



Employee Handbook

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Welcome and Purpose

Welcome to Tire Rack (“Tire Rack” or the “Company”). We are glad to have you on our team. At Tire Rack, we believe that our employees are our most valuable asset. In fact, we attribute the Company’s success in significant part to our history of recruiting, hiring and maintaining a satisfied and productive team. We hope that you will enjoy your employment with the company.

This employee handbook describes, in summary form, the personnel policies and procedures that govern the employment relationship between Tire Rack and its employees. The handbook supersedes any prior handbooks or written policies of the Company that are inconsistent with its provisions. You may receive updated information from time to time, and those updates should be kept with your copy of the handbook. This handbook is not, nor is it intended to be, a complete list of all of Tire Rack’s rules, regulations, and policies. Tire Rack reserves the right to modify its policies, benefits, and rules, whether contained in this handbook or not, as it deems necessary and in its sole discretion.

If any part of this handbook is determined to be invalid or unenforceable, the rest of the handbook will remain in effect. Also, if any policy in the handbook conflicts with state, federal or local law, those laws control. To address some of these issues, Tire Rack has included state-specific supplements of laws affecting its various locations.

If you have any questions about any of the provisions in the handbook, please ask your supervisor or Human Resources.

At-will Employment Statement

The staff of Tire Rack holds a tradition of professionalism and takes pride in work well done and in the organization itself. Mutual commitment to excellence makes Tire Rack an enjoyable and rewarding place to work.

This handbook does not create a contract of employment between Tire Rack and its employees. Your employment with Tire Rack is “at will.” Although we hope that your employment will be long-term, either you or Tire Rack may end the employment relationship at any time for any reason, without notice.

The relationship between you and Tire Rack remains at-will regardless of any policies in this handbook. No supervisor, manager, or representative of Tire Rack – other than a Corporate Officer of the Company - , has the authority to enter into any agreement with you or make any promises to you about your employment that changes this at-will relationship of that deviate from the provisions in this handbook.

It is important for your work that you have a full and complete understanding of Tire Rack’s personnel policies. If you have questions regarding this handbook, please contact the Human Resources Department. We are pleased that you have chosen to work with us. We hope that you will enjoy contributing toward and participating in the future of Tire Rack.

Equal Employment Opportunity Policy

Tire Rack is committed to a diverse workforce. We value all employees' talents and support an environment that is inclusive and respectful. We are strongly committed to this policy and believe in the concept and spirit of the law.

Tire Rack provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, pregnancy, pregnancy-related conditions, genetic information (including family medical history), disability, citizenship status, military/veteran status or any other legally-protected category under federal, state, or local law governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training. Discriminatory or harassing conduct based on any of these characteristics will not be tolerated at Tire Rack.

Additionally, as expressly outlined below, Tire Rack also prohibits workplace harassment based on protected characteristics, including sex, race, color, religion, sexual orientation, gender identity or expression, national origin, age, genetic information, disability or veteran status.

We are committed to ensuring that:

- All recruiting, hiring, training, promotion, compensation and other employment-related programs are provided fairly to all persons on an equal opportunity basis;
- Employment decisions are based on the principles of equal opportunity. All personnel actions such as compensation, benefits, transfers, training, and participation in social and recreational programs are administered without regard to any characteristic protected by state, federal or local law;
- Employees and applicants are not subjected to harassment, intimidation, threats, retaliation, coercion, or discrimination because they exercised any right protected by law; and
- Reasonable accommodations will be made for qualified individuals with disabilities, sincerely held religious beliefs, and pregnancy-related conditions.

We believe in and practice equal opportunity. The Director of Human Resources serves as our Equal Opportunity Coordinator and has overall responsibility for assuring compliance with this policy. All employees are responsible for supporting the concept of equal opportunity and diversity and assisting our Company in meeting its objectives.

If you believe this Policy has been or is being violated, we encourage you to report the violation(s) as soon as possible, according to the procedure outlined in these policies below.

Violations of the Company's Equal Employment Opportunity Policy will not be tolerated and will result in appropriate discipline up to and including discharge.

Please contact Human Resources with questions or concerns.

Individuals with Disabilities Policy

Tire Rack does not discriminate against qualified individuals with disabilities in its application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions, and privileges of employment. All qualified persons are given employment consideration and those already employed may be assured of opportunities for advancement consistent with their skill set, abilities, and demonstrated performance.

The Americans with Disabilities Act (ADA) is a federal law that protects employees with disabilities from discrimination. It also requires employers to provide reasonable accommodations to qualified applicants and employees so that they may perform the essential job functions of the position. Many state and local laws also offer similar protection to employees and applicants.

This policy is neither exhaustive nor exclusive. Tire Rack is committed to complying with the ADA and the regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC) and all other applicable federal, state, and local laws.

Tire Rack will reasonably accommodate qualified individuals (candidates and employees) with disabilities so that they can perform the essential functions of a job, unless the requested accommodations result in the following:

- A direct threat to the safety or well-being of the individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation; or
- An undue hardship to Tire Rack

Individuals who are currently using illegal drugs are excluded from coverage under the company ADA policy.

The Human Resources Department is responsible for implementing this policy, including the resolution of reasonable accommodation, safety, direct threat and undue hardship issues. We encourage you to contact them with any questions or requests for accommodation.

If you believe this Policy has been or is being violated, please report your concerns as soon as possible, according to the reporting procedure outlined in these policies below.

Violations of the Company's ADA Policy will not be tolerated and will result in appropriate discipline up to and including discharge.

Religious Accommodations Policy

Tire Rack respects the individual beliefs and practices of all employees. We will work with individual employees to provide reasonable accommodations that allow for sincerely held personal religious beliefs and practices, unless such accommodations would impose more than a minimal burden on operation of Tire Rack's business.

An employee whose religious beliefs or practices conflict with his or her job duties, schedule, or any company policy on dress or appearance, and who seeks a religious accommodation must submit a written request to Human Resources. The request should include the specific company policy or practice in conflict and the accommodation being requested. If needed, Human Resources will meet with the employee concerning his or her request.

The request will be evaluated taking in account the nature of the conflict, possible accommodations and the impact on the business.

Professional Conduct and Anti-Harassment Policy

Tire Rack intends to provide a work environment that fosters the respect and dignity of each person. Therefore, we expect our employees to treat co-workers, customers, clients, vendors, and others with respect and dignity.

Consistent with this policy, Tire Rack expects that our work environment will be professional, civil, and free from unwelcome, inappropriate conduct, including prohibited harassment.

Responsibility of Employer and Employees

Tire Rack's intention to provide a professional, productive work environment means that unwelcome behavior based on a person's race, color, religion, national origin, age, sex, sexual orientation or identity, disability, veteran status, and any other legally protected characteristic ***is not allowed***. Employees are expected to refrain from such conduct, to discourage it, and to report it to management if they experience it, see it, or learn about it.

Any supervisor or member of management who becomes aware of an incident or possible incident of prohibited conduct, whether by witnessing the incident or being told of it, must promptly report it to Human Resources.

Following an investigation, anyone who is found to have committed prohibited harassment will be subject to discipline, up to and including discharge.

Definition of Prohibited Harassment

Consistent with the principles in our EEO Policy, prohibited harassment consists of unwelcome conduct based on those protected characteristics, including but not limited to race, color, religion, national origin, age, sex, sexual orientation or identity, disability, and veteran status.

Harassment based on any protected status is prohibited by this policy, even if it does not rise to legally unlawful harassment.

In particular, Tire Rack will not tolerate harassing conduct that affects an employee's job benefits, unreasonably interferes with an employee's performance, or is unreasonably intimidating or offensive.

Examples of Prohibited Harassment include the following:

- Offensive language and slurs
- Comments that reflect negative stereotyping
- Inappropriate, demeaning, and off-color jokes
- Offensive gestures, actions, including intimidation
- Offensive notes, or photos that are meant to objectify or demean a person based on protected characteristics
- Graphic materials circulated or posted within the workplace

Sexual Harassment

Unwelcome sexual advances, requests for sexual favors, or other inappropriate, disrespectful conduct-whether spoken or unspoken-that is based on sex, sexual orientation or gender, or sexual identity, may violate this policy.

In addition to the examples of harassment outlined above, sexual harassment may include the following:

- Explicit sexual or romantic propositions
- Repeated flirtations or invitations
- Sexual innuendo and suggestive comments
- Sexually oriented or sex-based "kidding" or teasing, practical jokes, including jokes about gender-specific traits
- Foul or obscene language or gestures
- Displaying or sharing sexually suggestive or objectifying materials at work
- Physical contact such as patting, pinching, or brushing against another's body

Importantly, an employee's conduct or remarks do not need to be "sexual" in content to violate this policy. Any unwelcome conduct or remarks directed towards a person based on his or her sex are prohibited.

Unintended Consequences

Tire Rack understands that it may be difficult to determine whether a particular incident or act amounts to harassment in violation of this policy.

Employees must understand that inappropriate conduct does not need to be intentionally harassing or discriminatory to be considered offensive or to otherwise negatively affect a co-worker, client, customer or a vendor.

Therefore, Tire Rack strongly encourages its employees to think about his or her actions might affect others.

Workplace Relationships

Workplace dating relationships have special difficulties. The same conduct in one situation may be purely personal and social in character, but in a workplace, may amount to offensive and unwelcome conduct.

In addition, a workplace relationship where one of the employees is subordinate to the other is specifically discouraged. What might be seen as a consensual relationship by one employee may be seen differently by the other-especially after the relationship has ended.

Therefore, we ask employees to advise (confidentially) Human Resources about workplace dating relationships. Even if no superior-subordinate relationship exists, it is important to confirm the voluntariness of any romantic (or potentially romantic) relationship.

Complaint Procedure

Anyone who sees, experiences, or learns about inappropriate conduct should immediately report the conduct to his or her supervisor, or Human Resources Department.

Such a complaint can involve a co-worker, supervisor, manager, a vendor or customer. It is the employee's responsibility to inform management of such conduct and Tire Rack encourages these reports.

Investigations

Tire Rack will promptly investigate complaints that potentially violate this policy. In the course of an investigation, Tire Rack expects candor and truthfulness from those who may be asked to provide information.

If an investigation confirms that prohibited behavior has occurred, Tire Rack will take corrective action, up to and including discharge, as is determined to be appropriate Tire Rack's judgement.

Confidentiality

When a person's conduct is questioned, Tire Rack will investigate wrongdoing. Yet, it is also important to respect the process of an internal investigation.

Because we want to encourage employees to report inappropriate conduct, to be forthcoming throughout the course of an investigation, and because we want to reach a fair conclusion, Tire Rack encourages employees to respect the privacy of those who may be involved in such an investigation.

Consistent with its obligations to investigate harassing and other inappropriate conduct, Tire Rack will also, to the extent possible, keep information confidential.

Investigation Results

Additionally, to the extent possible, Tire Rack will keep the underlying complaints, and the terms of their resolution confidential, with the understanding that the allegations will need to be addressed and the results reported to appropriate individuals.

No Retaliation Allowed

Tire Rack will not retaliate against and will not allow other employees to retaliate against those who seek to enforce this policy by making a good faith report or by participating in an investigation.

Please help us create a working environment free from discrimination and harassment.

Non-Retaliation Policy

Tire Rack's commitment to equal employment, including the EEO, ADA, and Anti-Harassment Policies also includes its commitment to No Retaliation. We firmly support employees raising concerns and potential violations, without worrying about retaliation. Therefore, Tire Rack cannot and will not tolerate acts of reprisal taken against any employee for reporting what he or she, in good faith, reasonably believes is a violation of these policies. Employees who make a report in good faith will not suffer any adverse employment consequences because of the fact that he or she makes such a report.

Any employee who retaliates against or harasses another employee for making such a report, or encourages another to do so, will receive appropriate discipline, up to and including discharge.

In addition, Tire Rack will not tolerate retaliation against any employee who, in good faith, cooperates in the investigation of a complaint. Anyone who engages in such retaliatory behavior will be subject to appropriate discipline, up to and including discharge.

If you believe this Policy has been violated, you must report the violation immediately per the reporting procedure outlined below.

Reporting and Complaint Procedures

If you believe you or any other employee is being subjected to conduct or comments that violate Tire Rack's policies regarding discrimination, harassment or other misconduct, employees may feel comfortable by directly addressing such conduct. Importantly, however, that is not a requirement. Employees may also report these matters to

1. the employee's Supervisor or Department Head, or
2. the head of the Human Resources Department.

If for any reason you do not feel comfortable reporting the matter to either of the previous positions or those people are not available, you may report the matter to Tire Rack's President.

Supervisors who become aware of any potential violation of this policy must immediately report potential violations to their respective supervisor, or to the head of the Human Resources Department or the President. Supervisory employees who fail to report potential violations will be subject to appropriate discipline up to and including discharge.

Tire Rack will investigate complaints promptly. Appropriate disciplinary action, up to and including separation from Tire Rack, may be taken against any individual who is determined to have violated this policy. Tire Rack will endeavor to treat complaints confidentially, although the enforcement of this policy will be the paramount consideration.

Tire Rack reminds all employees of their duty and responsibility to help maintain a comfortable work environment free from unlawful discrimination, harassment, and retaliation.

I-9 Immigration Reform Policy

Tire Rack is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin. In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. If an individual cannot verify his or her right to work within three days of hire, Tire Rack must terminate his or her employment.

Former employees who are rehired must also complete the form if they have not completed an I-9 with Tire Rack within the past three (3) years or if their previous I-9 is no longer retained or valid. Employees may raise questions about immigration law compliance without fear of reprisal.

Tire Rack participates in the federal E-Verify program.

Introductory (Probationary) Period

All new employees are employed for an "Introductory Period" of approximately 90 days. During this period, you may decide that your new job is not what you thought it would be or your supervisor may conclude that your skills and qualifications are not appropriate to the job. The Introductory Period provides you with a chance to demonstrate your ability, skills and interest and to determine for yourself whether you are satisfied in the position you have taken. During or at the end of the Introductory Period, management will attempt to review your performance and the Company's continued need for your position.

Although your first 90 days of service are considered an "Introductory Period," this does not change your employment status. Please remember that you or Tire Rack may end employment at any time during, or after, that period for any reason or no reason at all. This policy does not require you to work for Tire Rack until the completion of the Introductory Period nor does it prevent Tire Rack from ending your employment earlier.

Employee Classification Policy

For the purpose of designating eligibility for certain benefits and the payment of overtime, employment classifications fall into one of each of the following categories:

Exempt and Non-Exempt - Each employee is designated as either exempt (salaried) or non-exempt (hourly) from federal and state wage and hour laws. Non-exempt employees are entitled to overtime pay under the specific provisions of federal and state laws. Exempt employees are excluded from specific provisions of federal and state wage and hour laws.

