by employees during their employment, and all prospective customers from whom employees have solicited business while in MileOne's employ, shall be solely MileOne's customers. It is also improper for one of our employees to solicit other employees of MileOne to leave MileOne in order to go work for someone else. Therefore, while working for MileOne, and for a period of one year immediately following employment termination, employees shall not either directly or indirectly solicit any of MileOne's customers or employees with whom employees had contact within one year prior to their termination for the purpose of encouraging such customers or employees to leave MileOne.

MileOne employees are not authorized to perform work for MileOne customers outside the scope of their employment. As an employee of MileOne, you owe the company a duty of the utmost loyalty and to keep the Confidential Information, trade secrets, proprietary data and property of MileOne in strict confidence. Employees who do not follow this policy are subject to disciplinary action, up to and including termination. MileOne reserves the right to take legal action to protect the interests of MileOne both during and after termination of employment.

9.17 Obey Our Solicitation and Distribution Rules

No employee may solicit another employee for any purpose while either employee is on working time. The distribution of material during working time or in working areas is forbidden.

Persons who are not employed by MileOne are prohibited from soliciting any employee or distributing literature on MileOne jobsites, premises, or at employee work locations at any time.

9.18 Standards of Conduct to Avoid Major Offenses

You should be aware that there are certain major offenses which may result in an immediate penalty of probation, or suspension subject to termination of employment, or termination of employment, without any prior counseling. In other words, if you commit a major offense, all or any part of our progressive counseling procedure may be omitted. Below is a list of severe consequences and major offenses such as, but not limited to, the following:

- Failure or refusal to carry out orders or instructions.
- Refusal to work overtime.
- Unsatisfactory work performance.
- Failure to fulfill the responsibilities of the job to an extent that may or does cause injury to a person or damage to or loss of vehicles, machinery, equipment, facilities, or other property of MileOne or a customer.
- Unauthorized use of a MileOne or customer owned vehicle or license plate.
- Driving a MileOne or customer vehicle while your license or driving privileges have been suspended or revoked by either a governmental entity or MileOne's insurance carrier.
- Violation of a safety, fire prevention, health, or security rule, policy or practice.
- False, fraudulent, misleading or harmful statement, action or omission involving another employee, a customer, MileOne or relations with MileOne; or any action disloyal to MileOne.
- Falsification of MileOne records including, but not limited to, time keeping records.
- False, fraudulent, misleading or harmful statement, action or omission related to an employment application or any other information provided to or requested by MileOne, whether oral or written; or refusal or failure to timely provide such information.
- Insubordination.
- Unauthorized use of, removal of, theft of or damage to the property of MileOne, an employee, an independent contractor, or a customer.
- Failure to secure cash and/or receipts properly.
- Threatened or actual physical violence.
- The use of profane or abusive language..
- Discourteous interaction with a customer or employee.
- Carrying any weapon or explosive while on MileOne business, jobsite, premises or property without authorization from MileOne.
- Violation of any of the provisions of MileOne's Drug and Alcohol Abuse Policy, as provided in this Section 9.20.
- Violation of any of the provisions of MileOne's policy against harassment or policy against discrimination..
- Organized gambling; or disorderly conduct while on MileOne premises, jobsite or business.

- Accepting or engaging in any outside employment with a competitor of MileOne; or conducting or attempting to conduct any outside business while on MileOne's premises or business.
- Failing to report receipt of gifts from vendors or customers of a value greater than \$100 in a twelve month period.
- Garnishments beyond the type and number protected by law.
- Chronic, habitual, or excessive lateness or absenteeism of any type, early departure from work, failure to report to work for two consecutive days without notifying MileOne during the absence, failure to return to work within two days of being released to return to work by a physician, unauthorized absence during the workday, and/or other violation of MileOne's Standards of Attendance as provided in this Section.
- An arrest, criminal complaint, summons to answer a criminal charge, statement of charges, indictment, criminal information or any other criminal charge or conviction of an employee, depending on the particular circumstances and the offense charged, including but not limited to MileOne's judgment as to the potential risk to safety or health of employees, the security of MileOne premises and property, and/or MileOne's reputation.

9.19 Standards of Attendance

It is the employee's obligation to notify his or her manager, as far as possible in advance of his or her scheduled work day, whenever the employee will be late or absent, to state the reason for such lateness or absence, and to advise when the employee expects to return to work. If the employee's manager is not available when the employee calls, the employee must speak with the next level of management in his or her chain of command. If the employee is physically unable to make a personal call, the employee must have someone else call on his or her behalf. A written medical excuse may be requested by MileOne from the employee's doctor, for any absence, at MileOne's discretion, and will be requested for absences of three or more days. Following these steps does not excuse the absence, and failure to do so may result in disciplinary action, up to and including termination.

