

Employee Handbook

DENT WIZARD INTERNATIONAL CORPORATION



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Welcome to Our Company!

It is my pleasure to welcome you to Dent Wizard, the world's leading provider of automotive reconditioning services. Dent Wizard has led the Paintless Dent Removal (PDR) industry since 1983 and continues to be the best in the business. Today, the Company is also blazing the trail in automotive reconditioning services such as minor paint and body, wheels, interiors, keys and more.

Our success is a direct result of the quality, innovative service we provide to our customers as well as the loyalty, respect and fairness we demonstrate to our co-workers. Ensuring a safe, productive and fulfilling workplace for every employee is our top priority.

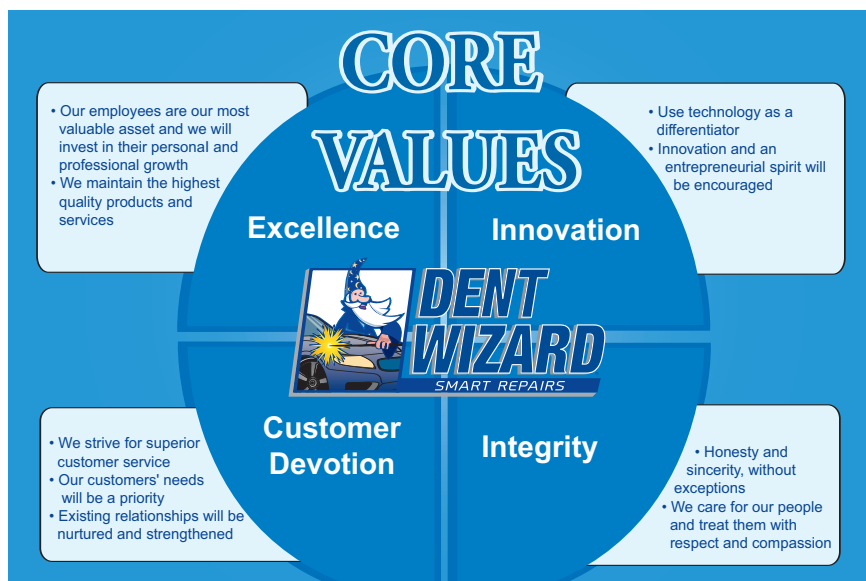
This handbook is designed to inform you about the many benefits available to you as a Dent Wizard employee as well as the Company's policies and procedures. Please take the time to fully understand the responsibilities and expectations outlined in this book and ask questions if anything is unclear.

This is an exciting time for our Company, and we are glad to have you on board.

Sincerely,



Terry Koebbe
President, Dent Wizard International



The Purpose of This Handbook

We think that employees are happier and more valuable if they know what they can expect from our Company and what our Company expects from them. In the preceding sections, we introduced you to our Company's history, values, culture, and goals. We expect you to incorporate that information into your day-to-day job performance, striving to meet our Company's values in everything you do.

The remainder of this Handbook will familiarize you with the privileges, benefits, and responsibilities of being an employee at our Company. Please understand that this Handbook can only highlight and summarize our Company's policies and practices. For detailed information, you should talk to your supervisor or the Human Resources Department.

In this Company, as in the rest of the world, circumstances are constantly changing. As a result, we may have to revise, rescind, or supplement these policies from time to time. Nothing in this Handbook is a contract or a promise. The policies can change at any time, for any reason, without notice.

Get to Know the Folks in Human Resources

We are fortunate enough to have a wonderful team of human resources professionals that are available to answer your questions, field your complaints, and make our Company run more smoothly. In fact, the policies in this handbook often refer you to the human resources department for more information or to obtain help. The department is located at 4710 Earth City Expressway, Bridgeton, MO 63044; its phone number is (800)267-9369; and its email address is humanresources@dentwizard.com.

The Employment Relationship

Employment Is At Will

We are happy to welcome you to Dent Wizard. We sincerely hope that your employment here will be a positive and rewarding experience. However, we cannot make any guarantees about your continued employment at our Company. Your employment here is at will. This means that you are free to quit at any time, for any reason, just as we are free to terminate your employment at any time, for any reason—with or without notice, with or without cause.