Full-time - Employees who work at least thirty (30) hours per week are considered full-time. Such full-time employees are eligible for insurance benefits after ninety (90) days of employment, subject to the terms, conditions, and limitations of each benefit program.

Part-time - Employees who work fewer than thirty (30) hours per week are considered to be part-time. Employees who work thirty (30) hours or fewer per week, or who work on a temporary project basis, will receive all legally mandated benefits (such as workers' compensation and Social Security benefits), but are ineligible for insurance benefits.

Temporary - Temporary employees are individuals engaged to work either part-time or full-time on Tire Rack's payroll, but have been hired with the understanding that their employment will be terminated no later than the completion of their specific assignment. This category includes interns and co-op students.

If you have any questions as to which categories govern your employment, please contact the Human Resources Department.

Standards of Conduct Policy

Tire Rack's Standards of Conduct are intended to ensure orderly operations and to provide the best possible work environment. Tire Rack expects employees and others who may be engaged to provide services from time to time (such as temporary personnel, consultants and independent contractors) to follow these standards of conduct while on company premises, attending company functions or otherwise performing work-related activity and representing Tire Rack

Tire Rack reserves the right to discipline or discharge any employee for violating any Company policy, practice or rule of conduct, or for an employee's failure to perform his or her job satisfactorily. It is not possible to provide an exhaustive list of all types of impermissible conduct and performance. We have included the following examples of unacceptable behavior that may result in discipline, up to and including immediate discharge.

- Theft or inappropriate removal or possession of property
- Falsification of records, including timekeeping
- Working under the influence of alcohol or illegal drugs
- Possession, manufacture, sale, transfer, distribution or use of alcohol or illegal drugs in the workplace, while representing the company, or while operating employer-owned vehicles or equipment
- Threats, intimidation, coercion, provocation, interference with or fights with employees, supervisors, management, customers, visitors, or suppliers at any time
- The misuse of any prescription or non-prescription drugs on Company premises or while conducting Company business. Any time an employee is using prescribed medication that may create or lead to impaired judgment, substandard performance, or inappropriate conduct, the employee must report the use of that medication to the supervisor.
- Negligence or improper conduct leading to damage of company, customer or co-worker's property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment or touching
- Excessive absenteeism or any absence without notice
- Leaving Company premises during work hours without the permission of a supervisor
- Unauthorized use of telephones or other company equipment
- Using company equipment for purposes other than business
- Unauthorized disclosure of confidential information
- Failure or refusal to cooperate in an investigation conducted by the Company
- Violation of Tire Rack's Policies outlined in this Handbook
- Unsatisfactory performance or conduct

Tire Rack has the discretion to determine the nature and extent of any discipline based upon the circumstances of each individual case. Because circumstances vary, each situation will be handled on an individual basis, taking into account various factors, including, for example, the severity and frequency of the conduct. The types of discipline that may be imposed include oral warnings, written warnings, suspension and termination. Although one or more of these steps may be taken in connection with a particular employee, no formal order or system is necessary.

Any employee who deviates from these rules and standards will be subject to discipline, up to and including termination of employment.

Employment Termination Policy

As a reminder, your employment with the Company is on an “at will” basis and may be terminated with or without cause or notice. Similarly, employees are free to resign their employment at any time. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation—voluntary employment termination initiated by an employee
- Termination—involuntary employment termination initiated by Tire Rack

If you wish to resign, we ask that you notify your manager of your anticipated departure date at least two weeks in advance. Of course, as much notice as possible is appreciated by Tire Rack and your co-workers. This notice should be in the form of a written statement. An employee who does not provide the requested notice may lose employment benefits and may become ineligible for rehire.

If you fail to report to work for two (2) consecutive days without informing management of the planned absence, we will assume that you have voluntarily resigned.

Upon termination, employees will be paid for all earned, unused vacation. Furthermore, any outstanding financial obligations owed to Tire Rack will also be deducted from your final check, given your prior written permission, and in accordance with federal, state, or local law. If your final check does not sufficiently cover the money owed to the company, you will remain liable for that amount.

A meeting between you and Human Resources will take place prior to your last day of work. If applicable, your rights concerning continuation of group health benefits will be discussed during this meeting.

If you leave Tire Rack in good standing, you may be considered for re-employment.

Upon your resignation or termination of employment, you must return all Tire Rack property in your possession, including but not limited to: building or office keys, documents or files, credit cards, computers, customer and contact lists or technical documents, and security identification badges.

Upon receiving notice of resignation, the Company may choose to limit the employee's access to its facility while continuing to pay the employee's regular compensation through the separation date.

If an employee is voluntarily or involuntarily terminated, she or he will receive unpaid wages or compensation due and payable at regular payday for pay period in which separation occurred, in accordance with federal, state and local laws.

Except as required by law or by separate agreement, employee salary and benefits will end on the date of termination.

Upon resigning from Tire Rack, you should continue to provide the company with an accurate address for at least one year for tax purposes.

Eligibility for Rehire Policy

Managers are responsible for determining whether an employee is eligible for rehire each time an employee terminates employment, whether voluntarily or involuntarily, and if any conditions exist that would affect the rehire eligibility process. Employees who leave the Company in good standing (break in service from regular position due to resignation, layoff or, in some cases, discharge) and later want to return are eligible for consideration for rehire. Previous employees who are rehired will not be given credit for prior service for purposes of continuous service date, paid time off, or other pertinent benefits.

Definitions

Eligible for Rehire: Employees who leave the Company in good standing are eligible for rehire.

Not Recommended for Rehire: Employees who have been terminated for reasons other than serious conduct or behavior violations are not recommended for rehire. Requires complete employment record review to determine eligibility upon applying for rehire.

Not Eligible for Rehire: Employees terminated for serious conduct or behavior violations are not eligible for rehire in any type of Company employment.

Continuous Service Date: The Continuous Service Date is the most recent date of hire. Credit for prior service will be granted only when an employee returns to employment from layoff/furlough status within 12 months of departure.

Procedure

When a former employee applies for a position or contacts the Company about rehiring, the following procedure should be followed:

1. Human Resources will review eligibility status and complete an employment record review, if applicable, to determine if the employee is eligible for rehire.
2. If applicant is deemed eligible for rehire, the hiring manager must decide whether the employee is qualified for a particular position. If they are deemed ineligible for rehire, the hiring manager or Human Resources will notify the former employee of the decision.
3. If applicant is deemed eligible for rehire and qualified, the hiring manager will contact the former employee to begin the rehire process. If they are not qualified, the hiring manager will notify the former employee. Eligible former employees may still apply for a different position.

The following table provides examples of reasons for leaving the Company and a corresponding classification of eligible for rehire, not recommended for rehire and not eligible for rehire. These reasons are not all inclusive.

Reasons for Leaving	Eligible for Rehire Status
Voluntary Resignation with notice	Eligible
Retirement	Eligible
Military	Eligible
Transfer	Eligible
Work Authorization Expired	Eligible
Medical	Eligible
Attend School	Eligible
Failure to Return from Leave	Eligible
Workforce Reduction/Layoff	Eligible
Attendance	Not Recommended
Failure to Complete Training	Not Recommended
Job Abandonment (quit without notice)	Not Recommended
Poor Performance	Not Recommended
Evaluation Period Termination	Not Recommended
Failure of Drug Test	Not Recommended
Theft	Ineligible
Falsification of Company Record	Ineligible
Workplace Violence	Ineligible
Weapons Possession	Ineligible
Inappropriate Behavior (Harassment)	Ineligible
Safety Violation	Ineligible
Conduct Rules/Policy Violation	Ineligible
Gross Misconduct	Ineligible

Employer-offered Insurance Policy

Tire Rack provides group health, dental, vision, term life insurance, and long-term disability insurance plans to all active employees who are normally scheduled and work 30 or more hours per week after completing the introductory period of employment. Details concerning available plans, level of coverage and premium costs are in the benefit information provided during new hire orientation or available from Human Resources. All benefit and insurance plans are subject to change at any time and are not guaranteed to be offered. In the event the description of benefits in this Handbook conflicts with anything stated in a plan document, please understand that a specific Plan Document will supersede this handbook. Any questions about benefit plans or insurance programs should be directed to the Human Resources Department.

Short-term disability is a benefit provided to all full-time Tire Rack employees on the first day following twelve (12) months of continuous full-time employment. Subject to the terms of the program, if you are out of work due to a covered injury or illness, you will receive 60% of your regular weekly pay, up to \$450 a week, for up to ten (10) weeks following a fourteen (14) day elimination period. Subject to the terms of the program, in the case of childbirth, a birth mother will receive 100% of her regular weekly pay for up to six (6) weeks with no elimination period. If after such six (6) weeks of paid leave a birth mother remains medically disabled under the terms of the program, she will receive 60% of her regular weekly pay, up to \$450 a week, for up to four (4) additional weeks with no elimination period.

Insurance coverage begins on the first day following ninety (90) days of full-time employment. All necessary enrollment must be completed by the employee within thirty (30) days of this date. Current part-time employees who become full-time employees will be notified by Human Resources when they are eligible to enroll.

Note: Should you choose to waive these benefits, you will not have another opportunity to elect them until the next Open Enrollment Period. The only exception to this is in the case of a Change in Life Event for an applicable benefit. Some common Change in Life Events include changes in employment status, divorce, marriage, birth or adoption of a child, or any other change that could affect your insurance needs. In these circumstances, **changes must be made within thirty (30) days following the Life Event.**

As a result of termination, a reduction in work hours or in the event that an employee goes on military leave or takes another extended leave of absence, an employee may be eligible to continue the company's group coverage by paying the monthly premium. More information will be provided when an employee becomes eligible for continuation coverage.

Tire Rack urges all employees to consult the insurance summary plan description for details of the plan benefits. The plan document controls payment of any benefits.

Enrollment in group insurance is voluntary. There will be no increase in wages if an employee waives coverage. For inquiries, contact the Human Resources Department.

COBRA Benefits Policy

Tire Rack complies with the Consolidated Omnibus Budget Reconciliation Act (COBRA). This federal law gives covered employees (and their dependents) who have lost health benefits the right to continue group health plans for limited periods of time under certain circumstances (called “qualifying events”). All administrative rules and processes as well as changes in plan benefits and premiums apply to those on continuation coverage.

Qualifying events for employees that allow up to 18 months of benefit continuation:

- Voluntary or involuntary termination of employment for reasons other than gross misconduct
- Reduction in the number of hours of employment

Qualifying events for spouses that allow up to 18 months of benefit continuation:

- Voluntary or involuntary termination of the covered employee’s employment for any reason other than gross misconduct
- Reduction in the hours worked by the covered employee

Qualifying events for spouses that allow up to 36 months of benefit continuation:

- Covered employee becoming entitled to Medicare
- Divorce or legal separation of the covered employee
- Death of the covered employee

Qualifying events for dependent children that allow up to 18 months of benefit continuation:

- Voluntary or involuntary termination of the covered employee's employment for any reason other than gross misconduct
- Reduction in the hours worked by the covered employee

Qualifying events for dependent children that allow up to 36 months of benefit continuation:

- Loss of dependent child status under the plan rules
- Covered employee becoming entitled to Medicare
- Divorce or legal separation of the covered employee
- Death of the covered employee

In the event of divorce or legal separation, or the loss of dependent child status under the plan, a covered employee or dependent must notify Human Resources within 60 days to maintain his or her COBRA rights. Within 14 days of that notification, Human Resources will provide enrollment materials to the employee or covered dependent.

The covered employee or dependent has 60 days from either the date that coverage would ordinarily have ended under the plan due to a qualifying event or the date of notification, whichever comes later, to elect continuation of coverage. Election of coverage is established by completing and returning enrollment materials to Human Resources.

COBRA premiums will be billed by the applicable insurance provider. The first premium will be due within 45 days of the date of election. Subsequent premiums must be received within the terms set by the provider. Failure to make timely payments will result in termination of coverage without notice.

Continuation coverage will end after 18 months if the qualifying event was a termination or reduction in hours, unless the qualified beneficiary is disabled at the time of the qualifying event, in which case coverage may extend to 29 months. For all other qualifying events, continuation coverage will end after 36 months.

Early termination of COBRA continuation coverage will occur if:

- Tire Rack discontinues its insurance plan;
- The qualified beneficiary fails to make a premium payment in a timely fashion; or
- The person who elected continuation of coverage becomes covered under another insurance plan or Medicare.

Employee Assistance Program (EAP)

Tire Rack knows that substance abuse problems affecting individual employees may also affect their job performance and personal lives. Although employees can usually resolve issues on their own, at times, they may benefit from additional assistance. Tire Rack offers a free and confidential counseling service to employees and their family members (if applicable). This Employee Assistance Program (EAP) includes short-term counseling as well as referral services. This service is staffed by specialists qualified to assist with alcohol, drug, medical, marital, financial, legal, family and emotional problems.

The EAP is available to all employees, but is not required except when job performance, attendance or job responsibilities are negatively affected. All employees are welcome to make use of these services to better their personal lives.

Employees with any sort of alcohol or substance abuse problem are encouraged to come forward to seek counseling and rehabilitation. No action will be taken against an employee the first time an employee voluntarily comes forward to seek treatment. Upon verification of a successful completion of a treatment program, the employee may be subject to unannounced periodic drug and/or alcohol testing for at least the first year after returning to work, after an evaluation of the particular facts and circumstances. Any positive subsequent test may result in the employee's immediate dismissal. Voluntary treatment for alcohol or drug abuse will not prevent disciplinary action for violation of the Company's alcohol and drug-free policy, or other policies.

In addition, an employee who voluntarily comes forward may be given the opportunity to seek treatment in accordance with the Voluntary Rehabilitation Agreement. In the event of a positive drug and/or alcohol test result, Tire Rack will refer the individual to available resources, either at the employee's expense, or, if applicable, as covered by the company's health plan. Before entering treatment, the employee will be required to sign a form consenting to the release of information regarding his or her treatment and return to work status. Upon leaving the treatment facility, an evaluation will be required to demonstrate that treatment was completed successfully.

If treatment requires time away from work, the time will be unpaid, unless paid vacation, sick leave or other earned time away is used.

Employee Wellness Program Notice

Tire Rack Wellness Works is a voluntary wellness program available to all employees. The program is administered according to federal rules permitting employer-sponsored wellness programs that seek to improve employee health or prevent disease, including rules promulgated under the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, and the Health Insurance Portability and Accountability Act ("HIPAA"), as applicable, among others. If you choose to participate in the wellness program, there are two voluntary opportunities that include completing a health risk assessment or "HRA." First, there is the opportunity to participate in biometric testing, should you so choose, which asks a series of questions about your health-related activities, behaviors and whether you have or have had certain medical conditions (e.g., cancer, diabetes, or heart disease). The biometric testing also includes a comprehensive 37-panel biometric screening, which requires a blood test. To obtain a blood test, you are required to complete the HRA. The second opportunity is our Virgin Pulse program. You are not required to complete the HRA or to participate in the blood test or any medical examinations if you choose to participate in the Virgin Pulse program.