No absence is automatically considered to be "excused" as such. Chronic, habitual, or excessive absenteeism or lateness, as judged by MileOne in its discretion, may result in disciplinary action, up to and including termination, in circumstances including but not limited to:

- Frequent short-term absences and/or lateness in violation of MileOne rules;
- Absence from work for two (2) consecutive scheduled work days without notifying MileOne during the absence of an illness or accident preventing you from working (as evidenced by written certification of a medical doctor if requested by MileOne), or other satisfactory reason for such absence, as determined by MileOne;

- Failure to return to work within two (2) consecutive scheduled work days after being released for duty by a doctor;
- Subject to MileOne's policy on family and medical leave and other applicable law, absence from work for any reason, including but not limited to illness, on or off the-job injury, or leave of absence, for a period in excess of twelve (12) consecutive weeks since your last day worked for MileOne, or for a period exceeding the length of your continuous service with MileOne, whichever is shorter.

9.20 Drug and Alcohol Free Workplace

In order to protect the safety, health, and productivity of all employees and the general welfare of MileOne, the following actions are considered by MileOne to be unacceptable conduct. A violation of any of these rules will be considered a major offense which, in MileOne's judgment, may result in suspension or termination of employment.

- Bringing onto MileOne's premises, property or jobsite, having possession of, having present in the body system, being under the influence of, using, consuming, distributing or attempting to distribute, manufacturing or dispensing any form of narcotic, depressant, stimulant, hallucinogen, or any kind of perception-altering drug or controlled substance (excepting only the taking of a prescribed drug under the direction of a physician, to the extent it does not impair job performance or threaten safety, health, security or property), at any time during the hours between the beginning and end of your work day, whether or not on MileOne business, premises, property or jobsite.
- Bringing onto MileOne's premises, property or jobsite, having possession of, being under the influence of, using, consuming, distributing or attempting to distribute, manufacturing or dispensing any form of alcohol at any time during the hours between the beginning and end of your work day, whether or not on MileOne business, premises, property, or jobsite, except (in moderation) for authorized MileOne-sponsored social activities or business entertainment purposes.
- Having possession of, being under the influence of, using, consuming, distributing or attempting to distribute, manufacturing or dispensing drugs, alcohol or any other mind or perception-altering substance outside your working hours in a manner that: (1) does or could adversely affect your job performance; (2) does or could adversely impact your or another person's safety; or (3) does or could adversely impact MileOne's reputation.
- Refusing to cooperate in or submit to questioning, medical or physical tests or examination, or an inspection or search, when requested or conducted by MileOne or its designee or law enforcement.

Examinations and Searches for Drugs and Alcohol

MileOne reserves the right, in its discretion, to the extent permitted by law, to require all employees and applicants for positions to submit to physical examinations or tests by a person or agency designated by MileOne, at MileOne's expense. Such examinations can include but are not necessarily limited to blood, urine, breath, or other tests for evidence of the presence of alcohol, drugs, and perception-altering or other substances in the body. As is further set forth in Section 4.12 of this Handbook, MileOne also reserves the right to search employees' packages, vehicles, lockers, handbags and similar items while on MileOne property or business. In particular, MileOne reserves the right, in its discretion, to examine or test for the presence of alcohol and drugs (as stated above) in situations such as, but not limited to, the following, in accordance with applicable law:

- As part of a physical examination which MileOne may require employees to undergo.
- Due to the safety or health risk or sensitive security duties of a specific job, as determined by MileOne, at any time.
- Following a safety infraction or work-related accident that does or might cause bodily injury or damage to property, in MileOne's judgment.
- Specific employee behavior on the job which MileOne determines gives management reasonable suspicion that such behavior might be or is due to alcohol or drug use.

In connection with any drug or alcohol exam or test required by MileOne, MileOne will, in accordance with applicable law,

- Use only certified or approved laboratories for its job-related drug testing;
- Inform the person tested, at the person's request, of the address of the laboratory that will test the specimen;
- Provide any person who has tested positive and whose test results have been confirmed with any information required by applicable law and within the time frame required by applicable law, and provide a statement permitting an employee to request independent testing of the same sample for verification of the test result.