No employee or Company representative, other than the President, or Senior Vice President has the authority to change the at-will employment relationship or to contract with any employee for different terms of employment. Furthermore, these individuals may change the at-will employment relation-

ship only in a written contract, signed by themselves and the employee. Nothing in this Handbook constitutes a contract or promise of continued employment.

Introductory Period of Employment

The first 90 days of your employment are considered an introductory period. This will give you an opportunity to become familiar with the job and the Company, and allow the Company to determine whether you can satisfactorily perform the assigned job.

After the introductory period of employment has been completed, you will be eligible for benefits relevant to your part-time or full-time status. Please contact the Human Resources Department for specific information about your benefits.

Commitment to Equal Opportunity

It is the policy of Dent Wizard to provide equal employment opportunity to all qualified persons and not to discriminate against applicants or employees because of race, color, religion, sex, national origin, age, genetic information, veteran status, service in the uniformed services, disability, pregnancy and any other factor protected by federal, state, or local law. This applies to all phases of employment, including recruitment, placement, promotion, training, transfer, layoff, discipline, termination, compensation, benefits, and participation in all Company-sponsored employee activities, events, and programs. All employees must follow this policy in dealing with applicants, co-workers, customers, clients and visitors.

If you feel you have been discriminated against at work, you should bring the matter to the attention of the Company utilizing the Employee Problem Resolution Policy/Open Door Policy or, if applicable, the Company's Anti-Harassment Policy. Retaliation against employees for bringing bona fide complaints forward about discrimination is strictly prohibited.

In addition, Dent Wizard will reasonably accommodate the known disabilities of employees who are otherwise qualified to perform the essential functions of their jobs. If you are unable to perform an essential function of your job because of a disability, you are encouraged to discuss possible accommodations with your supervisor, manager, or Human Resources.

We take pride in reflecting the customers and communities we serve and welcome diversity within our workplace.

Immigration Law Compliance

The Company is committed to employing only United States citizens and aliens who are authorized to work in the United States and we do 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. Former employees who are rehired must also complete the form if they have not completed an I-9 within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact Human Resources. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Questions, Suggestions and Problem Resolution

Dent Wizard is committed to maintaining a good work environment for its employees. As in any workplace, however, problems may arise that may require management's attention. Differences of opinion may occur when many people work together as situations are bound to be viewed differently. We value your opinions and encourage you to bring your questions, suggestions, and concerns to the Company's attention. We will give careful consideration to each of these in our continuing effort to create a good work environment and build strong relationships with our employees.

To assist employees in resolving such issues promptly, Dent Wizard recommends the following procedure:

- In ordinary circumstances, you should first discuss the problem with your immediate supervisor.
- If your immediate supervisor does not resolve the issues or if you are uncomfortable discussing the matter with him or her, you should discuss the issue with the next level supervisor (i.e. your supervisor's supervisor), up to and including the Regional Vice President, or report the matter to the Human Resources Department.
- If you have a problem that involves a claim of harassment as described in the Company's Anti-Harassment Policy, you should follow the procedures that the Company has specifically established for reporting such claims.

If the concern is not settled and/or you are still dissatisfied, the matter should be submitted, in writing, to the President at 4710 Earth City Expressway, Bridgeton, MO, 63044. The President will discuss the matter with

the responsible parties within your department and the Company President. You will receive a response within fourteen (14) days after your written submission to the President. Although we cannot guarantee that every problem will be resolved to your satisfaction, we value your input and strongly encourage you to report issues or problems that are of concern to you.

You may be assured that every employee may follow the above procedure without fear of retaliation on the part of the Company, supervisors, any of its employees or representatives.

Anti-Harassment Policy

Dent Wizard prohibits harassment of any employee based on race, color, religion, sex, pregnancy, national origin, age, veteran status, service in the uniformed services, disability, or any other factor protected by federal, state, or local law. All employees of Dent Wizard should be able to work in an environment free of such harassment by co-workers, supervisors, managers, and non-employees.

Harassment is a form of unlawful discrimination and is considered illegal under various federal, state and local laws. At this Company, conduct is prohibited when: (1) submission to the conduct is made either explicitly or implicitly a term or condition of employment; (2) submission to or rejection of the conduct by an individual is used as a factor in decisions affecting hiring, evaluation, promotion or other aspects of the individual's employment; or (3) the conduct is unwelcome and has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile, or offensive work environment.