Employees who choose to participate in the wellness program will receive various incentives consisting of cash, gift cards, health-mile points, and other promotional rewards for participating in various wellness events or promotions. Although you are not required to complete the HRA or participate in the biometric screening, employees who do so will receive \$25.00.

Additional incentives may be available for employees who participate in certain health-related events or activities, such as Virgin Pulse, Take60 events, and health fair events, or who achieve certain health outcomes such as reaching the highest level on Virgin Pulse four quarters in a row. If you are unable to participate in any of the health-

related activities or achieve any of the health outcomes required to earn an incentive, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting Stacey Toth at extension 4278 or via email at stacey@tirerack.com.

The information from your HRA and the results from your biometric screening will be used to provide you with information to help you understand your current health and potential risks, and may also be used to offer you services through the wellness program, such as CHC Wellness Coaching. You also are encouraged to share your results or concerns with your own doctor.

Confidential Health Information

Tire Rack is committed to safeguarding the right of all employees to privacy in the use and disclosure of confidential health information. Each employee's protected health information is confidential. It will be safeguarded in accordance with Company policy and all applicable legal requirements.

The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law. To comply with this law, the Company is asking that employees refrain from providing any genetic information when responding to a request for medical information. "Genetic information," as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

Any medical information obtained about employees is kept in separate and confidential files with limited access to the information.

To the extent you voluntarily participate in Tire Rack's wellness program, Tire Rack Wellness Works will never disclose any of your personally identifiable information either publicly or to Tire Rack, except as necessary to respond to a request from you for a reasonable accommodation needed to participate in the wellness program, or as expressly permitted by law. Medical information that personally identifies you that is provided in connection with the wellness program will not be provided to your supervisors or managers and may never be used to make decisions regarding your employment. The only individual(s) who will receive your personally identifiable health information are your CHC Wellness Coach, so to provide you with services under the wellness program, and your physician or anyone else to whom you choose to provide the information.

You may not be discriminated against in employment because of medical information you provide (or which is provided on your behalf) as part of participating in the wellness program, nor may you be subjected to retaliation if you choose not to participate.

If you have questions or concerns regarding this notice, or about protections against discrimination and retaliation, please contact Stacey Toth at the extension and/or email address stated above.

401(k) Plan

A 401(k) plan is a retirement savings plan designed to allow eligible employees to supplement any existing retirement and pension benefits by saving and investing through a voluntary salary contribution. Contributions and any earnings on contributions are tax-deferred until money is withdrawn.

Eligibility Conditions

Employees will be eligible to participate in the Plan upon reaching age 21 and completing 1,000 hours of service within the 12-month time-period following their date of hire.

Enrollment

Upon eligibility, you will be automatically enrolled at a Pretax Election rate of 6%, unless you select a different deferral amount or choose to opt out of the Automatic Enrollment during the 30 day wait period prior to your participation date.

Employer Matching Contribution

After the end of each calendar quarter, the Company will make a matching contribution equal to 100% of your elective deferrals each Plan Year. The Company will not match your elective deferrals in excess of 6% of your Compensation each Plan Year. Under this plan, the Employer's matching contribution is subject to change at any time at the sole discretion of the Company.

Vesting Schedules

You are always 100% vested in your own contributions. This means the value of your contributions and earnings are yours when you leave the company regardless of years of service in the plan. Your "vested percentage" in your account attributable to Employer contributions, including matching contributions, is determined under the following schedule.

Years of Service	Percentage
Less than 3 years	0%
3 Years and over	100%

Distributions

You may request a distribution when you retire, leave the Company, or become disabled. Refer to the Summary Plan Description for more information about distributions or contact Human Resources.

Loans

The Plan allows you to borrow the lesser of \$50,000 or 50% of your eligible total vested account balance. The minimum loan amount is \$1,000 and you have up to 60 months to repay your general-purpose loan or up to 240 months if the money is used to purchase your primary residence. Only one loan is allowed at a time.

This handbook does not contain the complete terms and conditions of the Company's current 401(k) Plan and is only intended to provide general information. For more detail regarding the Plan, contact Human Resources.

Employee Purchases

All current Tire Rack employees may purchase up to two (2) sets of non-winter tires and wheels and up to two (2) sets of winter tires and wheels, per calendar year, at cost. There will be a five-dollar charge per wheel for mounting and balancing. Employees may also purchase accessories at wholesale pricing.

All retired employees who worked a minimum of five (5) years for Tire Rack are eligible to purchase one (1) set of non-winter tires and wheels and one (1) set of winter tires and wheels, per calendar year, at cost.

Vacation Policy

Vacation time does not accrue between vacation accrual dates and may not be taken until it is earned. Tire Rack strongly encourages all employees to use their vacation time. Tire Rack will not advance holiday or vacation pay. Employees having two (2) weeks or more of vacation will be required to take five (5) of the days at one time. The remaining time may be used in shorter increments. Upon termination, employees will be paid for all earned, unused vacation.

Hourly Employees

Tire Rack provides each hourly employee with paid vacation time according to an employee's length of service and hours worked on his or her employment anniversary date. Hourly employees who average less than 15 regular hours per week during the previous 12 months are not eligible for paid vacation time. Vacation accrues and is earned as follows:

Length of Service	Full-Time Hourly Accrual (Employees averaging at least 37 hours per week)	Part-Time Hourly Accrual (Employees averaging less than 37 hours per week)
3 Month Anniversary	16 hours	2 days of average regular hours
6 Month Anniversary	24 hours	3 days of average regular hours
9 Month Anniversary	24 hours	3 days of average regular hours
1 st Anniversary	80 hours	10 days of average regular hours
2 nd Anniversary	80 hours	10 days of average regular hours
3 rd Anniversary	80 hours	10 days of average regular hours
4 th Year Anniversary	88 hours	11 days of average regular hours
5 th Year Anniversary	96 hours	12 days of average regular hours
6 th Year Anniversary	104 hours	13 days of average regular hours
7 th Year Anniversary	112 hours	14 days of average regular hours
8 th Year Anniversary	120 hours	15 days of average regular hours
9 th Year Anniversary	128 hours	16 days of average regular hours
10 th Year Anniversary and above	136 hours	17 days of average regular hours

A maximum of twenty-two (22) days (the "Unused Maximum") of vacation time may be carried forward at any time. Any unused earned vacation hours more than the Unused Maximum will be paid to each employee in the regular bi-weekly payroll immediately following each anniversary of such employee's hire date. Tire Rack strongly encourages all employees to use their vacation time. Tire Rack will pay up to forty (40) hours of unused vacation time during any anniversary year with any such payment being made only as part of a regular bi-weekly payroll. Each vacation payout request must be submitted to Human Resources, not through the employee self-serve program.

Salaried Employees

Tire Rack provides each salaried employee with paid vacation time according to an employee's length of service on his or her employment anniversary date. A "business day" is any Monday, Tuesday, Wednesday, Thursday, or Friday on which Tire Rack is open for regular business in its South Bend, Indiana headquarters. For each salaried employee ("Salaried Employee"), vacation accrues and is earned as follows:

Length of Service	Salary Accrual
3 Month Anniversary	8 business days
1 st , 2 nd , and 3 rd Anniversaries	10 business days
4 th Year Anniversary	11 business days
5 th Year Anniversary	12 business days
6 th Year Anniversary	13 business days
7 th Year Anniversary	14 business days
8 th Year Anniversary	15 business days
9 th Year Anniversary	16 business days
10 th Year Anniversary and above	17 business days

Vacation Scheduling

Tire Rack typically has two very busy periods every year. The spring rush usually runs from mid-March through April and the winter tire season peaks in November and the first half of December. During these two (2) periods, we need as many people as possible in the Distribution Centers and in the other departments of Tire Rack whose workload is impacted by the spring and winter seasonality. Affected employees should not plan any vacation time from March 15 through April 30 and from October 15 through December 20. Requests for exceptions to this policy against scheduling of vacation during these peak times must be made well in advance and may not be approved.

Vacations must be scheduled and approved in advance by an employee's Manager. If there are conflicts or overlapping Distribution Center vacations, priority will be given to those employees who first schedule vacation with their Manager.

Personal Days

Personal days are to be used only at times of personal or family illness, medical appointments, or emergency. Personal days are cumulative from year to year but are not paid at the conclusion of an employee's employment for any reason.

Hourly Employees

Hourly employees who have completed 12 months of continuous employment with Tire Rack, who are regularly scheduled for, and work, 37 hours or more weekly, will be credited on each anniversary of their hire date with three (3) paid personal days off per year.

Salaried Employees

Salaried Employees will be credited on each anniversary of their hire date with five (5) paid personal days off per year.

Holiday Policy

Tire Rack recognizes six (6) days during the year as paid holidays. Those holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Holiday Pay for Hourly Employees

Hourly employees who have completed six (6) months of continuous employment with Tire Rack, who are regularly scheduled for, and work, 37 hours or more weekly, are eligible to receive eight (8) hours of regular pay for each Holiday for which Tire Rack closes. Holiday pay will be received in the pay period in which that holiday falls.

An employee who is absent from regularly scheduled work at Tire Rack on either the day preceding or following a paid holiday, will forfeit the pay for that holiday. The only exceptions to this rule are previously scheduled vacations (as approved) or absences supported by a doctor's note. The use of a personal day on the day preceding or the day following a paid holiday, unless pre-approved, does not qualify the employee for holiday pay. Holiday pay will not be considered as time worked for the purpose of overtime pay calculations.

Hourly Floating Holidays

If a holiday falls on a Saturday or Sunday and we do not close on the preceding Friday or the following Monday, eligible employees will receive the pay for that holiday in the paycheck for the pay period in which that holiday falls. Tire Rack refers to it as a "floating holiday." The day off for such a floating holiday must be taken during the calendar month in which the holiday falls or the immediately following calendar month. Employees need not send floating holiday requests to Human Resources because the holiday will already be paid. Nevertheless, it is the employee's responsibility to coordinate with his or her manager as to when the "floating holiday" is taken and it is up to each manager to track when their employee uses their floating holidays.

Holiday Pay for Salaried Employees

Salaried Employees are eligible to receive one (1) business day of regular pay for each Holiday for which Tire Rack closes. Holiday pay will be received in the pay period in which that holiday falls.

Salaried Floating Holidays

If a holiday falls on a Saturday or Sunday and we do not close on the preceding Friday or the following Monday, Salaried Employees will accrue and earn an additional vacation day in the pay period in which that holiday falls. Tire Rack refers to it as a “floating holiday.” It is the employee’s responsibility to coordinate with his or her manager as to when the “floating holiday” is taken.

Funeral Leave Policy

In the event of death of a member of an immediate family, hourly employees who have completed 90 days of continuous full-time employment, will be excused from work for two (2) days and will receive eight hours of regular pay for each day.

Immediate family includes: a father, mother, spouse, child, sister, brother, step-children, step-parents, mother-in-law, father-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, grandparent, spouse’s grandparent, and great-grandparent.

Employees should notify their manager of the need to use funeral leave. Within a reasonable period of time, the employee may be required to provide verification of need, such as an obituary.

Community Service

After 90 days of continuous full-time employment, employees will be paid for up to eight (8) hours of community service that they provide to the organizations and projects listed on Tire Rack Wellness Works website.

Hourly employees will be paid at their regular hourly rate for their community service, which will not be counted in determining overtime hours. Salaried employees will receive their regular pay unadjusted for the time spent on their community service. Sales representatives will receive a pay adjustment communicated to them by Bruce and Wayne.

If your community service is performed during regular business hours, please get approval in advance from your manager. Community service should be completed in full hour increments and should be reported to Sally Hoover and your manager. Paid community service is limited to a total of eight (8) hours per year and unused hours will not rollover to subsequent years or paid out at the end of employment.

Jury Duty Policy

Tire Rack encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees must show a record supporting their jury duty request to their manager as soon as possible so that the manager may make arrangements to accommodate their absence. Employees must report for work whenever the court schedule permits. This policy is subject to and will be administered in accordance with all state and local laws.

Hourly Employees:

Tire Rack will pay non-exempt employees who are called for Jury Duty and actually serve as a juror for more than two days as follows:

- a) Weekdays 1 and 2 = no pay
- b) Weekdays 3 through 20 = 4 hours of regular pay per weekday served
- c) Weekdays 20 and thereafter = no pay

Salaried Employees:

Tire Rack will pay salaried, exempt employees who are called for Jury Duty and actually serve as a juror for more than two days as follows:

- a) Weekdays 1 and 2 = no pay
- b) Weekdays 3 through 20 = half-time pay per weekday served
- c) Weekdays 20 and thereafter = no pay

Commissioned Employees:

Tire Rack will pay commissioned employees who are called for Jury Duty and actually serve as a juror for more than two days as follows:

- a) Weekdays 1 and 2 = no pay
- b) Weekdays 3 through 20 = one half of the average daily commission amount for the month immediately preceding the month in which jury duty started
- c) Weekdays 20 and thereafter = no pay

Parental/School Leave Policy

Tire Rack understands that parental involvement with a child's education is a benefit to not only the parent and the child, but also the community. Because the ability to take time off of work to attend functions and meetings at your child's school is important, Tire Rack provides parental and school leave to eligible employees in compliance with federal and state laws.

All employees are able to use up to eight hours of their paid personal leave each year to attend school functions, meet with school teachers and administration or assist in their child's classroom. If state law requires a different arrangement, Tire Rack will comply with state law. Questions regarding the company's parental/school leave policy should be directed to Human Resources.

You are required to notify your supervisor ahead of time if you would like to use this type of leave. The ideal notice period is at least one week, but if this is not an option, it is expected that you will notify your supervisor as soon as possible.

Federal Family and Medical Leave Policy

As an employee of Tire Rack, you may be eligible to take unpaid family and medical leave under the federal Family and Medical Leave Act (FMLA). This policy provides an introduction to the rights and provisions of the federal FMLA. An FMLA summary that is based on the Department of Labor's (DOL's) model notice is attached to this policy and further explains the FMLA. If you have questions regarding the FMLA, please contact Human Resources.

Eligibility

To be eligible for leave, you must have been employed by the Company for at least 12 months. In the 12 months immediately preceding the beginning of the leave, you must also have worked at least 1,250 hours to qualify for federal FMLA.