Maryland Employees

The following provisions apply only to employees working in Maryland:

1. Use only Maryland certified laboratories for its job-related drug testing;
2. To inform the person tested, at the person's request, of the address of the laboratory that will test the specimen;
3. To provide any person who has tested positively and whose test results have been confirmed with the following information within 30 days of the date that the test was performed:
 - (a) A copy of the laboratory test including the test results;
 - (b) A copy of this written policy on the use or abuse of controlled dangerous substances;
 - (c) If applicable, written notice of MileOne's intent to take disciplinary action, terminate employment or change the conditions of continued employment; and
 - (d) A statement or copy of the following provisions of Maryland law permitting an employee to request independent testing of the same sample for verification of the test result:

Maryland Annotated Code, Health General, Section 17-214 (e):

1. A person who is required to submit to job-related testing, under subsection (b) or (c) of this section, may request independent testing of the same specimen for verification of the test results by a laboratory that:
 - i. Holds a permit under this subtitle; or
 - ii. If located outside of the state, is certified or otherwise approved under subsection (f) of this section.
2. The person shall pay the cost of the independent test conducted under this subsection.

North Carolina Employees

The following provisions apply only to employees working in North Carolina:

1. Provide the employee with a notice of their rights and responsibilities under the North Carolina Controlled Substance Examination Regulation at the time of sample collection;
2. Use only approved laboratories for its job-related drug testing (an approved lab is one certified by either the U.S. Department of Health and Human Services or the College of American Pathologists);
3. Have the approved laboratory confirm a positive result through a gas chromatography with mass spectrometry or an equivalent scientifically accepted method, unless the employee signs a written waiver at the time or after they receive the preliminary result;
4. Provide, within 30 days from the time that the results are mailed or otherwise delivered to the MileOne, notice to the examinee, in writing:
 - (a) of any positive result of a controlled substance examination; and
 - (b) of the employee's rights and responsibilities regarding retesting including, the right to have the specimen tested at an approved laboratory at the employee's cost.

9.21 Alternative Dispute Resolution Procedures

By continuing employment at MileOne after September 1, 2019, you agree to abide by this Alternative Dispute Resolution Policy. You or the Company shall provide written notice (a "Dispute Notice") to the other of any, dispute, controversy or claim (a "Dispute") arising out of or relating to your employment, the termination of your employment, or otherwise arising between you and the Company. You and the Company shall first attempt in good faith to resolve any Dispute set forth in a Dispute Notice by consultation and negotiation between Employee and the Company for not fewer than two discussions attended by the Human Resources department of the Company and you ("Dispute Discussions"). In the event the Dispute cannot be resolved on an informal basis, within the later of (i) when all Dispute Discussions have occurred or (ii) sixty (60) days after the Company receives the Dispute Notice either you or the Company shall, in lieu of a jury or other civil trial, resolve any Dispute by final and binding arbitration.

This Alternative Dispute Resolution procedure includes all claims between you and the Company including, by way of example and without limitation, claims of: discrimination, retaliation or harassment based on age, race, color, sex, religion, disability, national origin, ancestry, citizenship, or any other protected basis, violation of the Family and Medical Leave Act ("FMLA") (29 U.S.C. §§ 2601 et seq.), violation of the Fair Labor Standards Act (29 U.S.C. §§ 201 et seq.), or violation any other law, statute, regulation or ordinance governing employment. Claims regarding issues of arbitrability, the validity, scope, and enforceability of this Agreement, jurisdictional issues, and any other challenges to this Agreement, including claims that this Agreement is unconscionable shall be submitted to the arbitrator. Nothing in this policy shall be construed to prevent either party's use of provisional remedies in aid of arbitration from a court of appropriate jurisdiction including, but not limited to, claims for temporary or preliminary injunctive relief. Arbitration shall be conducted in accordance with the Employment Arbitration Rules and Procedures of JAMS Mediation, Arbitration and ADR Services ("JAMS"). Any such arbitration will be conducted within thirty (30) miles of your primary place of employment.

The administrative costs of the arbitration (filing fees, cost for the arbitration site, hearing fees, arbitrator's fee) shall be paid in accordance with the Employment Arbitration Rules and Procedures of JAMS. In the event that the applicable rules of JAMS, any express statutory provisions, or controlling case law conflicts with this allocation and requires the payment of administrative costs of arbitration by the Company, the administrative costs of arbitration will be paid by the Company.

To the extent, if any, you have a non-waivable right to file a claim or charge against the Company (such as claims for unemployment or workers' compensation benefits), this policy shall not be intended to waive such a right to file. Nothing in this policy limits in any way your right to file a claim or to participate in a proceeding with any appropriate federal, state or local government agency that enforces discrimination or employment laws and nothing in this policy prevents you from cooperating with any such agency in its investigation.