Examples of the type of unwelcome conduct that are prohibited by this policy include, but are not limited to: unwanted touching or sexual advances; unwanted and repeated sexual jokes, flirtation, advances, or propositions; foul or obscene language or other communication, such as e-mails; slurs, derogatory or sexual jokes; taunts, threats or derogatory or offensive comments based on race, color, religion, sex, pregnancy, national origin, age, veteran status, service in the uniformed services, disability, or other factors protected by law; the display of sexually explicit or offensive materials; and, insulting or indecent comments or gestures.

We strongly encourage all employees who feel they are being harassed in violation of this policy or subjected to any inappropriate conduct of the nature described above to promptly notify either their Manager or Human Resources. Any complaints will be promptly investigated and appropriate corrective action will be taken when warranted. All complaints by employees will be kept in the strictest confidence except as necessary to complete an investigation.

Retaliation against employees for bringing bona fide complaints forward about harassment or providing information related to such complaints is strictly prohibited. Requiring employees to properly perform their jobs is not unlawful harassment.

Violations of this policy will not be tolerated at Dent Wizard and will result in disciplinary action, up to and including termination.

Recruitment

We know that we are only as good as our employees, so we search as widely as possible for talented and motivated individuals to fill vacant positions in our Company. Our recruitment methods include internal and external advertising, on-line job postings, internal referrals and word of mouth referrals from employees about the Company.

Although these methods have served us well in the past, we know that the marketplace is ever changing and that finding high-quality people is an evolving process. We encourage our employees to share with us their ideas about what more we can do to find and recruit talented and motivated individuals.

In addition to looking outside the Company for new hires, we also look within. After all, we already know the value and quality of our current employees. We post internal job openings on our website www.dentwizard.com. If you see a posting for a job that interests you, we encourage you to apply for the job through the on-line process.

We also encourage employees to recruit and refer external applicants for open positions. In some instances positions are eligible for a referral award. People holding Management positions are not eligible to participate in the Employee Referral Bonus Program. If you have questions about the Employee Referral Bonus Program please see your manager.

Employment of Relatives

Usually, this Company will not refuse to hire someone simply because he or she is related to one of our current employees. If you have a relative who is qualified to fill an open position in our Company, please don't hesitate to refer this person to us.

There are times, however, when employing relatives is inappropriate and has the potential to affect the morale of other employees and to create conflicts of interest for the relatives involved. Human Resources will work in conjunction with the functional Vice President should such a conflict arise.

Rehire Policy

Former employees who apply for an open position with Dent Wizard may be considered for rehire if the previous separation of employment was on good terms. Employees who are terminated due to lack of work must apply for an open position to be considered for rehire. The Company does not automatically recall employees terminated due to lack of work nor does it directly notify them of job openings. The Company will comply with all applicable state and federal laws regarding the rehiring of employees due to lack of work.

Driver's License Requirement

Each employee whose job will include driving a vehicle is required to have a valid driver's license and to have and maintain an acceptable driving record. If you are involved in a moving violation, lose your driving privileges, have your driving privileges restricted and/or do not have a valid driver's license, you must immediately notify your supervisor. Failure to report any restriction of or loss in your driving privileges to your supervisor may result in disciplinary action, up to and including termination. The Company reserves the right to check your driving record periodically, without prior notice, unless prohibited by law.

Inspections of Workstations and Personal Belongings

Dent Wizard reserves the right to search work stations, lockers, desks, Company vehicles, lunchboxes, briefcases, purses, coats, toolboxes and other personal property of employees, and their contents for illegal drugs, alcohol, weapons and stolen property, collectively referred to as "contraband", as allowed by the applicable federal, state and local law. Dent Wizard will conduct searches only when there is reasonable suspicion to believe that you have contraband in your possession. However, any contraband in plain view may be confiscated. "Reasonable suspicion" means facts that would lead a person of reasonable prudence and knowledge to believe that contraband is located on the person or in the area to be searched.

When contraband is not in plain view, but there is reasonable suspicion to believe that contraband is on Company property, the Company will ask for your permission to conduct the search. All employees are expected to comply with such a request – failing to comply may result in a presumption of wrongdoing. Dent Wizard reserves the right to utilize surveillance equipment on Company property for security, safety or investigatory purposes, as allowed by law.