Amount of Leave Available

Eligible employees may take up to a total of 12 weeks of FMLA leave within a rolling 12-month period, measured backward from the date an employee uses any FMLA leave, for any combination of the following reasons:

- The birth of an employee's newborn child or the placement of a child with the employee for adoption or foster care
- To care for the employee's spouse, child or parent with a serious health condition

- The employee has a serious health condition that makes the him or her unable to perform the functions of their job
- A qualifying exigency that arises because the employee's spouse, child or parent is a covered military member on covered active duty (or has been notified of an impending call or order to covered active duty)

Where leave is taken to care for a covered service member with a serious injury or illness, a spouse, child, parent or next of kin may take up to 26 weeks of unpaid FMLA leave during a single 12-month period. Eligible employees are limited to a total of 26 workweeks of FMLA-protected leave during that 12-month period. For example, an employee cannot take 26 workweeks of FMLA leave to care for a covered service member and then take 12 more weeks for other FMLA qualifying reasons.

Under the federal FMLA, spouses employed by the Company are jointly entitled to a combined total of 12 weeks of leave for the birth of a newborn child, for the placement of a child for adoption or foster care and to care for a parent who has a serious health condition. The federal FMLA does not cover care for parents-in-law. Spouses employed by the Company are jointly entitled to a combined total of 26 weeks of leave to care for a covered service member.

No employee may take more than 12 weeks of the potential 26-week allotment for the following reasons: the birth of the son or daughter or to care for that child; the placement of a child due to adoption or foster care; to care for a spouse, son, daughter, or parent with a serious health condition; the employee's own serious health condition; or due to a qualifying exigency.

Types of Leave Available

Birth or Placement for Adoption or Foster Care: FMLA leave is available to eligible male and female employees for the birth of a child or for the placement of a child with the employee for purposes of adoption or foster care. FMLA leave must be completed within 12 months of the birth or placement. This type of leave may not be taken intermittently or on a reduced schedule unless the Company agrees to this request. See below for more details on non-continuous leave.

Serious Health Condition of Employee: If, as an eligible employee, you experience a serious health condition as defined by the FMLA, you may take medical leave under this policy (see "Definitions" for the definition of serious health condition). A serious health condition generally occurs when you:

- Receive inpatient care in a hospital, hospice or nursing home
- Suffer a period of incapacity accompanied by continuing outpatient treatment or care by a health care provider
- Have a history of a chronic condition that may cause episodes of incapacity

The following provisions apply to leave for the serious health condition of an employee:

- *Non-continuous leave*—Medical leave may be taken all at once or, when medically necessary, intermittently or on a reduced leave schedule (see below).
- *Certification process*—The need for leave must be documented by your treating health care provider through our medical certification process (see below).
- *Fitness-for-duty statement*—A fitness-for-duty statement will be required in order for you to return from a medical leave. Failure to provide the statement will result in a delay in your return to work.

Serious Health Condition of Immediate Family Member: If, as an eligible employee, you need family leave in order to care for your child, spouse or parent who experiences a serious health condition as defined by the FMLA (see "Definitions" for definitions of child, spouse, parent and serious health condition), you may take a leave under this policy.

- *Non-continuous leave*—Leave may be taken all at once or, when medically necessary, intermittently or on a reduced leave schedule (see below).
- *Certification process*—The need for leave must be documented by the family member's treating health care provider through our medical certification process (see below).

Qualifying Exigency Because of Active Duty: If, as an eligible employee, you need family leave because of any qualifying exigency arising out of the fact that your spouse, son, daughter or parent is on covered active duty in the Armed Forces (including the National Guard or Reserves), or has been notified that they will be called or ordered to covered active duty in the Armed Forces (including the National Guard or Reserves), you may take family leave under this policy. (See “Definitions” for a definition of qualifying exigency)

- *Non-continuous leave*— Family leave for any qualifying exigency arising out of the covered active duty of a family member may be taken all at once, intermittently or on a reduced leave schedule (see below).
- *Certification process*—The need for leave must be documented through our certification process (see below).

Service Member Family Leave: If, as an eligible employee, you need family leave to care for a covered service member who is your spouse, child, parent or next of kin and who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status or is otherwise on the temporary disability retired list for a serious injury or illness, you may take up to 26 weeks of unpaid leave during a single 12-month period under this policy. (See “Definitions” for a definition of covered service member and serious injury or illness)

An eligible employee may take service member family leave to care for a covered veteran who is the employee's spouse, child, parent or next of kin and who is undergoing medical treatment, recuperation or therapy for a serious injury or illness. (See “Definitions” for a definition of covered veteran)

- *Non-continuous leave*—Service member family leave may be taken all at once or, when medically necessary, intermittently or on a reduced leave schedule (see below).
- *Certification process*—The need for leave must be documented by the family member's treating health care provider through our medical certification process (see below).

Notifying the Company of the Need for Family or Medical Leave

When requesting leave or when Tire Rack is attempting to determine whether an absence should be designated as FMLA, the employee must provide sufficient information to enable Tire Rack to determine whether an absence may qualify for FMLA leave. If the employee seeks leave due to an FMLA-qualifying reason, for which Tire Rack has previously provided FMLA-protected leave, the employee must specifically reference the qualifying reason for leave of the need for FMLA leave.

Generally, an application for leave must be completed for all leave taken under this policy. A non-emergency leave should generally be requested from Human Resources at least 30 days, or as soon as practical, in advance of the date the leave is expected to begin. In cases of emergency, you (or your representative, if you are incapacitated) should give verbal notice as soon as possible, and the application form should be completed as soon as practical. Failure to provide adequate notice may, in the case of foreseeable leave, result in a delay or denial of leave. It is your responsibility to notify your manager and Human Resources of absences that may be covered by the FMLA.

You must provide sufficient information regarding the reason for an absence for the Company to know that protection may exist under this policy. Failure to provide this information will result in delay or forfeiture of rights under this policy. This means the absence may then be counted against your record for purposes of discipline for attendance or similar matters.

Medical Certification Process

In addition to an application for leave, you will be required to complete a medical certification form when leave is for a family member's or your own serious health condition. The certification form needs to be signed by the health care provider. The short-term disability certification may be sufficient where the information required is duplicative. These forms are available from Human Resources. Second or third certifications from health care providers and periodic recertification at the Company's or your expense may be required under certain circumstances.

You may be required to provide re-certifications verifying a continuing need for leave at various times by Tire Rack. If you fail to timely return the completed re-certifications, Tire Rack may conclude that certain absences are not due to a qualifying reason for FMLA leave, and the absence may be counted as unexcused under the attendance policy.

Also, if you fail to obtain your return to work fitness certification, your return to work will be delayed. If you fail to return to work at the conclusion of your leave, or provide the Company with documentation to support an extension of your leave, your employment may be terminated, depending on particular facts and circumstances.

Second Opinions. You may be required to submit to a second opinion under certain circumstances. If you fail to cooperate with the second opinion process, Tire Rack may conclude that certain absences are not due to a qualifying reason for FMLA leave, and the absences may be counted as unexcused under the attendance policy.

We may also require periodic reports during federal FMLA leave regarding your status and intent to return to work.

Military Family Leave Certifications

In addition to an application for leave, you will be required to complete a Certification of Qualifying Exigency for Military Family Leave form when leave is for a qualifying exigency. A copy of the military member's active duty orders or other military documentation may also be required to substantiate your need for FMLA leave.

If you request leave to care for a covered service member with a serious injury or illness, you will be required to complete a medical certification form, which must be signed by the service member's health care provider. The certification form will request additional information, such as information regarding the relationship between you and the covered service member, to substantiate your need for FMLA leave.

Substituting Paid Leave for Unpaid Leave

Federal FMLA leave is unpaid. The Company requires you to use any paid personal time available and any paid vacation time in excess of 40 hours available during the leave.

When an employee is absent due to a work-related illness or injury that meets the definition of a serious health condition, the absence will be counted against the employee's entitlement under this policy. In other words, the employee is using FMLA leave concurrently with the workers' compensation absence. An employee is not required to substitute paid time off for an absence covered under workers' compensation.

You may be paid for all or part of a medical leave to the extent you are eligible for benefits such as short-term disability. An employee is not required to substitute paid time off for an absence covered under a disability benefit plan.

Non-Continuous Leave

Intermittent or reduced leave will be permitted only when it is medically necessary or for a qualifying exigency, as explained above. In all cases, the total amount of leave taken in a calendar year should not exceed your total allotment as defined earlier in this policy.

Intermittent and reduced schedule leave must be scheduled with minimal disruption to an employee's job. To the extent possible, medical appointments and treatments related to an employee's or family member's serious health condition should be scheduled outside of working hours or at such times that allow for a minimal amount of time away from work.

If you request non-continuous federal FMLA leave which is foreseeable based on planned medical treatment for yourself, a family member or a covered service member, you may be required to transfer temporarily to an available alternative position offered by the Company for which you are qualified and which better accommodates recurring periods of leave than your regular employment position. You will be entitled to equivalent pay and benefits, but will not necessarily be assigned the same duties in the alternative position. This provision may also apply if the Company approves a non-continuous leave for the birth of a child or the placement of a child for adoption or foster care.

Benefit Continuation during Leave

The Company will maintain your group health plan coverage and certain other employment benefits (such as group life insurance, disability insurance and health insurance) during your FMLA leave on the same terms as if you had continued to work, if these benefits were provided to you before the leave was taken. You will be required to pay your regular portion of premiums – contact Human Resources for an explanation of your options.

Benefits that are accumulated based upon hours worked will accumulate during the period of FMLA leave.

In some instances, the Company may recover premiums it paid to maintain health plan coverage for an employee who fails to return to work from FMLA leave.

Returning to Work

If the reason for FMLA leave is for your own serious health condition, you will be required to present a fitness-for-duty certification immediately upon return to work.

If you wish to return to work before the scheduled expiration of FMLA leave, you must notify the Company of the change in circumstances as soon as possible, but no later than two working days prior to your desired return date.

If you exhaust all leave under this policy and are still unable to return to work, you must notify the Company as soon as possible. Your situation will be reviewed to determine what rights and protections might exist under other Company policies.

Rights upon Return from Leave

Upon the expiration of the leave, you will generally be returned to the job you held at the beginning of the leave of absence or, if appropriate, to an equivalent position – unless your position has been affected by a reduction-in-force or reorganization, or unless there are circumstances that would have led to termination absent of the leave. If an employee fails to return to work at the conclusion of FMLA leave, the Company may proceed with the understanding that the employee has voluntarily resigned his or her employment after evaluation the facts and circumstances.

The law provides that an employee on leave has no greater rights than the employee would have had if the employee had continued to work. Therefore, you may be affected by a layoff, termination or other job change if the action would have occurred had you remained actively at work.

Other Types of Leave

If you do not qualify for the types of leave described in this policy, the Company may approve a personal leave of absence, depending on your circumstances. Except where mandated by law, we cannot guarantee that benefits will continue or that your position will remain open in your absence.

Definitions

“Spouse”— A husband or wife as defined or recognized under state law for purposes of marriage in the state in which the marriage was entered into. This definition also includes an individual in a same-sex or common law marriage that was entered into in a state that recognizes these marriages. An opposite-sex, same-sex or common law marriage that was entered into outside of any state will be recognized if the marriage is valid in the place where it was entered into and the marriage could have been entered into in at least one state.

“Parent”—A biological parent, adoptive parent, stepparent, foster parent or an individual who provides or provided day-to-day care or financial support to the child. Parent does not include a parent-in-law under this law.

“Child”—A biological, adopted or foster child, stepchild, legal ward or a child who is receiving day-to-day care or financial support from the employee and is under the age of 18. Child also includes a person 18 years of age or older

who is incapable of self-care because of a mental or physical disability. For military family leave, the child does not have to be a minor (under the age of 18) and can be of any age.

- “Incapable of self-care”—The child requires active assistance or supervision to provide daily self-care in three or more “activities of daily living,” or “instrumental activities of daily living,” including adaptive activities such as caring appropriately for one’s grooming and hygiene, bathing, dressing, eating or instrumental activities such as shopping, taking public transportation or maintaining a residence.
- “Physical or mental disability”—A physical or mental impairment that substantially limits one or more major life activities of the individual.

“Covered Service Member”—A member of the armed forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status or is otherwise on the temporary disability retired list for a serious injury or illness.

“Covered Veteran”—An individual who is undergoing medical treatment, recuperation or therapy for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves), and was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran.

“Next of Kin”—Used with respect to an individual, this means the nearest blood relative of that individual, other than the spouse, parent or child.

“Serious Health Condition”—Illness, injury, impairment, or physical or mental condition that involves:

- Inpatient care in a hospital, hospice or residential medical care facility.
- A period of incapacity of more than three consecutive calendar days (including any subsequent treatment or period of incapacity relating to the same condition) that also involves: 1) treatment two or more times within 30 days of the first day of incapacity, unless extenuating circumstances exist, by or under the orders of a health care provider; or 2) treatment by a health care provider on at least one occasion which results in a regimen of continuing treatment under the supervision of a health care provider. The first (or only) visit must occur in person within seven days of the first day of incapacity.
- Any incapacity due to pregnancy or for prenatal care.
- Chronic conditions requiring periodic treatment by or under the supervision of a health care provider, which continue over an extended period of time and may cause an episodic rather than a continuing period of incapacity (for example, asthma, diabetes and epilepsy).
- Permanent or long-term conditions requiring supervision for which treatment may not be effective (for example, Alzheimer’s, a severe stroke or the terminal stages of a disease).
- Multiple treatments by or under the supervision of a health care provider either for restorative surgery after an accident or other injury or for a condition that would likely result in a period of incapacity of more than three calendar days in the absence of medical intervention or treatment, such as cancer (chemotherapy), severe arthritis (physical therapy) or kidney disease (dialysis).

“Serious Injury or Illness”—can be:

- In the case of a member of the Armed Forces, including a member of the National Guard or Reserves, an injury or illness incurred by the member in the line of duty on active duty in the Armed Forces (or existed before the beginning of the member’s active duty and was aggravated by service in the line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member’s office, grade, rank or rating.
- In the case of a veteran who was a member of the Armed Forces, including a member of the National Guard or Reserves, an injury or illness incurred by the member in the line of duty on active duty in the Armed Forces (or existed before the beginning of the member’s active duty and was aggravated by service in the line of duty on active duty in the Armed Forces) and that manifested itself before or after the member became a veteran and is:

- A continuation of a serious injury or illness that was incurred or aggravated when the covered veteran was a member of the Armed Forces and rendered the service-member unable to perform the duties of the service-member's office, grade, rank or rating;
- A physical or mental condition for which the covered veteran has received a U.S. Department of Veterans Affairs Service-Related Disability Rating (VASRD) of 50 percent or greater, and such VASRD rating is based, in whole or in part, on the condition precipitating the need for service-member family leave;
- A physical or mental condition that substantially impairs the covered veteran's ability to secure or follow a substantially gainful occupation by reason of a disability or disabilities related to military service, or would do so absent treatment; or
- An injury, including a psychological injury, on the basis of which the covered veteran has been enrolled in the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers.