If you or the Company elect to arbitrate a claim, neither you nor the Company shall, without written consent of the other party, has the right to: (1) participate in a class action in court or in arbitration, either as a class representative or a class member, including claims arising under the Federal Fair Labor Standards Act, 29 U.S.C. § 201 et seq.; or (2) join or consolidate claims with any other claims asserted by any other person.

This arbitration provision does not alter your at-will employment relationship with the Company. This arbitration agreement is not subject to any of the contractual disclaimers maintained by the Company in any of the employment materials it has or may provide to you, including but not limited to, the provisions contained in this Employee Handbook. This arbitration provision is final and binding, and cannot be modified or waived unless you are provided a minimum of six months advance notification of such modification.

If you signed a separate arbitration agreement with the Company, this provision does not apply to you.

9.22 Environmental Health & Safety Program

MileOne is committed to providing a safe work environment for its employees, customers and visitors to its dealerships and body shops. In addition, the general public is to be included in that safe environment as your job may entail driving MileOne vehicles, customer vehicles and/or test driving inventory.

Providing a safe environment for all employees is a top priority of MileOne. To achieve this goal MileOne has established a Safety and Health Program directed through the Risk Management department. Managers have the responsibility to implement and administer the program guidelines outlined in MileOne's Safety and Health program manual found at all locations and on www.hrconnection.com. It is the responsibility of all employees to be familiar with and to follow the program's requirements.

The Risk Management department will provide pertinent safety and health information to all employees through regular internal communications such as monthly safety meetings, manager-employee meetings, bulletin board postings and written or electronic communications. In addition, all employees may be required to receive periodic safety training in an effort to eliminate or minimize hazards that are associated with the job.

Providing a safe work environment should be the goal of all employees, and all employees are encouraged to make suggestions to improve the program and, where needed, are required to immediately bring to the attention of their manager any safety concerns or hazardous conditions. If an employee wishes to remain anonymous they can direct their concerns to the Risk Management department. All reports can be made without fear of reprisal.

Safety rules and regulations have been implemented by MileOne to protect workers, customers, visitors and the general public as well as meeting the legal requirements of federal, state and local governments. Employees are required to follow safety rules and regulations and to perform their work activities in a safe manner that protects themselves, co-workers, customers and the general public. MileOne's Safety & Health Program manual maintained by the Service\Body Shop Managers contains, but not limited to, the rules and regulations that employees must follow. Some examples of the types of safety requirements that must be followed are:

- Not overriding safety switches or guards on any MileOne equipment or devices.
- Not driving in an unsafe manner or under the influence of alcohol or drugs.
- Wearing required personal protective equipment.
- Repairing a vehicle to MileOne and/or manufacturer specifications to avoid an accident to yourself, co-worker, customer or the general public.
- Not blocking or impeding access to an emergency exit.
- Not handling and disposal of hazardous substances in a manner that violates federal, state or local regulations.
- Automotive lifts must be operated in accordance with the manufacturer's instructions including, but not limited to, proper operation of all safety switches.

Employees that work with and around chemicals have available upon request safety data sheets that outline the chemical composition and handling instructions for all chemicals and hazardous substances in the workplace. The safety data sheets are stored and are easily accessible in each MileOne work location and online site.

The use of personal headphones or ear buds can create a significant risk of physical injury to yourself, other employees and customers. Personal headphones can potentially block out surrounding noises and inhibit the hearing of horns, sirens, alarms, shouts, or other emergency signals or indications of impending harm or injury. Because of this potential safety hazard, the use of personal headphones shall be prohibited during business hours unless in an office environment which poses no safety risk and such use has been authorized by the employee's manager. This prohibition does not apply to safety equipment issued to or used by employees for hearing protection or which is otherwise necessary to perform their job duties.

Employees who violate the safety rules and regulations implemented by MileOne or federal, state or local statutes, or who create hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including immediate termination of employment.

MileOne wishes your employment here to be a positive experience and that by following the safety and health program you can enjoy the benefits of working for MileOne while providing a safe environment for yourself, fellow co-workers, customers and the public in general.

9.23 Workplace Violence

It is MileOne's policy to promote a safe environment for its employees. MileOne is committed to working with its employees to maintain a work environment free from violence, threats of violence, harassment, intimidation, and other disruptive behavior.