Employee Classifications

Temporary Employees

Periodically, it becomes necessary for us to hire individuals to perform a job or to work on a project that has a limited duration. Typically, this happens in the event of a special project, special time of year, abnormal workload, or emergency.

Individuals we hire for such work are temporary employees. Unless provided in applicable plan documents, they are not eligible to participate in any of our Company benefit programs, nor can they earn or accrue any leave, such as vacation leave or sick leave.

Of course, we will provide temporary employees any and all benefits mandated by state or federal law.

Part-Time and Full-Time Employees

Depending on the number of hours per week you are regularly scheduled to work, you are either a part-time or a full-time employee. It is necessary that you understand which of these classifications you fit into, because it will be important in determining whether you are entitled to various benefits.

Part-time employees: Employees who are regularly scheduled to work fewer than 30 hours per week are part-time employees.

Full-time employees: Employees who are regularly scheduled to work at least 30 hours per week are full-time employees.

Please see Human Resources for the specific Benefit Plans you are eligible to receive.

Hours

Overtime

On occasion, we may require employees to work beyond their regular scheduled hours. We will try to give employees advance notice when overtime work is necessary; however, it will not always be possible to notify workers in advance.

- Exempt employees are not eligible for overtime pay.
- Nonexempt employees are entitled to payment for any overtime worked and are required to observe rules set forth below.
- All overtime work must be approved in advance by the employee's supervisor. Working overtime without permission violates Company policy and may result in disciplinary action.
- For purposes of calculating how many hours an employee has worked in a day or week, our workweek begins at 12:01 a.m. on Sunday and ends at midnight on Saturday. Our workday begins at 12:01 a.m. and ends at mid night each day.
- Nonexempt employees will be paid 1 ½ times their regular hourly rate of pay for every hour worked in a workweek in excess of 40 or as otherwise provided by applicable state and local law.
- Holidays may be considered as hours worked; but sick or vacation hours will not be considered as hours worked for the purpose of calculating overtime

Pay Policies

Dent Wizard is prohibited from making deductions from employees' pay unless permitted by law. The Company is legally required to make certain deductions from employees' pay including federal, state and local withholding taxes, tax liens and court ordered withholding for family support or garnishments. In addition, the Company may make other legally permissible deductions from employees' pay, including but not limited to authorized deductions for employees' portion of benefits premiums, deferred compensation, Health Care Flexible Spending Accounts, repayment of salary advances, or for unpaid disciplinary suspensions.

Some special rules apply to additional deductions from the pay for exempt employees. Dent Wizard may make deductions from the pay of an exempt employee, including deductions of one or more whole days of pay, for the following reasons: when an employee is absent from work for one or more full days for personal reasons other than sickness or disability; when an employee is absent for one or more full days due to sickness or disability that exceeds the limits of Dent Wizard's sick leave policy; to offset amounts an employee receives as jury or witness fees, or for military pay; for penalties

imposed for infractions of safety rules of major significance; or for unpaid disciplinary suspensions of one or more full days for violations of workplace conduct rules. The Company will not take deductions from an exempt employee's pay for partial day absences except for time not worked pursuant to an approved FMLA leave, which is not otherwise compensated through application of sick or vacation leave time. It is the policy of Dent Wizard to comply with all applicable laws. Therefore, the Company prohibits improper deductions from the pay of exempt employees.

Although the Company makes every effort to accurately process payroll, errors occasionally occur. If, at any time, you believe that an error has been made such that your paycheck does not accurately reflect the appropriate compensation or that incorrect or inappropriate deductions were taken, then such errors should immediately be reported to the Payroll Manager or Human Resources. All payroll issues will be immediately investigated. If it is determined that an error was made, it will be corrected, including reimbursement for any incorrect or improper deductions.

Completion of Time Cards

Non-Exempt Employees

At the end of each scheduled workweek, you will be responsible for submitting a completed time card indicating hours worked during that week. There are several options to submit a timecard. Please check with your immediate supervisor to make sure you are submitting yours in the proper manner. A time card is not considered completed unless the employee signs it (either physically or electronically). Employees are responsible for accurately recording their hours worked and providing that to the Company in a timely manner. Should you work in a location that provides a time clock, be aware that it is prohibited to clock in or out for another employee.