"Qualifying Exigency"—includes:

- Short-notice deployment (seven days or less)
- Military events and related activities
- Child care and school activities
- Financial and legal arrangements
- Counseling
- Rest and recuperation (up to 15 days)
- Post-deployment activities
- Parental care
- Additional activities agreed to by the Company and the employee

Any employee who believes that his or her rights under this policy have been violated should immediately report this concern to a Company officer or the Human Resources Department so that a proper inquiry can be undertaken. No employee shall be retaliated against for exercising rights under the FMLA.

For more information, please contact Human Resources.

Military Leave Policy

Tire Rack will, in accordance with applicable laws, provide a leave of absence without pay to employees required to be temporarily absent from work for military training or service. Employees who terminate their employment to enter military service will be granted re-employment rights as required by law. Tire Rack provides military leave to eligible employees in compliance with federal and state laws, including the federal Uniformed Services Employment and Reemployment Rights Act (USERRA). Questions regarding the Company's military leave policy should be directed to Human Resources.

Employees should notify their managers as soon as they become aware of a military service obligation.

Leave for Annual Training

Employees who are members of the U.S. Army, Navy, Air Force, Marines or Coast Guard Reserves or the National Guard may be granted leaves of absence for the purpose of participating in Reserve or National Guard training programs.

Employees will be granted the minimum amount of leave needed to meet the minimum training requirements of their units. No employee will be required to use vacation time for military duty, but employees who do elect to schedule their vacations to coincide with military duty will receive their full regular vacation pay in addition to any pay from the military.

In recognition of the public service performed by Reservists and members of the National Guard, employees will receive the difference between their regular pay and their service pay, excluding any military subsistence allowance or other expense allowances during the training period. If state law requires a different arrangement, Tire Rack will comply with state law. Please contact Human Resources with any questions.

Leave for Military Service

Regular employees who perform service in the uniformed services may be granted leaves of absence for the purpose of participating in military service. Under USERRA, "uniformed services" consists of the U.S. Army, Navy, Marine Corps, Air Force and Coast Guard and their Reserve components, U.S. National Guard and Air National Guard, the Commissioned Corps of the Public Health Service and any other category of persons designated by the President of the United States in time of war or emergency.

Employees will be granted leave as required to complete the military service, for up to five years of cumulative uniformed service-related absences. Some special categories of military service are exempt from this five-year limit.

Employees with leaves of less than 31 days must report back to work by the beginning of the first regularly scheduled work period after the end of the last calendar day of service, plus the time required to return home safely and have an eight hour rest period.

Employees with leaves between 31 and 180 days must apply for re-employment no later than 14 days after completion of uniformed service. Employees with leaves longer than 180 days must apply for re-employment no later than 90 days after completion of uniformed service.

The reporting or application deadlines are extended for persons who are hospitalized or convalescing because of an injury or illness incurred or aggravated during the performance of military service.

Returning service members will be reemployed in the job that they would have attained had they not been absent for military service, with the same seniority, status and pay, as well as other rights and benefits determined by seniority (escalator position). The Company will make reasonable efforts (such as training or retraining) to enable returning service members to refresh or upgrade their skills to help them qualify for reemployment. However, certain exceptions apply and a service member may be placed in an alternative reemployment position if he or she cannot qualify for the escalator position.

Reemployed service members are entitled to the seniority and rights and benefits based on seniority that they would have attained with reasonable certainty had they remained continuously employed.

During a period of military service, the employees will be treated as if they are on a furlough or leave of absence. Consequently, during their period of service they are entitled to participate in any rights and benefits not based on seniority that are available to employees on comparable nonmilitary leaves of absence.

If an employee's health plan coverage would terminate because of an absence due to military service, he or she may elect to continue the health plan coverage for up to 24 months after the absence begins or for the period of service (plus the time allowed to apply for reemployment), whichever period is shorter. The employee may be required to pay up to 102 percent of the full premium for the coverage. However, if the military service is for 30 or fewer days, the employee cannot be required to pay more than the normal employee share of any premium.

Adoption Reimbursement Policy

Tire Rack has developed this policy to offer assistance to eligible employees who are adopting children.

Eligibility

Effective January 1, 2005, all full-time employees are eligible for adoption benefits after completing 12 months of continuous employment. If an employee and his/her spouse both work at Tire Rack, only one employee can utilize the benefits. Adoption reimbursement benefits are limited to two per family.

Adopted children, to be considered for this benefit, must be under 18 years old and may not be biologically related to either the employee or his/her spouse.

Financial Reimbursement

Eligible adoption-related expenses will be reimbursed up to a maximum of \$5,000 per adopted child. Most expenses directly related to the adoption are reimbursable. These include:

- Agency and placement fees
- Legal fees and court costs
- Medical expenses of the birthmother
- Medical expenses of the child, not covered by insurance
- Temporary foster care costs
- Immigration, immunization and translation fees
- Transportation and lodging

Taxation of Benefits

Adoption reimbursements may be excludable from an employee's federal taxable income. If gross household income is \$150,000 or less, an income tax exclusion of up to \$10,000 for qualifying expenses is available. These expenses include reasonable and necessary adoption fees, court costs, attorney fees and other related expenses. Those with gross household income from \$150,000 to \$190,000 may claim a partial exclusion, and incomes over \$190,000 are not eligible for the tax exclusion. Employees should consult the IRS at 1-800-TAX-FORM or a personal tax professional for more information concerning their individual tax returns.

Timing and Procedure for Reimbursement

Upon placement of the adopted child, obtain an Adoption Assistance Claim Form from the Human Resources department. Itemized receipts for expenses are required for documentation.

Adoption Leave of Absence

The Family and Medical Leave Act provides up to 12 weeks of New Child Leave to care for a child placed with an employee for adoption. New Child Leave must be taken continuously. It may not be taken on an intermittent or reduced leave basis. Benefits and vacation policy follow FMLA guidelines.

Procedures for Leave of Absence

Tire Rack employees seeking a leave of absence for adoption must provide their managers with available preliminary information on the need for leave as early as possible. Many adoptions are unpredictable as to when they occur. In many cases, however, early notice will prevent unplanned interruptions in workflow, and allow employees to take necessary leave time.

Coordination with other Benefits

At the time of placement, you may add your child to your medical and group life insurance policies. Any additions to your benefits plan must occur within 30 days of placement and before finalization. You will need completed change forms and a copy of the adoption agreement in order to enroll.

Payroll Policy

Payday

Tire Rack pays its employees every other Thursday. Each paycheck represents wages earned by the employee during the two-week period ending on the previous Saturday.

Tire Rack takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. It is each employee's responsibility to review his or her payroll stub for accuracy of personal information and payment information.

Employees should promptly bring the discrepancy to the attention of the Assistant Controller for salaried, exempt employees or for sales personnel; and to the attention of Human Resources for non-exempt, hourly employees, so that corrections can be made as quickly as possible. Once underpayments are identified, they will be corrected in the next regular paycheck. Overpayments will be deducted from the employee's paycheck. The employee will be given two (2) weeks' advance notice of the deduction. Tire Rack will comply with all applicable state laws when making deductions.

Direct Deposit

Tire Rack offers employee's the option to enroll in electronic direct deposit. Direct deposit provides many benefits for employees, including greater security and faster access to funds. Employees are able to split their paycheck into a maximum of two accounts at any bank of their choice.

If an employee chooses direct deposit of his or her paycheck, he or she will have access to payroll information through the Company's online payroll platform. Through the online platform employees will be able to update their established accounts.

Employment Taxes & Voluntary Deductions Policy

The law requires Tire Rack to make certain deductions from your compensation. Among these are applicable federal, state, and local income taxes. Any garnishments, court orders, child supports will be deducted as required by law. Tire Rack offers programs and benefits beyond those required by law. Eligible Employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs. You may revoke any elective wage deduction authorization at any time by providing written notice to Human Resources.

You are also eligible to receive benefit coverage under Tire Rack's group insurances. Should you choose to enroll in the offered benefits program, you will be required to pay a portion of the premium cost. Your total annual contribution cost for the coverage you select will be divided by the number of pay periods in the Plan Year to determine the amount that will be deducted (on a pre-tax basis) from each of your paychecks.

You have the option of waiving all pre-tax benefits. Should you choose to waive these benefits, you will not have another opportunity to elect them until the next Open Enrollment Period, and any after-tax coverage permitted by Tire Rack will be outside the plan. The only exception to this is in the case of a Change in Election Event for an applicable benefit. Some common Change in Election Events include changes in employment status, divorce and marriage. In these circumstances, the election change must be on account of and consistent with the Change in Election Event, as described in the Plan.

The employment taxes and voluntary deductions described above will continue to be deducted from your paycheck until changes are made to the number of deductions you claim, or until you change your benefit elections.

ID Badge/Time Card Policy

Each employee is responsible for his or her ID badge/time card. The ID badge/time cards belong to Tire Rack and are costly to replace. For employees whose badge is strictly a time card (remote locations), please keep the time card in the appropriate rack. It should never be removed from the rack, except to operate the time clock.

Each employee must only use his or her own time card. Employees who use a time card other than their own may be subject to discipline, up to and including discharge.

For all employees whose badge is part of security/building access, you are required to keep it on your person and visible at all times. This would include employees who clock in using a time clock and employees who clock in through their computer.

Performance Evaluation Policy

Tire Rack is committed to providing you with feedback, both formal and informal, about your performance on the job. Managers and supervisors are responsible for providing ongoing performance feedback to each employee. In addition, your manager or supervisor may formally discuss and document your performance on a regular basis as necessary. In some business units, an initial performance review may be conducted within three to six months after an employee is hired or transfers to a new position.

Your performance appraisal discussion will review your strengths and identify any areas needing improvement, and goals and objectives that need to be achieved. Specific performance problems may be addressed outside the performance appraisal cycle through either informal discussions or formal disciplinary action. Formal performance feedback becomes a permanent part of your personnel file.

A performance review does not necessarily result in a wage adjustment.

Attendance and Standard Working Hours Policy

Absenteeism and tardiness place a burden on both co-workers and Tire Rack. We expect that every employee will be regular and punctual in attendance. This means being in the office, ready to work, at the starting time each day. When you are unable to work due to illness or an accident, you must notify your manager within two (2) hours of the start of your shift. Leaving a message with another staff member does not constitute an accepted notification of absence. If you do not report for work and Tire Rack is not notified of your status, it will be assumed after two consecutive days of absence that you have voluntarily resigned, and you will be removed from the payroll.

If you become ill at work or must leave the office for some other reason before the end of the workday, be sure to inform your manager of the situation.

In the event of severe weather, we remain open for business during regularly scheduled working hours. You are expected to report for work in severe weather if it is at all possible to do so safely. In the event we close due to weather, someone in your work group will contact you. Please keep your work group and manager informed on how to reach you on such occasions.

Dress Code

Our business appearance and image is important to us. The goal of the dress code is to have our professional image reflected to all our customers, guests, and fellow team members by requiring all employees to follow the guidelines below.

Attire for Employees Working in the Distribution Centers	
Appropriate Attire: <ul style="list-style-type: none"> • Tire Rack provided t-shirts • Jeans, loose fitting athletic pants, shorts, including athletic shorts (all pants and shorts must fit properly, be clean, free of rips, tears, and fraying) • Boots, tennis and/or athletic shoes • Hair that extends past the shoulders must be tied back and up. 	Inappropriate Attire: <ul style="list-style-type: none"> • Pajama/house pants, frayed or cut-off pants/shorts, form-fitted athletic pants/leggings • Sleeveless shirts or sweatshirts with tie strings • Open-toe shoes or sandals • Any clothing item displaying an offensive comment or graphic illustration • Backpacks are not allowed in distribution centers
Appropriate Attire for Men Working in an Office Setting	
Monday through Friday: <ul style="list-style-type: none"> • Dress shirts, collared polo shirts, sweaters, quarter-zip shirts • Casual slacks • Dress shoes 	Saturdays and Jean Day Events*: <ul style="list-style-type: none"> • Dress shirts, collared polo shirts, sweaters, quarter-zip shirts • Jeans (must be clean and free of rips, tears and fraying; may not be excessively tight or revealing) • Dress shoes, tennis shoes
Appropriate Attire for Women Working in an Office Setting	
Monday through Friday: <ul style="list-style-type: none"> • Dress tops • Dress/casual slacks or capris • Leggings/skinny pants that are ankle length, of a dark solid color worn with mid-thigh tops • Skirts/dresses no shorter than 3" above the knee • Dress shoes, dress sandals 	Saturdays and Jean Day Events*: <ul style="list-style-type: none"> • Dress tops • Jeans (must be clean and free of rips, tears and fraying; may not be excessively tight or revealing) • Dress shoes, dress sandals, tennis shoes
Inappropriate Attire at All Times for Employees Working in an Office Setting	
<ul style="list-style-type: none"> • Sweatshirts, t-shirts, tank tops, low-cut or open-back tops, spaghetti-strap, halter or crop tops • Denim jeans of any color (exception of Saturdays), shorts, cargo pants/cargo capris • Flip flops, athletic sandals, Crocs, tennis or athletic shoes (exceptions must be preapproved) 	<ul style="list-style-type: none"> • Dirty, ragged, ungroomed, sexually provocative, revealing or see-through clothing or appearance • Any clothing item displaying an offensive comment or graphic illustration

**Exceptions may occur when specified by jean day events*

If an employee is unclear about dress and appearance guidelines, he or she is encouraged to consult with Human Resources. If an employee reports to work in questionable attire or appearance, a notification and discussion will occur with the employee, offering counsel regarding the inappropriateness of the attire. Depending upon the circumstance, the employee may also be sent home with directions to return to work in proper attire. It is expected that any work time lost will be charged to and made up by the employee. Frequent departures from these guidelines will not be permitted and employees who repeatedly appear for work inappropriately dressed or groomed will be subject to discipline.

Scents and Sensitivities

Many employees are sensitive to various scented products. There are also employees with allergies and asthma and scented products can trigger severe reactions and asthma attacks. Scented products can include but are not limited to perfumes, colognes, soaps, lotions and essential oils. Please be considerate and use scented products **sparingly**. Do not apply them inside the building; including the restrooms.

Work Rules

With any group of people, having reasonable work rules can benefit everyone. The purpose of these rules is to outline expectations of acceptable behavior and to correct undesirable or unacceptable conduct for the benefit of all employees, as well as for Tire Rack.