Violence, threats, harassment, intimidation, and other disruptive behavior in MileOne's workplace will not be tolerated. Such behavior can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm. Individuals who commit such acts may be removed from the premises and may be subject to disciplinary action, up to and including termination of employment.

MileOne needs your cooperation to implement this policy effectively and to maintain a safe working environment. If you observe or experience violent, threatening, harassing, intimidating, or other disruptive behavior by anyone on MileOne premises, whether he or she is a MileOne employee or not, report it immediately to your manager. All reports will be taken seriously and will be dealt with appropriately.

If you have any questions about this policy, please contact your manager or your Human Resources Business Partner.

9.24 Weapons Prohibited on MileOne Property or on MileOne Business

Firearms, knives (except a folding knife with a non-locking blade of 3 inches or less), and other weapons are prohibited on MileOne property or while on MileOne business. If you are unsure whether an item violates this policy you should consult your manager before bringing it onto MileOne property. This prohibition includes weapons stored in your personal vehicle if it is on MileOne property or being used on MileOne business. This policy applies to all employees even those licensed to carry firearms or other weapons.

9.25 Documentation Destruction

Officers, directors, employees or agents of MileOne are prohibited from knowingly destroying a document with the intent to obstruct or influence the investigation or proper administration of any matter within the jurisdiction of any government department or agency or in relation to or contemplation of any such matter or case. Doing so may result in disciplinary action, up to and including termination.

10.0 Separation of Employment

10.1 Benefits and Rights Upon Separation

In most cases, medical benefits will be terminated based upon the date that your last paycheck was issued. If your last paycheck occurs prior to the 15th of the month, your benefits will extend until the 15th. After the 15th of the month, your benefits will extend to the last day of the month.

In accordance with applicable law, upon termination of employment you, your spouse and/or dependent children may be eligible to continue your present level of health insurance under COBRA (even if you would otherwise lose coverage) under MileOne's Group Health Insurance Plan. If you continue your present level of healthcare coverage, this would be at your cost.

Additional details regarding COBRA and insurance conversion rights of employees, their spouses and children are set forth in our Group Health Insurance Plan's Summary Plan Description and/or in other notices distributed directly to covered employees and their spouses. If you are covered by the Plan and you have not received notice of your insurance conversion rights, you should contact your Payroll Administrator immediately at HRPayroll@mileone.com.

If you are eligible for Medicare, you may not receive full coverage under the Group Health Insurance Plan, even if you elect COBRA coverage. You should speak with a government health insurance representative to ensure you understand the nature and extent of coverage.

10.2 Return of MileOne Property

Upon separation of employment with MileOne for any reason, you are required to return to your manager any and all records, property, information, data, passwords, equipment or other property belonging to MileOne in good working order free of all damage. You will be financially responsible for any damaged property.

10.3 Confidential Information, Non Disclosure and Non-Solicitation

Upon separation of employment with MileOne for any reason, you are not authorized to, at any time, use for any purpose or disclose to any third party, new employer or any other person not otherwise authorized by MileOne any of the Confidential Information (as that term is defined in Section 10.16 of this Employee Handbook), trade secrets, propriety data or property of MileOne.

You are not authorized to directly or indirectly, use or disclose to any person for any reason the names or addresses of any customers of MileOne. You are not authorized to call on, solicit, take away or attempt to call on or solicit or take away any MileOne customer with whom you became acquainted during the term of your employment with MileOne or as a direct or indirect result of your employment with MileOne.

10.4 Access to Workday

Upon separation of employment, you will have limited access to your Workday account. You will have visibility to your pay stubs and yearly W-2 document. It is your responsibility to ensure your personal information stays up to date in Workday; i.e. home address. If you have any questions about your personnel record or Workday account contact HR at; 410-427-6910.

11.0 Our Responsibilities

Notwithstanding any other provision of this Handbook, all managerial and administrative functions and prerogatives entrusted to and conferred upon employers inherently, expressly, and by law, are retained and vested exclusively with MileOne. This includes, but is not limited to, the right to exercise our judgment and discretion to take whatever action is necessary to operate MileOne's business, protect its health, property, security, and general welfare; to reduce, contract out, sell, close down, or relocate MileOne's operations or any part thereof; to hire, layoff, direct, discipline, terminate, or increase the efficiency of the workforce in the manner and to the degree MileOne deems appropriate; to set the standards of productivity, maintenance, services, security, research and development; and, in general, to take whatever other actions necessary in MileOne's judgment and discretion to administer MileOne's operations and direct its work force.