Missing Time Cards

You will be notified of any missing time cards. They should be completed and returned to your Manager within 7 days of receiving the notice or you may face disciplinary action up to and including termination of employment.

Payment of Commission Earnings

Various positions within the Company are paid on a commission basis. This section has been included to describe the general manner in which commission earnings are paid. This section does not replace, amend, revise, or modify compensation arrangements in any way. It is included in this document to answer general questions about the disbursement of commissions that are earned.

Commissions are paid in the period after they are earned, unless specifically agreed otherwise in an employment agreement. A typical example would be that an employee who earns \$3,500 in commissions during the month of June would be paid the commission in July (typically at the end of the month).

Some commissioned employees are also paid a “draw” which is actually an advance on expected commission payments. Draw amounts are deducted from commission checks when the commission is paid out. If an employee’s “draw” is larger than the commission earned during the same period, the employee enters a “deficit”. A “deficit” is typically deducted from the next paid commission check. Employees who accumulate repeated deficits may have their draw reduced or eliminated, but at no time will an employee’s compensation for a pay period be reduced below the applicable federal or state minimum wage.

Expense Reimbursement

From time to time, employees may incur expenses on behalf of the Company. We will reimburse you for actual work-related expenses you incur, as long as those expenses are reasonable. You must follow these procedures to get reimbursed:

- Receive permission from your supervisor before incurring an expense.
- Spend the Company's money wisely, make an effort to save money and use approved vendors when possible.
- Keep a detailed receipt or proof of payment for every expense.
- Submit your receipts, along with an expense report, to your supervisor for approval within 30 days of incurring an expense.

Remember that you are spending the Company's money when you pay for business-related expenses. We expect you to save money whenever possible. Your supervisor should assist you in deciding whether an expense is appropriate.

Procedures for Travel Expenses

If employees are required to travel for work, the Company will reimburse you for your travel expenses, including:

- the cost of travel to and from the airport or train station, including parking expenses and tolls
- the cost of airline or train tickets – such tickets must be coach class if possible
- the cost of an economy class rental car, if necessary
- the cost of lodging (room and taxes only) — employees should select moderately priced lodging if possible, and
- the cost of meals and other incidental expenses . This may also be covered in the form of a per diem. Please see your manager prior to travel to confirm this amount.

You must request advance approval of all travel expenses from your supervisor and follow the procedures above to have your expenses reimbursed.

The Company does not reimburse employees for their commute to and from the workplace.

Employee Benefits

Employee Benefit Plans

As part of our commitment to our employees and their well-being, our Company provides eligible, full-time employees with a variety of benefit plans, such as: Health Insurance, Dental Insurance, Life Insurance, Vision Insurance, Long Term Disability Insurance, Healthcare and Flexible Spending Accounts, 401(k) savings plan, Employee Assistance Program.

Although we introduce you to those plans in this section, we cannot provide the details of each plan here. You should receive official plan documents for each of the benefit plans that we offer. Those documents (along with any updates that we give you) should be your primary resource for information about your benefit plans and can be obtained through Human Resources. If you see any conflict between those documents and the information in this Handbook, the official plan documents are what you should rely upon.

The benefits we provide are meant to help employees maintain a high quality of life—both professionally and personally. We sincerely hope that each employee will take full advantage of these benefits. If you don't understand information in the plan documents or if you have any questions about the benefits we offer, please talk to Human Resources.

The Company reserves the right to modify, revoke, suspend, terminate, or change any or all of its benefit programs, as well as related matters such as benefit carriers and insurance benefits administrators, subject to applicable law, in whole or in part, at any time, and without notice.

Tuition Reimbursement

Another way to assist you in your career development is through our Tuition Reimbursement program. It allows eligible, full-time employees the opportunity to continue developing their professional skills and interests. We will provide reimbursement for pre-approved, accredited college educational courses related to our business as well as any electives needed for the related degree program. Pre-approval and reimbursement forms for this program are available through Human Resources.

Eligibility: Full-time employees, after twelve months of full-time employment.