The progressive disciplinary procedure set forth in this policy describes guidelines Tire Rack will consider and follow when disciplining an employee so that work rules are applied consistently, fairly, and impartially. Full consideration will be given to the nature and cause of the violation, the egregiousness of the event, the likelihood that the event will be repeated, and the attitude of the violator. Tire Rack's work rules are classified into three (3) categories depending on the degree of egregiousness. Violations of the work rules will be recorded and will be considered "active" for a backward-rolling twelve-month period.

While progressive steps of discipline may be warranted in some circumstances, it may not and will not be warranted in all circumstances and accordingly are not mandatory. Further, nothing in this Policy is intended to prevent employees from engaging in concerted activity protected by law.

Group 1 Conduct Violations:

- Violating the no Tobacco policy.
- Tampering with fire-fighting equipment or Automated External Defibrillator at any time other than in case of fire or emergency.
- Possessing cell phones on the distribution center work floor during work times without authority. "Work times" or "work time" is the time an employee is engaged, or should be engaged, in performing his/her work tasks for Tire Rack.
- Soliciting or collecting contributions for any purpose during work time without authorization in writing.
- Distributing literature (written or printed of any description) in work areas, or anywhere else on Tire Rack's premises during work times, without written authorization.
- Performing non-Tire Rack work on Tire Rack time or on Tire Rack premises without Tire Rack authorization.
- Intentionally disrupting the work force.
- Creating conflict with co-workers or managers.
- Engaging in vulgar or abusive language or conduct toward others.
- Provoking or instigating disruptive behavior during work hours or on Tire Rack property.
- Violating the Electronic Communications or Social Media Policies.
- Poor performance in quality or productivity

Corrective Action for Group 1 Conduct Violations

First Violation:	Documented Verbal Warning
Second Violation:	Written warning
Third Violation:	Written warning with three (3) day suspension
Fourth Violation:	Discharge

Group 2 Conduct Violations:

- Failure to call your manager within two (2) hours of the start of your shift. This will be considered a no-call, no-show.
- Failure to return from lunch without notifying your manager within two (2) hours of your scheduled return time from lunch.
- Threats, intimidation, coercion, provocation, interference with or fights with employees, supervisors, management, customers, visitors or suppliers at any time.
- Engaging in disorderly conduct or other forms of horseplay or practical jokes, which may or actually do endanger the safety of any individual.
- Engaging in acts of insubordination including refusing to do a job assignment or refusing to obey or carry out orders of a manager or other management personnel.
- Leaving early without notification or permission.
- Using Tire Rack equipment or systems for accessing websites containing sexually explicit or pornographic material, illegal activities, or gambling or other similar content.
- Being under the influence of alcohol, narcotics, illegal drugs or controlled substances on Tire Rack property (including Tire Rack parking areas) other than the use of prescribed drugs in a manner consistent with the employee's prescription.
- Treating customers or visitors in a discourteous, inattentive or unprofessional manner.

Corrective Action for Group 2 Conduct Violations

First Violation: Written warning with a three (3) day suspension
Second Violation: Discharge

Group 3 Conduct Violations:

- Falsifying or attempting to falsify any Tire Rack record including but not limited to attendance records, time cards or medical certifications, or deliberately giving false information for any Tire Rack record.
- Distributing, selling, or using alcoholic beverages (except for Tire Rack sanctioned events), narcotics, illegal drugs, or controlled substances on Tire Rack property (including Tire Rack parking areas). (The use of prescribed drugs may be an exception to this rule.)
- Possessing firearms, weapons, explosives, ammunition, or fire-crackers on Tire Rack property, except where such possession is specifically allowed by state or local laws.
- Excessively damaging or abusing any property owned, leased, rented or in the custody of Tire Rack or its employees or others on Tire Rack property.
- Intentionally removing, destroying, or stealing any property owned, leased, rented, or in the custody of Tire Rack or its employees or others on Tire Rack property.
- Intentionally removing or disclosing employee lists or confidential information of any nature without Tire Rack authorization.
- Demonstrating gross misconduct or any other serious violation of Tire Rack's policies or procedures.

Corrective Action for Group 3 Conduct Violations

First Violation: Discharge

Tobacco-free Environment Policy

Tire Rack is a smoke-free environment. Smoking, chewing, vaping, use of e-cigarettes/pipes and other tobacco and nicotine products is not permitted at any time in company work areas or work vehicles, or in client work areas or vehicles.

There is no smoking or chewing tobacco permitted in the office or Distribution Center (including the rest rooms) at any time. There is no smoking or chewing tobacco permitted outside the building during working hours other than in your vehicle before and after work and at lunch.

Smokers should be considerate of colleagues, customers and members of the public. Help to maintain a clean entryway by depositing cigarettes in appropriate containers. Employees who smoke or chew must observe the same guidelines as non-smokers for the frequency and length of break periods.

This policy applies equally to all employees, customers, truck drivers and visitors.

Substance Abuse Policy

Tire Rack has a strong commitment to a safe working environment and promoting high standards of employee health. Drug and alcohol abuse affects productivity, safety, and undermines our ability to conduct business. All employees are required to know and comply with this expectation, and failure to do so will result in discipline up to and including discharge. Based upon these goals, Tire Rack will require all of its employees to report for work and perform their duties within the standards established. This policy applies to all applicants and employees.

In accordance with the Drug-Free Workplace Act of 1988, it is the Company's policy to maintain a drug-free workplace, thereby ensuring a safe, healthy, and productive work environment. Adherence to the Company's alcohol and drug-free workplace policy is a condition of continued employment.

This policy will be applied in a manner that is consistent with all applicable federal, state and local law.

Possession, Sale, or Use of Chemical Substances

Employees will be subject to immediate discharge if caught selling, using, or possessing drugs, illegally (i) on Tire Rack premises; (ii) while in or responsible for Tire Rack vehicles at or away from Tire Rack premises; or (iii) while on Tire Rack business at or away from Tire Rack premises.

Tire Rack prohibits the use of alcohol on Tire Rack premises and prohibits the use of alcohol by employees not on Tire Rack premises to the extent that such alcohol use adversely affects an employee's job performance, fitness for duty, or constitutes a safety problem to the employee or others. An employee who reports to work under the influence of alcohol, or sells or provides alcohol to other employees, will be subject to discipline, up to and including discharge.

Being under the influence of alcohol or illegal drugs on Tire Rack property is prohibited. Employees who violate this policy are subject to appropriate disciplinary action up to and including immediate termination.

If an employee is undergoing medical treatment that requires therapeutic drug use, the employee should notify the Human Resources Department that he or she is under such medical care *if and only if* the medications may impair his or her ability to safely and efficiently perform his or her job. Any employee on such therapeutic medication may be required to provide Tire Rack a statement from employee's treating physician verifying that he or she is able to perform safely his or her duties. Tire Rack reserves the right to seek the assistance of a qualified medical provider to assess the employee's ability to perform safely the employee's job functions, concurrent with the medication at issue, based upon the particular facts and circumstances. It may also be a violation of this policy for an employee to use a controlled substance in any manner other than the prescribed treatment by the employee's health care provider.

Computer and Communications Equipment Policy

Tire Rack strives to provide all employees with communications equipment and computer equipment that are consistent with the requirements of their respective work assignments. All software and computer hardware is property of Tire Rack. All hardware devices acquired by Tire Rack are and at all times shall remain company property. All Tire Rack hardware devices must be used in compliance with applicable licenses, notices, contracts, and agreements. No software available through Tire Rack may be copied or distributed to clients, customers, contractors, or others.

Employees are not allowed to install any software on Tire Rack or personal equipment or devices without approval from IT.

Electronic Communications Policy

Tire Rack has established this policy to ensure that employees' use of Tire Rack's electronic communications systems (including Tire Rack's AS400 messages, e-mail, instant messages, facsimile transmissions, internet and telephones) ("Electronic Communication") is consistent with Tire Rack's business interests. This policy applies to all employees having access to any of these systems.

Business use only. Non-business use of Tire Rack's systems is prohibited. Any personal use of Company email must be limited to non-working time (e.g. breaks and lunch periods) and be in compliance with all other Company policies (including but not limited to non-discrimination and anti-harassment policies). Examples of prohibited non-business uses include, without limitation, solicitation for or communication on behalf or in support of commercial ventures, religious or political causes, or outside organizations, or any other non-job related solicitations or communications. While minor exceptions are permitted from time to time, such as electronic communication to family, the system is provided for business purposes and should be used accordingly.

It's not private. Employees who communicate using Tire Rack's systems should not expect those communications to be private. Employees have no personal privacy or property rights in Electronic Communication either received or sent. All data, information, messages, and communications sent, received, or stored electronically on Tire Rack's computer and Electronic Communications systems may be accessed, monitored and/or recorded by Tire Rack in the ordinary course of business at any time without further notice to the employee.

There should be no expectation that the contents of any Electronic Communication received or sent is confidential from Tire Rack. Although e-mail may allow the use of passwords for security, confidentiality is not guaranteed. All passwords are known to Tire Rack as the system may need to be accessed by Tire Rack under certain circumstances. Even when an Electronic Communication is erased, it may still be possible for others to retrieve and read that Electronic Communication.

Off Limits Conduct. Electronic Communications (whether internal or external) on Tire Rack's equipment or systems that are offensive, defamatory, discriminatory or harassing in violation of Tire Rack's policies against discrimination and harassment, or in any way reflect adversely on Tire Rack are not permitted. Examples of unacceptable content include, but are not limited to sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, sexual orientation, religious or political beliefs, national origin, disability, or any other characteristic protected by law. Of course, any violation of any other Tire Rack policy using electronic communications is prohibited.

Use Good Judgment. Tire Rack strongly encourages employees to exercise discretion and judgment regarding the frequency, distribution, and content of Electronic Communications using Tire Rack's equipment or systems. The ease and informality of Electronic Communication often affect one's judgment about what is proper. As a general rule, one should apply the same standards of tone and content to Electronic Communication as to a letter or a memorandum.

Conduct to Avoid. Internet connection through use of Tire Rack's equipment or systems shall be limited to those sites applicable to Tire Rack business during normal business hours. Accessing sites containing sexually explicit or

pornographic material, illegal activities, or gambling, or similar content using Tire Rack's equipment or systems is strictly prohibited.

Other conduct that may result in discipline, up to and including termination:

- Using Tire Rack's time and resources for personal gain.
- Stealing, using, or disclosing someone else's code or password without authorization.
- Copying, pirating, or downloading software and electronic files without permission.
- Sending, posting or otherwise disclosing confidential material, trade secrets, or proprietary information outside of Tire Rack. This prohibition does not prevent you from using non-confidential information to report potential workplace or other legal violations by Tire Rack to governmental agencies or entities or posting or disclosing non-confidential information regarding the terms, conditions, benefits or circumstances of your employment at Tire Rack.
- Violating copyright and/or trademark law and/or failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to Tire Rack or initiate unwanted Internet services and transmissions.
- Sending or posting messages or material that could damage Tire Rack's image or reputation, except this prohibition does not prohibit communicating or posting messages or non-confidential materials regarding the non-confidential terms, conditions, benefits or other circumstances of your employment at Tire Rack. Nor are you prohibited from using non-confidential information of Tire Rack to report potential workplace or other legal violations by Tire Rack to governmental agencies or entities.
- Sending or posting recklessly or knowingly false messages that defame or slander other individuals, or messages that inappropriately invades another individual's privacy.
- Attempting to break into the computer system of another organization or person.
- Refusing to cooperate with a security investigation.
- Sending or posting chain letters, solicitations, communications, or advertisements not related to business purposes or activities.
- Jeopardizing the security of Tire Rack's electronic communications systems.
- Sending or posting messages that disparage another organization's products or services.
- Passing off personal views as representing those of Tire Rack, whether intentional or unintentional.
- Sending anonymous e-mail messages using Tire Rack's equipment or systems.
- Engaging in any other illegal activities.

Tire Rack has the capability, and reserves the right, *without further notice*, to monitor the use of its Electronic Communication systems, including telephone, e-mail and Internet access, to ensure compliance with this policy. Nothing in this policy, however, is intended to prevent employees from discussing their wages or the terms and conditions of their employment, or from engaging in concerted activity protected by law.

Don't Share Passwords. Don't share your logons and passwords with Tire Rack employees, but especially don't give them to anyone outside Tire Rack.

Cell Phone Policy

Company Cell Phones

Tire Rack provides cellular telephones to some employees as a business tool. They are provided to assist employees in communicating with management and other employees, their clients, associates, and others with whom they may conduct business. When using your company cell phone outside the building, please take measures to keep confidential phone calls confidential. Don't be "that guy" getting on an airplane or entering a restaurant speaking loudly about private company business. Company cell phone use is intended for business-related calls and excessive personal calls are not permitted. Company cell phone invoices may be regularly monitored. Company cell phones equipped with cameras may not be used for improper purposes, including acts which invade the privacy of others.

Cell phone use is prohibited when behind the wheel of any vehicle, unless a hands free device is used.

Use of Cell Phones, Generally

For Safety, business, and privacy reasons, employees are expected to have cell phones turned off or set to silent or vibrate mode during work hours. Ringing cellphones are a distraction to co-workers and can interfere with productivity. Cell phones should only be used during breaks, lunches and outside of the office. Flexibility will be provided in circumstances demanding immediate or emergency attention.

Cell phones are not allowed on the Distribution Center work floor during work times unless authorized by your manager. Cell phones may be kept either in the lockers provided or in your personal vehicle during work times. They are not allowed to be carried in the Distribution Center during work time even if they are turned off. This includes having them on your person or in your pocket. Violation of this policy will be considered a Group 1 offense.

Cell phone use is prohibited when behind the wheel of any company vehicle, unless a hands free device is used.

Video and Audio Recordings

Using a cell phone (or similar device) to record video, take photos, or record conversations is not acceptable within Tire Rack. Videos, photos, and conversations with co-workers, even if after working hours, may not be taken or recorded without the express consent of every person being photographed or recorded.

Telephone Policy

As part of our effort to monitor sales and customer service performance, all incoming "800" calls and certain telephones in our office are regularly monitored either by listening to conversations or by recording conversations for later review.

While we expect that nearly all calls made and received in our offices will involve Tire Rack business, we also realize that there will be occasional local personal calls. Personal calls should be during non-work hours such as lunch time. If you must make or receive a personal local call, please keep in mind that all Tire Rack phones can be, and from time to time are, monitored and telephone calls are recorded, regardless of whether employees' use of Tire Rack's telephones is for a personal or business purpose. Therefore, employees should have no expectation of privacy in any discussions using Tire Rack's telephones, regardless of whether the discussions are of a personal or business nature.