Although MileOne from time to time expects to expand the wages, benefits, work rules, services, and policies summarized in this Handbook, MileOne reserves the right to alter, amend, reduce or discontinue any wage schedule, policy, work rule or benefit included in this Handbook. The policy on Arbitration may be modified only with advance notification of six months. The failure of MileOne to exercise any prerogative or function in a particular way shall not be considered a waiver of MileOne's right to exercise such prerogative or function or preclude it from exercising that prerogative or function in some other way.

Attachment 1.

Privacy and Security Policy for Auto Dealers

Overview and Purpose

The Gramm-Leach-Bliley Act ("GLBA") is a federal law that requires financial institutions to protect the security of customer information and meet certain privacy requirements including disclosing to consumers what you do with their personal information. Because the company helps customers obtain financing, it is a financial institution that has to comply with the GLBA. Under this policy, a "customer" means any consumer for whom we collect "nonpublic personal information" as defined below, including an applicant or other potential customer.

There are two separate rules that impose requirements on financial institutions pursuant to the GLBA. They are the "Privacy Rule" and the "Safeguards Rule."

The Privacy Rule deals with how we provide notice to customers about our privacy practices and how we share customers' personal information with others.

The Safeguards Rule requires the company to have a comprehensive, written Information Security Program ("ISP") in place that is designed to:

- ensure the security and confidentiality of customer information;
- protect against any anticipated threats or hazards to the security or integrity of such information; and
- protect against unauthorized access to or use of such information that could result in substantial harm or inconvenience to any customer.

This policy outlines what dealers and employees need to know about how we comply with the Privacy Rule and the Safeguards Rule.

The Fair Credit Reporting Act

The Fair Credit Reporting Act ("FCRA") is a federal law that primarily governs credit reporting. Amendments to the FCRA led to the implementation of the "Disposal Rule," which requires that the company properly dispose of consumer reports (sometimes called "credit reports") and information that is derived from consumer reports. This policy describes what dealers and employees need to know about our compliance obligations under the Disposal Rule.

Who Is Subject to the Rules?

The Privacy Rule and Safeguards Rule (collectively, the "Rules") apply to the company to the extent it collects personal information in connection with credit or lease contracts with individual customers that are entering the contracts for personal, family or household purposes.

The company is not subject to these Rules if it deals exclusively in wholesale and commercial transactions.

The Disposal Rule applies to all persons who, for a business purpose, possess or maintain consumer information consisting of consumer reports or information derived from consumer reports, including a compilation of such records.

Penalties

Penalties for violating the Privacy and Safeguards Rules can be severe. Although the GLBA does not permit individual lawsuits, it authorizes the Federal Trade Commission to initiate enforcement actions against auto dealers for any violation of the Rules, which can lead to litigation or to a settlement imposed on the company for 20 years.

Penalties for violating the Disposal Rule can be more severe. They include government enforcement as described above, which can involve money penalties. In addition, individuals may bring lawsuits, including class actions, if they have been harmed by such violations.

The Privacy and Safeguards Rules

The Privacy Rule imposes restrictions on our use of nonpublic personal information ("NPI"), which includes any personally identifiable financial information that we collect in connection with providing customers a financial product or service (unless that information is already publicly available). NPI also includes any list, description, or other grouping of customers (and publicly available information pertaining to them) that is derived using personally identifiable financial information that is not publicly available. NPI includes information of former customers.

For purposes of this policy, we treat all customer information as NPI. Some examples are:

- credit card numbers;
- Social Security numbers;
- customer name and address;
- other information we receive from a credit or insurance application;
- information about a transaction with us, our affiliates, or others;
- information that indicates whether the person has been our customer or obtained a financial product or service from us;
- information we receive in connection with collecting or servicing a credit account or information from a consumer reporting agency; and
- lists of our finance and insurance customers.

The Privacy Rule also requires that we provide a "Privacy Notice" to our customers so that they know how we collect, use and share NPI. Depending on whom we share NPI with, we may also be required to provide our customers with an opportunity to opt out of our sharing their NPI with third parties who are not related to us by common ownership or corporate control.

What Is In the Privacy Notice?

We must give our customers a clear written notice describing our privacy policies and practices. For example, among other information, our notice tells customers:

- what categories of NPI we collect;
- what categories of NPI we disclose to third parties;
- the categories of affiliates and nonaffiliated third parties to whom we disclose NPI;
- about our security practices; and
- if applicable, that the customer has a right to opt out of certain disclosures of NPI to nonaffiliated third parties.