Reimbursement Available: You will be eligible for 100% reimbursement of the cost of the tuition/books/materials for any pre-approved class. Student activity fees, athletic fees and other similar fees are not covered by this reimbursement policy.

Reimbursement Limit: There is an annual reimbursement maximum of \$5,250. The annual total is determined by the year in which funds are reimbursed. (For example, coursework started in December, submitted and paid in January will apply to current year's annual limit.)

Restrictions: You must receive a passing grade (as defined by the educational institution) in order to receive reimbursement. The amount of your reimbursement will be determined after deducting funds received from any other tuition assistance program (grants and scholarships.) You are responsible for the remaining balance, including all other fees. If your employment is terminated prior to the completion of an approved course, you will not be eligible for reimbursement. For purposes of this policy, you will be deemed to have completed a course when you have received official documentation of your final grade for the course. Certifications, seminars, training of a technical nature and doctorate degree programs are not covered under this plan.

Commitment: It is recognized that the Company provides this reimbursement so that employees may have greater potential and development within the Company. For this reason, employees may be asked to sign a separate agreement describing employee requirements and commitment.

Domestic Partner Coverage

At Dent Wizard, we recognize that some of our employees are members of families that do not meet the traditional definition of the word – that is, a husband, wife, and, perhaps, children. For those employees who are not married but who are in a committed relationship with another adult, we provide domestic partnership coverage. To be eligible for benefits, the employee and the employee's partner must meet all of the following criteria:

- They must have lived together in an exclusive committed relationship for at least 12 months.
- They must be at least 18 years of age.
- They must live together in the same residence.
- They cannot be legally married to – or in a registered domestic partnership with – anyone else.
- They must not be related by blood more closely than would be allowed under the marriage laws of the state in which the employee resides.
- They must complete and sign a Domestic Partnership Affidavit.

Employee Assistance Program

Confidential assistance is available to all Dent Wizard employees every hour of every day through the Employee Assistance Program. These services are provided at no cost to the employee. This program provides information, resources and self-help tools on a wide range of issues such as health and wellness, child and elder care, parenting issues, marital issues, depression and anxiety, stress and alcohol or drug dependencies.

You can call (800) 888-2273 to speak with a consultant and to receive information and referrals to providers and resources in your area to meet your needs. This program is here to support you through life's challenges and life's opportunities

Unemployment Insurance

If your employment with our Company ends, you may be eligible for unemployment benefits. These benefits provide you with a percentage of your wages while you are unemployed and looking for work. To find out more, contact Human Resources.

Workers' Compensation Insurance

All employees are covered by Worker's Compensation insurance that is purchased by the Company in the state in which the employee operates. This insurance provides an employee with compensation for illness, accidental injury, or death suffered in the course of or as a result of their employment with the Company in accordance with state laws.

ELIGIBILITY: Eligibility for benefits under Worker's Compensation Insurance is automatic and is effective on the date of hire.

BENEFITS: Worker's Compensation benefits vary from state to state, but all provide weekly payments based upon the employee's regular earnings as well as payments for medical and hospital expenses.

All injuries must be reported immediately to your immediate supervisor and the Human Resources Department to assure consideration under Workers' Compensation Insurance.

The Human Resources Department will need details of the incident (the what, where, when, and how it happened) -- enough information so that he or she can complete the necessary reports. In an emergency, you may go directly to the nearest medical facility. Later, you will be required to furnish a written statement regarding the on-the-job accident so that we may accurately document the incident, and so you may receive all the benefits to which you are entitled. (Failure to do this could result in loss of benefits.) Prompt reporting is the key. Benefits are automatic, but nothing can happen until your employer knows about the injury.

Workers' Compensation Policy

Reporting: All work-related injuries should be reported immediately to both the employee's manager and to the Health & Safety Manager at Corporate Headquarters at 800-267-9369. The following information needs to be reported by the employee:

- Date and time of injury
- Details of injury (how did it happen and type of injury)
- Name and address of location where injury happened
- Name(s) of witnesses
- Name of medical facility visited for initial treatment (in case of emergency)
- Information regarding medical treatment and work restrictions
- Time missed from work
- Manager's name and phone number
- The employee will also be sent for a post-accident drug screen.