Confidential Information

Our policy regarding the privacy of confidential proprietary information about Tire Rack, its products, processes, pricing, costs, finances, and customers also applies with regard to electronically stored data and Electronic Communications. Employees are reminded that they may not access or retrieve any confidential electronically stored information unless it is part of their job responsibilities or they are specifically authorized by their manager or by an officer of Tire Rack to do so. ***For security reasons, no employee may use or disclose confidential information about Tire Rack, its business, products, processes, finances, pricing, costs, or customers outside of Tire Rack unless the disclosure or use is within the employee's scope of authority, authorized by Tire Rack and necessary in connection with an employee's assigned responsibilities.***

Software Usage

Tire Rack provides our employees with software that will enable you to carry out your job duties effectively. Tire Rack requires that you use the software provided. Any duplication of licensed software, except for backup and archival purposes, is prohibited unless express advance approval to make a copy is provided by the IT department in accordance with Tire Rack's licensing agreements. Any person who illegally reproduces software is subject to civil and criminal penalties including fines and imprisonment. An employee found to have any unauthorized software will be subject to discipline, including discharge.

Employees are not allowed to give copies of software to any outsiders including customers or others. Any employee who believes there may be a misuse of software within the organization is required to immediately notify the IT department manager or corporate department of human resources.

Social Networking

Tire Rack recognizes that social media, professional networking sites, rapid-fire communications, blog sites, and personal Web sites can be useful technologies. While this creates new opportunities for communication and collaboration, it also creates new responsibilities. This policy applies to all online communications, including but not limited to:

- Personal blogs
- LinkedIn
- Twitter
- Facebook
- Instagram
- SnapChat
- Other social media communications platforms that may be developed or used for professional or private exchanges
- Personal Web sites and other social media channels
- Wikis such as Wikipedia and any other site where text can be posted

Remember that your on-line activity, both on and off duty, can have legal implications for you and Tire Rack. Consistent with Tire Rack's guidelines outlined above, Tire Rack expects that employees will use the electronic communications system for business purposes, and that personal networking will not take place during work time at Tire Rack.

Common Sense

In connection with social networking, Tire Rack encourages common sense. Common sense is the best guide if you decide to post information in any way relating to Tire Rack. If you are unsure about any particular posting, please contact your manager.

Any employee who engages in social networking activity must abide by all of Tire Rack's policies and procedures that include, without limitation, Tire Rack's non-disclosure policies, confidentiality policies, anti-discrimination policies, anti-retaliation policies, anti-harassment policies, and computer use policies. Nothing in this "Social Networking" policy prohibits or restricts you from communicating or posting messages using social media during non-work time regarding the non-confidential terms, conditions, benefits or other circumstances of your employment at Tire Rack, as long as your communication and/or posting otherwise complies with the rules and policies stated in this Handbook. Nothing in this Policy is intended to prevent employees from discussing the terms and conditions of their employment, including wages, or otherwise engaging in concerted activity protected by law.

Information about or implicating Tire Rack

If you comment on or write about any aspect of Tire Rack's business or any policy issue in which Tire Rack is involved, you must clearly identify yourself as a Tire Rack employee in your postings or blog site(s) and include a disclaimer that the views are your own and not those of Tire Rack. When posting your point of view, you should neither claim nor imply you are speaking on Tire Rack's behalf, unless you are authorized in writing to do so.

Remember also that you are legally responsible for your postings, so you may be subject to liability if your posts are found to be defamatory, harassing, or in violation of any other applicable law. You may also be liable if you make postings that include confidential or copyrighted information (music, videos, text, etc.) belonging to third parties. All of the above-mentioned postings are prohibited under this policy.

Finally, your Internet postings should not include the use of Tire Rack's logos or trademarks in a manner suggesting your post is sponsored, endorsed or approved by Tire Rack, and should respect copyright, privacy, fair use, and other applicable laws.

Posting about Tire Rack Employees

We encourage you to be cautious before you comment on-line about any employee disputes or interactions. Frequently, these matters involve private or confidential information. Also, practically, they are better handled face to face with the employees involved or with Tire Rack. Although nothing in this policy is intended to interfere with employees' rights to engage in protected concerted activity, Tire Rack reserves the right to take disciplinary action against any employee (up to and including termination) if his or her social networking activity violates this or any of Tire Rack's policies or otherwise creates potential liability for Tire Rack.

Confidentiality - Company Documents and Mailings

All employees have access to documents that contain important Tire Rack information. Much of this information is confidential to Tire Rack and could affect our business negatively if it were to become known to our competitors, suppliers, or customers. For that reason, we must all be careful to prevent any inappropriate sharing, unintentional or otherwise, of Tire Rack's confidential information.

No employee may take any confidential Tire Rack information out of our offices. The following are some examples of confidential Tire Rack information:

- Any printout (including screen print) or report generated by or through Tire Rack's computer systems;
- Any Tire Rack advertising material if it contains any pricing that is not yet effective and has not been published or mailed;
- Any document or computer data storage media containing information related to Tire Rack's business operations, such as customer names, addresses, credit card numbers, or purchase history, product inventory, sales history, pricing, or costs, or auto inquiry;

No personal data storage devices may be brought into Tire Rack or used on Tire Rack's computer equipment. These devices include, but are not limited to removable hard disk drives, USB pen drives, SD cards, thumb drives, diskette drives, laptops, iPads, tablets, iPods, or any computers, or personal digital assistants.

This rule is intended to eliminate any uncertainty as to what information may be removed from our offices. Any exceptions must be approved in advanced by a Corporate Officer.

Outside Employment

Employment at Tire Rack is each employee's primary Job. Full-time employees may not have outside employment, without written authorization from their manager.

No Solicitation/No Distribution

Tire Rack is committed to maintaining a workplace where individuals are not pressured into participating in raffles, pools, collections, or sale of goods and services, or to otherwise support or contribute to organizations or causes – no matter how worthy. To prevent such social and economic pressures, and other disruptions in the operation of our facility, and to minimize interference with or inconvenience to all of us, the following rules apply to solicitation and distribution of literature on company property:

Non-employees: Persons not employed by the Company may not solicit or distribute literature on Company property for any purpose at any time.

Employees: You cannot solicit for any purpose during working time. You may not distribute literature for any purpose during working time or in work areas. "Working time" includes all time during which an employee is assigned to or engaged in the performance of job duties, but does not include scheduled breaks or meal periods during which time the employee is not assigned to or expect to perform any job duties. In addition, it does not include the time before and after the employee's shift.

No distribution of any kind, including circulars or other printed materials, is permitted in work areas on any Tire Rack property. "Working areas" include all areas where work is actually performed, but does not include areas such as break rooms, parking lots, locker rooms, and employee cafeterias. Any employee who violates these rules will be subject to discipline.

Nothing in this section prohibits employees from discussing terms and conditions of employment during non-work time on Tire Rack property.

Severe Weather Policy

Unless you are informed otherwise, always assume that Tire Rack is open for business during normal hours. Use common sense and your best judgment, however, when traveling to work in severe weather.

At times, emergencies such as severe weather, fires, or power failures can disrupt Company operations. The decision to close the office will be made by an officer of the Company.

When the decision is made to close the office, employees will receive official notification from their manager.

Time off from scheduled work due to emergency closings will be unpaid for all hourly employees.

If the company is not going to be open, you will be notified by a telephone broadcast system that enables multiple ways to communicate with employees. You can also call to check for any messages by calling Tire Rack's Special Communication hotline at 866-550-4318. If the company has not been closed due to severe weather, and you arrive at work after your scheduled start time, the tardy will be excused. Should you be unable to get to work, you have the choice of using vacation or personal days, if available, or taking an excused day off without pay.

Emergency Action Plan

Tire Rack recognizes that our people drive our business. As our most critical resource, employees are safeguarded through training, provision of appropriate work surroundings, and procedures that foster protection of health and safety. No duty, no matter what its perceived result, is more important than employee health and safety.

General Guidelines in an Emergency

Stay calm and think through your actions. Know important emergency numbers, such as:

- Fire/Police/Ambulance 911
- Human Resources, ext. 4278

Be aware of your surroundings:

- In the event of an emergency, use only stairs—do not take elevators.
- Do not hesitate to call or alert others if you believe that an emergency is occurring.

Fire Evacuation:

- Employees will be notified of a fire by either the fire alarm system or a paged announcement.
- Upon hearing the alarm, immediately evacuate the building using the closest stairwell exit—do not use the elevators or delay evacuation to gather personal belongings, finish a phone call or wait for friends.

If You Discover a Fire:

- Alert other persons in the immediate hazard area.
- Activate the nearest fire alarm, call 911.

Medical Emergency:

- Upon discovering a medical emergency, call 911.
- Notify a First Responder. Corporate ext. 4777, Annex ext. 4888
- Stay with the ill or injured person, being careful not to come into contact with any body fluids unless properly trained and protected.
- Employees in the immediate vicinity of the emergency, but not involved in the emergency effort, should leave the area.

Safety Data Sheets

Tire Rack maintains a Safety Manual for all chemical-based products used in the day-to-day operations of the business. Safety Manuals can be found in the Human Resources office or that of the Office Manager as well as in the warehouse office. It contains a Safety Data Sheet (SDS) for each chemical-based product and describes what to do in the event that it is swallowed, or comes into contact with a person's skin or eyes. Each safety sheet describes any special procedures required to handle spills and leaks. If you are working with any of these types of products, we encourage you to take the time to read the Safety Data Sheet. Please leave all Safety Data Sheets by their designated location.

Bloodborne Pathogen Program

Tire Rack wants to be sure that all of our employees are aware of the potential transmission of Bloodborne Pathogens, primarily HIV and HBV (Hepatitis B) through possible contact with infected bodily fluids. The importance of this information should not be underestimated. These work practice controls are intended to eliminate or minimize employee's exposure to BBP's.

Any potential contact with anyone's blood or bodily fluids should only be done by an authorized and trained individual that has been designated as a "First Responder." The First Responders have been trained with respect to a variety of protective measures such as the use of rubber gloves, proper clean up and disposal methods. Any sharp objects must be properly disposed of in a "sharps" container. All employees must comply with Tire Rack's Bloodborne Pathogens Control Plan. For more information, contact Human Resources.

Accident & Injury Reporting Policy

Tire Rack is committed to establishing and maintaining a comfortable and safe working environment for all employees.

Safety is often taken for granted in an office environment. Though generally, we may not be exposed to the same degree of risk as employees of a manufacturing firm or health care facility, we must still recognize that safety risks are present and take steps to reduce the risk of injury or illness. Safety is everyone's responsibility.

All work-related injuries must be reported immediately to your manager or Human Resources, even if you are not sure whether they are truly work-related. If your injury is not immediately apparent, you must report the injury as soon as it does become apparent. In either event, you must give a full explanation of how the incident occurred and an accident report must be completed. If you do not report your injury immediately, or immediately after it first becomes apparent, there is a risk of inadequate medical attention, and the risk that worker's compensation insurance will not cover the cost of medical care or related lost wages. Small, seemingly insignificant injuries left untreated can result in serious conditions.

In case of an emergency, contact the "First Responders" who have completed training for dealing with common medical and traumatic emergencies. If you witness a medical emergency at Tire Rack, call 911 immediately and find a First Responder to provide help until the ambulance arrives.

Your manager or Human Resources will complete an Accident Report based on the information you provide. Report injuries immediately so that we can investigate and incorporate corrective action to prevent more injuries.

Any employee whose negligent or intentional conduct or presence poses a significant risk of harm to him/herself or others will be subject to disciplinary action up to and including termination. All employees must perform their jobs in a manner which considers their own personal safety as well as the safety of co-employees. If you see any potential hazards that need attention, notify your manager or Human Resources immediately.

Workers' Compensation Policy

Tire Rack will provide workers' compensation, a type of accident and injury insurance that compensates an employee for lost wages, medical expenses and permanent impairment that results from an injury arising out of or in the course of work. Employees must report any work-related injury or disease immediately (or as soon as practicable) to their supervisor and Human Resources so that the necessary paperwork can be completed in a timely manner. As explained above, in the event of an injury that first appears a period of time after the incident, it must be reported as soon as the employee becomes aware of the injury and that it is work-related. Failure to timely report such an injury or illness may compromise an employee's eligibility for worker's compensation benefits. Please note that under state laws, employees who fail to report work-related injuries in a timely manner may see a reduction or denial of their workers' compensation benefits.

If an employee is able to return to work after an injury or illness for which he or she was receiving workers' compensation, the employee must return to work and provide documentation from his or her medical provider that either outlines any work-related restrictions, verifies that the employee is able to complete all job-related tasks, or otherwise confirms the employee is fit for duty. If an employee is able to return to work under restrictions, the company will make every reasonable effort to accommodate such restrictions taking into account the employee's work ability and job responsibilities. If and when the medical provider removes all work restrictions, the employee is expected to perform his or her regular duties and will no longer receive workers' compensation benefits.

FMLA leave and workers' compensation leave may be taken concurrently.

Violence in the Workplace Policy

Tire Rack is committed to providing a safe working environment for all employees. Tire Rack prohibits the unlawful possession of guns, firearms, knives, archery-type devices, stun guns, objects capable of firing a projectile, or martial arts devices on Tire Rack property, within any guidelines of state and local laws.

Tire Rack will not tolerate threats, implied threats, harassment, any conduct that could reasonably be interpreted as a threat or harassment, or aggressive or violent behavior by employees or visitors. Threats can take many forms, including showing of weapons, telephone calls, physical altercations, letters, email, vandalism, following/stalking, face-to-face conversations, and assaults/batteries.

It is Tire Rack policy to provide a workplace that is safe and free from all threatening and intimidating conduct. Therefore, the company will not tolerate violence or threats of violence of any form in the workplace, at work-related functions or outside of work if it affects the workplace. This policy applies to company employees, clients, customers, guests, vendors and persons doing business with Tire Rack.

It is a violation of this policy to engage in any conduct, verbal or physical, that intimidates, endangers or creates the perception of intimidation or intent to harm persons or property. Examples include but are not limited to the following:

- Physical assaults or threats of physical assault, whether made in person or by other means (e.g., in writing or by phone, fax or email)
- Verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of another individual
- Any other conduct or acts that management believes represent an imminent or potential danger to safety or security

Anyone with questions or complaints about behaviors that fall under this policy may discuss them with a supervisor or a Human Resources representative. The company will promptly and thoroughly investigate any reported occurrences or threats of violence. Violations of this policy will result in disciplinary action, up to and including immediate termination. When such actions involve non-employees, the company will take action appropriate for the circumstances. When appropriate, the company will also take any legal actions available and necessary to stop the conduct and protect the company, our employees and property.