The Privacy Notice must follow the format and content requirements of the model notice published by the FTC. We work with our counsel to ensure that our Privacy Notice complies with applicable federal and state laws and regulations. Changes to our Privacy Notice may be made by an authorized manager only.

When Do We Provide Privacy Notice?

Initial Notice

We provide our Privacy Notice to every person who completes a credit or insurance application with us at the time they submit the application to us.

Annual Notice

We must send our Privacy Notice to customers with whom we have a continuing relationship, on an annual basis. However, once the customer relationship has been terminated, an annual Privacy Notice is no longer required. For example, for purposes of the Privacy Rule, our relationship with our customer terminates when:

- the retail installment sale contract or lease agreement has been sold to another financial institution and no service rights have been retained;
- if we service a customer's retail installment sale contract or lease agreement, at the time the obligation is paid in full; or
- the customer's service contract has expired or terminated and the company is no longer an obligor on that service contract.

While our customer relationship may have terminated, we must continue to protect the former customer's information as provided in our Privacy Notice.

Limits on Disclosures of NPI

All disclosures of NPI to third parties must comply with the company's Privacy Notice that was last provided to the customer. The Privacy Rule limits how the company can disclose NPI to nonaffiliated third parties without giving the customer an opportunity to opt out. For example, NPI must not be disclosed to nonaffiliated third parties for their marketing purposes without an opt-out opportunity.

Safeguards Rules

Information Safeguards Overview

The Safeguards Rule applies to all customer information, meaning any record that contains NPI – including in paper, electronic, or another form. The Safeguards Rule requires that we design, implement and maintain a comprehensive, written ISP. Our ISP is overseen by the Board of Directors as well as a designated senior manager. The ISP must contain the following elements:

1. It must designate an employee (the “Program Coordinator”) or employees to design, coordinate, implement, and maintain our ISP.
2. It must provide for a risk assessment that identifies reasonably foreseeable internal and external risks to the security, confidentiality, and integrity of customer information that could result in its unauthorized disclosure, misuse, alteration, destruction or other compromise. It also must assess the sufficiency of any safeguards we have in place to control these risks. Three areas of our operations require specific consideration:
 - employee training and management;
 - information systems, including our network and software design, as well as information processing, storage, transmission and disposal; and
 - detecting, preventing and responding to attacks, intrusions on our electronic and non-electronic information systems, or other information systems failures.
3. It must provide for the design and implementation of safeguards to control the risks we identified through the risk assessment, and for the regular testing of our safeguards to ensure their effectiveness.
4. It must require that we oversee our service providers by:
 - taking reasonable steps to select and retain service providers that are capable of maintaining appropriate safeguards for customer information; and
 - requiring our service providers by contract to implement and maintain such safeguards.
5. It must require that we evaluate and adjust our ISP in light of:
 - the results of our testing;
 - any material changes to our operations or business arrangements; or
 - any other circumstances that we know or have reason to know may have a material impact on our ISP.

Employee Training and Management Safeguards

The success or failure of our ISP depends largely on the employees who implement it. Here are some of the safeguards the company may employ in the area of employee training and management:

- reference checks on all employees who will have access to customer information;
- requiring all new employees to review our policy and acknowledge they will follow our policies and procedures for protecting customer information;

- requiring all new employees to take and pass an assessment to ensure they understand important aspects of our policies and procedures for protecting customer information; and
- every year after their hire date, requiring employees to again review and acknowledge relevant policies and procedures, and take an assessment to demonstrate they understand how to protect customer information.

Basic Steps for All Employees to Maintain Security

The following are some very simple, but very important, steps all employees must learn and follow to keep customer information secure and confidential:

- access to customer information is restricted to only those employees with a business need for that information;
- when an authorized employee is not present in an area where customer information is kept or stored, the area must be secured;
- all computers must have password-activated screensavers;
- computer and software passwords must be at least eight characters long;
- passwords must be changed periodically, and passwords should not be posted or stored near your computer;
- sensitive customer information must be encrypted when it is transmitted electronically over networks or stored online;
- all calls or other requests for customer information must be referred to a Sales Manager or above; and
- employees should be highly suspicious of people, even other employees, who attempt to obtain customer information and report any suspicious activity following the instructions at the end of this policy.

Information Systems Safeguards

Information systems include network and software design as well as information processing, storage, transmission, retrieval, and disposal. Here are examples of safeguards the company may implement to maintain security throughout the life cycle of customer information – that is, from data entry to data disposal.