Communication - Once a workers' compensation claim is reported and recorded as a case, the employee may be contacted by the insurance company for a statement on the injury and to facilitate the treatment plan. The insurance adjustor and Health & Safety Manager will manage the case from this point forward and update the manager of the employee's progress. If the employee misses any work due to the injury, he/she must present a doctor's statement saying he/she is to be off of work. The employee must also have a return-to-work note from his/her treating physician stating that he/she can return to work with no restrictions and/or specifically identifying any accommodation requests before he/she actually returns to work. Any and all questions concerning an employee's work status should be directed to the Health & Safety Manager.

Treatment - If an employee is injured while working and requires immediate medical attention, the employee should go directly to a hospital emergency room or to a walk-in clinic. Examples of this type of injury are cuts requiring sutures, foreign material in the eye, vehicular accidents, etc. The employee should explain that this is a workers' compensation claim and the bills should be sent directly to the Health & Safety Manager's attention at Corporate Headquarters – 4710 Earth City Expressway, Bridgeton MO 63044. If the employee has a non-emergency injury such as a strain or repetitive motion injury, contact the Health & Safety Manager to report the claim and medical directives will be given at that time. Some states require that a network physician be used for a workers' compensation injury and the employee's primary care doctor may not be approved. Please note that most states do not recognize chiropractors as treating physicians; therefore, treatments by a chiropractor will not be approved or paid in most situations. An employee should never use his/her personal medical insurance for a workers' compensation injury. An insurance company will deny any

work-related medical claim and the employee might jeopardize his/her workers' compensation benefits.

State laws govern workers' compensation benefits. The laws vary from state to state so it is extremely important that claims be reported promptly. If there are any questions or concerns about treatment, the employee can contact the Health & Safety Manager, but the options are limited.

Pay - A technician that is out of work due to a work comp injury who normally receives a draw on their commissions may have their draw reduced or eliminated until his/her return. If he/she is due commission, he/she will receive the commission on the regularly scheduled payroll check. If the employee is paid a regular salary, the salary may be pro-rated according to the time missed. The insurance company will compensate lost time due to a workers' compensation injury according to state law. Every state has a minimum of a three-day waiting period in which the employee will not be paid and some states are longer than 3 days.

Use of Company Property

Company Property

We have invested a great deal of money in the property and equipment that you use to perform your job. It is a senseless and avoidable drain on this Company's bottom line when people abuse Company property, misuse it, or wear it out prematurely by using it for personal business.

We ask all employees to take care of Company property and to report any problems to Human Resources. If a piece of equipment or property is unsafe for use, please discontinue use and report it immediately. Please use property only in the manner intended and as instructed. Failure to use Company property appropriately, and failure to report problems or unsafe conditions, may result in disciplinary action, up to and including termination.

It is Company policy that if an employee is out of work for illness or injury, his/her manager may collect all Company property from the employee and place the items in a secure place until the employee returns. This property includes Company vehicles, tools, cell phones, etc.

When your employment with the Company ends, we expect you to return Company property—and to return it clean and in good repair. This includes this Employee Handbook, all manuals and guides, documents, phones, computers, equipment, keys, and tools.

We reserve the right to take any lawful action to recover or protect our property.

Electronic Services Policy

Computer technology and the Internet have become an important part of Dent Wizard's business. Likewise, e-mail is an essential business tool. Electronic devices, Internet access, and e-mail are provided to employees for Company business only during working time and are not for personal use. Electronic devices, like all other equipment that is provided by the Company, are the property of the Company. E-mail and Internet usage should not be considered private or confidential and may be monitored or inspected at any time by management.

All Company policies apply to the use of electronic devices, the Internet and e-mail by employees, including Dent Wizard's policies on discrimination, harassment, solicitation, customer relations and confidential information, alcohol and drug use, and employee conduct. Downloading, transmitting, viewing, or possessing electronic information or materials that are not work-related is prohibited. This includes, but is not limited to items that may be considered pornographic, sexually explicit, or offensive.

All employees are responsible for keeping their computer passwords secure. Passwords should be a non-obvious combination of letters or symbols and should be changed frequently. All employees are required to log off the computer when they leave their desks.