Suspicious Situations

Suspicious Mail: Tire Rack has adopted the guidelines published by the United States Postal Service regarding the handling of suspicious mail. The guidelines are available upon request from Human Resources. If you notice any piece of mail (letter, package, etc.) that appears suspicious, you must follow these guidelines. Failure to follow the guidelines may result in disciplinary action, up to and including termination.

Suspicious Individuals: Occasionally, unauthorized individuals may attempt to gain access to Tire Rack. The primary target of some of these individuals could be the theft of wallets, purses, and cash or small items of value which are stored in plain sight or in unlocked desks or cabinets.

The best method to deter theft is to keep valuables locked in a safe place. However, it is not always practical to secure all valuables, and some individuals may attempt thefts regardless of whether valuables are secure. Therefore, should you be approached by a suspicious or threatening individual, follow the procedures as outlined below:

- Do not panic, but do not try to be a hero. These individuals are most likely in our facilities only to steal. But, their actions may be unpredictable if they are backed into a corner. It is conceivable that the individuals may be armed.
- Immediately and discreetly go to a phone and call someone for assistance, preferably someone in management. In many cases, just the sight of someone there to help you will persuade the individuals to go elsewhere.
- If conditions warrant, contact the police immediately while the individuals are still on Tire Rack's premises. In every case, the police should be contacted after the individual leaves in order to alert them of the potential for crime within the building.

The emergency number for police is: **911**. When using company phone, you need to dial (9) first.

Searches

Tire Rack reserves the right, within the law, to conduct unannounced searches of a reasonable scope in a reasonable manner for illegal substances, drugs or alcohol, firearms that are illegally stored or possessed, weapons, missing items, or any items that Tire Rack reasonably believes are illegally converted, possessed or distributed on its premises. Such searches may be conducted of Tire Rack facilities, Tire Rack property including desks, file cabinets, electronic information, lockers, employee vehicles located in the facility parking lot, employees, and their personal property.

Employees should have no expectation of privacy with regard to any property brought onto Company premises or Company jobsites, in a manner consistent with all applicable federal, state or local laws.

You are expected to cooperate in such searches. Although you and your personal property will not be searched without your consent, your consent to such a search under the circumstances described in this section is required as a condition of employment. Your refusal to consent may result in termination - even for a first refusal.

Distribution Center Security

Everyone must comply with Tire Rack's Distribution Center Security Rules (unless you have the permission of a Corporate Officer or the Distribution Center Manager):

- **No visitors are allowed in the Distribution Center except on tours that are approved in advance by management.** Your visitor must wait in the retail customer waiting room until you can meet with them there.
- You **may not** carry any merchandise or boxes out of the Distribution Center unless it is for a customer pick-up and you have the required paperwork.
- After you have punched out at the end of your work day, you should leave the building and the parking lot unless you are waiting for a ride. Once you have left work, do not come back into the building for any reason after 6 p.m. on weekdays or 4 p.m. on Saturday.
- No personal vehicles are allowed in the Distribution Center at any time in all remote Distribution Centers.
- No personal vehicles are allowed in the South Bend Distribution Center for any reason past 5 p.m. If the employee has purchased items to be installed on a vehicle and has a printed receipt, their vehicles are allowed inside between 8:00 a.m. and 5:00 p.m.
- No visitors anywhere (in the building or office) before 8:00 a.m., after 6:00 p.m. on weekdays, or after 4:00 p.m. on Saturdays.
- Backpacks **are not** allowed in the Distribution Center.

Safety Rules

Tire Rack promotes safety by providing proper tools and equipment, safety devices, favorable working conditions, and instructions in good work habits. Safety is everyone's concern. The cost of an injury -- in time, money, and suffering - is certainly far too great to risk endangering your safety or that of your co-workers.

Periodic evaluations will be conducted to ensure compliance with established safety and health requirements and control of hazardous operations. Written programs and training have been established for:

- Forklift driving and operation
- Lockout / tagout
- Use of fire extinguishers
- Emergency action plan
- Bloodborne pathogens
- First aid and CPR

The following rules and regulations have been prepared to guide you in developing safe habits in your day-to-day work. Study and observe these regulations.

- In case of illness or injury, report immediately to your manager. Do not permit your fellow employee to treat your injuries, especially in such cases as removing foreign particles from your eyes.
- Report any damage or accident involving company equipment immediately to your manager.
- Safety guards and safety devices on machines are for your protection and must not be removed except to make adjustments or repairs.
- Safety devices such as safety glasses, fall protection, protective clothing, hearing protection, back supports, etc., are provided for certain jobs. They must be used.
- Loose clothing, loose jewelry, and other articles of apparel, which could be caught in moving machinery, are not permitted to be worn in the Distribution Center. Shoulder-length (or longer) hair must be pulled back or otherwise secured while working in the Distribution Center.
- Sweatshirt hoods **are not** allowed to be worn up for safety reason, it obstructs peripheral vision.
- Avoid hernias and other injuries by lifting properly. Use your leg muscles instead of your stomach muscles. Do not stoop; - bend your knees and push upwards with your legs, keeping your body erect.
- Ladders must be checked for broken rungs and other defects before use. Never use makeshift or defective scaffolding, rigging or stages. Do not use chairs as a substitute for a ladder.
- The Distribution Center must be kept clean, orderly and free from fire hazards. Waste, rubbish, cardboard, paper, etc., should be placed in containers provided for that purpose. Do not block aisles, exits, fire-fighting equipment, alarm boxes, electric power panels, valves, etc. Aisles and fire doors must be kept clear at all times.
- Be aware of tool safety and do not use defective tools. Any defective tools should be exchanged.
- Learn the location of all fire exits and the location and proper use of the fire-fighting equipment in your department. Do not use water where fire extinguishers are provided. (See posted evacuation chart.)
- Pouring acetone, oil or other inflammable liquids into any sewer drain is absolutely prohibited.
- The warning signs posted throughout the Distribution Center must be observed.
- Truck and forklift drivers must exercise the greatest care and caution while their vehicles are in motion. Speeding is prohibited. You must not operate a machine or a vehicle without training or authorization. Daily truck/vehicle inspections must be completed before operating. Mechanical problems should be reported immediately to managers.

Dock Safety

- To prevent a trailer from being mistakenly towed, we require that an air brake glad hand lock must be installed on every trailer. Additionally, if a trailer is to be accessed with equipment over a dock leveler, both rear wheels must be chocked to prevent the trailer from separating from the dock.
- Any trailer without a detachable brake line, such as a box truck, must have both rear wheels chocked regardless of the method used to access the trailer.
- As a trailer is backed into the dock, the dock door must remain closed or the safety chain must remain latched until the air brake glad hand lock is installed and the rear wheel chocks (if required) are set. Opening the dock door or unlatching the safety chain before the air brake glad hand lock is installed and wheel chocks (if required) are set is a Group 1 violation.
- The air brake glad hand lock and wheel chocks (if required) must be in place throughout the entire loading / unloading process. If an employee enters a trailer without the air brake glad hand lock and wheel chocks (if required) in place, the employee that opened the trailer door has committed a Group 2 violation. Removing the air brake glad hand lock or wheel chocks before all equipment and personnel have exited the trailer is a Group 2 violation.
- The dock door must be closed and latched before the air brake glad hand lock or wheel chocks are removed. The dock door must remain latched until the trailer has been towed. An employee that removes the air brake glad hand lock to allow a trailer to be towed from an open dock door has committed a Group 3 violation. An employee that opens the dock door without the glad hand lock in place and the trailer is then towed from the open door has committed a Group 3 violation.

Narrow Aisle Safety

- Pedestrians are **not** allowed in any narrow rack aisle unless approved by manager in advance.
- Only one piece of mobile equipment may operate in a narrow aisle at one time unless approved by manager in advance for repairs or maintenance.
- The second equipment operator to enter the narrow aisle will have committed a Group 2 violation.
- If two pieces of mobile equipment make contact in a narrow aisle, the second operator to enter the narrow aisle will have committed a Group 3 violation.

Safety Rules Violations:

The progressive disciplinary procedure set forth in this policy describes guidelines Tire Rack will consider and follow when disciplining an employee so that safety rules are applied consistently, fairly, and impartially. Full consideration will be given to the nature and cause of the violation, the egregiousness of the event, the likelihood that the event will be repeated, and the attitude of the violator. Tire Rack's safety rules are classified into three (3) categories depending on the degree of egregiousness. Violation of the safety rules will be recorded and will be considered "active" for a backward-rolling twelve-month period.

While progressive steps of discipline may be warranted in some circumstances, it may not and will not be warranted in all circumstances and accordingly are not mandatory.

Group 1 Safety Violations:

- Negligently or intentionally disregarding Distribution Center safety rules or common safety practices, including the use of personal protective equipment, that do, or would likely, result in minor property damage or minor personal injury.
- Operating machines, tools, or equipment without proper training or without following safety procedures at all times.
- Opening the dock door or unlatching the safety chain before the air brake glad hand lock is installed and wheel chocks (if required) are set.

Corrective Action for Group 1 Safety Violations

First Violation: Documented Verbal Warning

Second Violation: Written Warning

Third Violation: Written Warning with three (3) day suspension

Fourth Violation: Discharge

Group 2 Safety Violations:

- Negligently or intentionally disregarding Distribution Center safety rules or common safety practices that do, or would likely, result in major property damage with or without minor personal injury.
- Failing to report injuries, damage and/or an accident involving company equipment.
- Pedestrian entering a narrow rack aisle.
- Operating the second piece of mobile equipment to enter a narrow aisle.
- Opening the trailer door without the air brake glad hand lock and wheel chocks (if required) in place and personnel enter the unlocked trailer.
- Removing the air brake glad hand lock or wheel chocks (if required) before all equipment and personnel have exited the trailer.

Corrective Action for Group 2 Safety Violations

First Violation: Written warning with three (3) day suspension

Second Violation: Discharge

Group 3 Safety Violations:

- Negligently or intentionally disregarding Distribution Center safety rules or common safety practices that results in major property damage and results in, or would likely, result in major personal injury.
- Operating the second piece of equipment to enter a narrow aisle way and making contact with another piece of mobile equipment in the aisle.
- Removing the air brake glad hand lock with the dock door open and the trailer is towed.
- Opening the dock door without the glad hand lock in place and the trailer is towed.

Corrective Action for Group 3 Safety Violations

First Violation: Discharge

Drug and Alcohol Testing Policy

Drug Screen Policies

Employees will be subject to screening under the following conditions:

- *Pre-employment Testing:* Each candidate for employment will be required to take a pre-employment drug test. A positive result for any drug for which we test will disqualify the candidate and the candidate will not be eligible for employment.
- *Post-accident Testing:* Drug and/or alcohol screens may be done immediately after any accident involving Tire Rack Distribution Center equipment. When testing is done under such circumstances, all employees involved in the accident will be tested. Employees will be off all equipment for three (3) days. Any employee who tests positive for drugs or alcohol in post-accident testing will be subject to discipline ranging from one year of random testing to immediate termination depending on the circumstances.
- *Reasonable Suspicion Testing:* A drug and/or alcohol screening evaluation may be requested if Tire Rack has reasonable cause to believe that the employee is in an unfit condition or has exhibited unsatisfactory job performance because of possible substance abuse. A drug and/or alcohol screening evaluation may be requested if an employee is caught selling, using or possessing alcohol or illegal drugs on Tire Rack premises or while on Tire Rack business.

Employees do have the option to refuse to submit to drug and/or alcohol tests; however, doing so will constitute a violation of this policy. Refusal to take a drug and/or alcohol test will also be considered a positive test result, which subjects the employee to disciplinary action(s). Job applicants who refuse to submit to drug and/or alcohol testing will be not considered for employment.

An employee who refuses to submit to a drug or alcohol screening evaluation and/or refuses to allow Tire Rack to be apprised of the testing results under any of the circumstances described above will be subject to immediate termination.

An employee who switches, dilutes, tampers with, blocks, or adulterates any sample submitted for testing will be subject to immediate termination.

These policies are subject to and will be administered (and adjusted if necessary) in accordance with the state and local laws of Tire Rack location where the concerned Tire Rack employee works.

Results

No specimen will be considered positive until it has been confirmed at the level established by Department of Health and Human Services (HHS). If no established levels have been set by HHS for a tested substance, Tire Rack will hold the testing facility responsible for establishing an acceptable level. Test results for alcohol revealing a blood alcohol content of .04 or greater will be considered positive.

Fitness for Duty Evaluation

Subject to the state and local laws affecting Tire Rack employees across the country, a fitness for duty evaluation would be warranted under the following conditions:

1. A pre-employment fitness for duty evaluation is required for Distribution Center employees.
2. After an employee is involved in a non-work-related injury or accident.
3. After an employee is involved in a work-related injury or accident.

If such an evaluation is allowed under the state and local laws, an employee who refuses to submit to a fitness-for-duty evaluation and/or refuses to permit Tire Rack to be apprised of the testing results will be subject to immediate discharge.

Nursing Mothers Policy

As part of our family-friendly policies and benefits, Tire Rack accommodates mothers who wish to express breast milk during the workday when separated from their newborn children.

For up to one year after the child's birth, nursing employees will be provided with reasonable break time to express breast milk during the workday. Nursing mothers who are returning from maternity leave should speak with their managers or supervisors regarding their needs. Supervisors will work with employees to develop a break schedule that is reasonable, accounts for needs that may vary from day to day and creates the least amount of disruption to the Company's operations.

Tire Rack will provide a private area, other than a bathroom, for nursing employees to express breast milk, and will make reasonable efforts to provide appropriate storage for storing breast milk that has been expressed. Nursing mothers must request/reserve the room by contacting your manager or Human Resources. Employees working offsite or in other locations will be accommodated with a private area as necessary.

Breaks to express milk will be paid. In addition to these breaks to express milk, employees may use normal break and lunch periods to accommodate additional nursing needs.

If you have any further questions or concerns regarding this policy, please contact Human Resources.

Employee Fraternization Policy

Tire Rack's working environment is intended to preserve clear boundaries between personal and professional relationships. Therefore,

- During working hours and in work areas, employees of Tire Rack are expected to keep all personal interactions limited and at a professional level to avoid distracting or offending others.
- Employees are prohibited from engaging in any physical interactions that would be seen as inappropriate in the work area. What constitutes inappropriate conduct is in the discretion of the company.
- Employees who engage in personal relationships with others and allow these relationships to negatively affect the working environment will be subject to disciplinary action. Employees who do not respect this policy, particularly after such issues are raised, may be disciplined, up to and including discharge.
- If a relationship develops between a supervising employee and his or her subordinate, management should be notified immediately so that a department transfer may be considered, if deemed appropriate.