Documents that contain customer information must be stored only in secure areas of the dealership such as the F&I Office. Additionally, sure that only authorized employees should have access to the secure area. You must:

- store paper records containing customer information in a room, cabinet, or other container that is locked when unattended;
- to the extent possible, protect storage areas against destruction or potential damage from physical hazards, like fire or floods;
- store electronic customer information on secure servers in a physically secure area;
- ensure that such servers are accessible only with a password or are subject to other security protections;

- do not store customer information on machines with an Internet connection; and
- secure data backups off-site in a physically secure area.

Customer information that is sent electronically must be sent and stored securely. You must:

- send and receive credit card information, Social Security numbers, drivers' license numbers, financial account numbers, and other sensitive financial data using a Secure Sockets Layer (SSL) or other secure connection that encrypts the information;
- caution customers against sending sensitive information like account numbers via email; and
- ensure that all messages containing customer information are password-protected so that only authorized employees have access, if you must transmit customer information by email.

Customer information must be disposed of in a secure manner. You must:

- follow the company's Disposal Rule policies with respect to customer information that is a consumer report or derived from a consumer report;
- follow the company's "Identity Theft Prevention Program" requirements with respect to all customer information;
- ensure that any documents containing customer information are shredded or incinerated, not simply thrown away;
- conduct due diligence on the contractors used for secure document disposal to ensure the contractors dispose of the information consistent with our legal obligations; and
- ensure that customer information is electronically removed from copiers, computer hard drives, and disks or removable media prior to their disposal.

The Program Coordinator should work with internal IT to maintain an inventory of all computers and other devices that may contain or be able to access customer information. The Program Coordinator is also responsible for conducting annual risk assessments and periodic monitoring to ensure these safeguards are adequate and being followed.

Safeguards for Managing Security Incidents

Effective security management includes having safeguards in place to prevent, detect and respond to attacks, intrusions, or other security incidents. Here are some of the safeguards the company may implement to manage potential security incidents.

Preventing Security Incidents. You must

- educate and train employees on relevant policies and procedures on at least an annual basis;
- maintain up-to-date firewalls;
- use antivirus software that updates automatically;
- secure data backups off site in a physically secure area; and
- require software vendors to provide updates and patches for security issues.

Detecting Security Incidents. You must

- encourage and train employees to detect and report any system failures or potential security compromises immediately;
- conduct periodic monitoring and testing of implemented safeguards;
- conduct an annual risk assessment; and
- maintain automated monitoring systems on critical applications to detect attacks and intrusions.

Responding to Security Incidents. You must

- maintain critical event response guidelines to follow in the event of an incident; and
- secure data backups off site in a physically secure area.

Disposal Rule

The Disposal Rule requires the company to properly dispose of information that is a consumer report or is derived from a consumer report by taking reasonable measures to protect against unauthorized access to or use of this information. This applies to records in paper, electronic, or another form. To comply with the Disposal Rule, you should follow the company's procedures for disposing of records at the end of any required record retention period. These procedures must include provisions for shredding, incinerating, or other secure disposal of paper and electronic records that are subject to the Disposal Rule.

Tip: Remember to double check the company's record retention policy to ensure that you do not dispose of records prior to the expiration of their retention period!

Best Practices

As a matter of company policy and in order to comply with the Privacy Rule, we will:

- provide a Privacy Notice to all customers who complete an application for credit or insurance;
- provide annual Privacy Notices for as long as we hold a contract with a customer or retain the servicing rights on a contract with a customer;
- deliver our Privacy Notice in person or by mail; and
- obtain a signed written acknowledgement from the customer showing that the customer received the Privacy Notice.

As a matter of company policy and in order to comply with the Safeguards Rule, we will:

- subject all customer information to the protections of the Safeguards Rule and the company's ISP;
- contact our Program Coordinator with any questions regarding the company's Privacy Notice or ISP, or after noticing any potential risk of unauthorized access to customer information;
- be aware of potential risks of unauthorized access to customer information; and
- be familiar with and follow the company's ISP.

As a matter of company policy and in order to comply with the Disposal Rule, we will:

- follow the company's procedures for properly disposing of consumer reports and other consumer report information at the end of any required record retention period; and
- double check our company's record retention policy to ensure that we do not throw away records that are required to be kept.

Requesting Clarifications or Reporting Violations

If you have any questions regarding this policy, the Privacy Rule, the Safeguards Rule, the Disposal Rule, or any other laws, you should contact your General Manager or Compliance Counsel. If you are aware of violations of the law or observe practices that are inconsistent with this policy, contact your Compliance Counsel (ext. 10136), or report your concerns using the Suspected Misconduct Report Form on Compli.