You are asked to take appropriate measures to secure confidential, privileged, proprietary, or sensitive information and trade secrets when sending this type of information via e-mail. Messages should be routed only to those with a legitimate need to know and they should have appropriate marking that such messages are privileged, confidential, proprietary or contain sensitive information, and if necessary, the transmissions should also be encrypted.

Examples of actions and behaviors that are considered inappropriate include the display and/or transmission of voice, images and/or text that are sexually-oriented, ethnic slurs, racial comments, off-color jokes, forgeries or misidentifications of the sender, and alterations to others' messages not clearly identified as such. Anything that may be construed as unprofessional, harassing or showing disrespect for others is considered inappropriate.

Because the Company does not tolerate inappropriate behavior, you should contact your immediate supervisor if you encounter another employee engaged in what you believe to be such inappropriate behavior using electronic business equipment. Please see the Company's Anti-Harassment Policy for further information regarding how to report these issues. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy.

Vehicle Use Policy

If employee has to operate a motor vehicle in the course of their duties at Dent Wizard, the following policies apply: (This includes operation of any vehicle, employee-owned, company-owned, customer vehicles, etc.)

1. Must have a current, valid driver's license. Any suspension, expiration or cancellation of your state driver's license requires immediate notification to your manager and Fleet Department.
2. Operation of a vehicle while impaired by the influence of drugs, alcohol or any other substance is strictly prohibited. Any employee arrested or charged with driving under the influence or impaired needs to notify their manager and the Fleet Department as soon as possible.
3. Vehicle is to be operated in a safe manner, obeying all traffic laws. Employee is responsible for prompt payment of any and all fines and court costs related to any traffic, toll or parking violations. Company reserves the right to pay and then payroll deduct for any costs that have not been promptly paid.
4. No texting or emailing while driving!
5. Large box/cargo trucks and vans used for mobile paint/wheel/keys are never to be driven in excess of 65 mph.
6. Vehicles should not be allowed to idle for more than two minutes. The waste of gasoline can be significant if vehicle is kept idling for extended periods.
7. Accidents – Following all accidents per Human Resources protocol, drivers will be subject to immediate Post-Accident Drug Screening and Investigation.
 - a. Post-Accident Drug Screening – A failed drug screen may result in immediate revocation of driving privileges and possible termination.
 - b. Post-Accident Investigation – Investigation may include, but is not limited to, GPS Telematic and company supplied phone record analysis to determine driver behavior and activity leading up to an accident.
8. You will be responsible for paying for a portion or all of the costs incurred by the Company resulting from any accident involving operation of a motor vehicle IF you are found to be at fault. This includes accidents involving a company-owned vehicle and any customer vehicle. All accidents must be immediately reported as required in the vehicle accident policy. It is MANDATORY that you obtain a police report. The amount you will pay if you are in an accident is as follows:
 - \$500 for the 1st Accident
 - \$1,000 for the 2nd Accident
 - \$1,500 for Any Accident thereafter

Note: You will be charged the lesser of the applicable amount listed above or the actual out-of-pocket repair cost.

- 9) Suspension and reinstatement of driving privileges following any accident will be at DWIC discretion.

Company-Owned Vehicle:

These additional policies apply to employees who are provided a vehicle by Dent Wizard:

1. Only approved company drivers may operate a company vehicle. Dent Wizard acknowledges that your company vehicle may be used for personal matters and the rules apply equally to all types of usage. Large box/cargo trucks and vans used for mobile paint/wheels/keys are NOT to be used for personal usage other than driving directly to and from your home from your first and last customer stop. Members of your family, neighbors or friends may not operate the vehicle at any time.
2. If upon receiving a vehicle, it has any paint or body damage, please report to Fleet Department so you are not held responsible later on.
3. Lock and safeguard the vehicle at all times. Dent Wizard tools and equipment are not to be kept overnight in vehicle unless vehicle is kept in a secure garage.
4. Keep the vehicle cleaned inside and out and in good working order at all times. Dent Wizard will provide for all normal maintenance through its vehicle maintenance program (i.e. routine oil changes, filter replacements, repairs, etc.). Employee is responsible for and required to follow and adhere to the vehicle maintenance program. Car washes, cleaning or detailing of vehicle are not reimbursable expenses.
5. Please inform the Fleet Department of any missing items such as registration, insurance card, plates, maintenance book, etc.
6. Telematic (GPS) devices are installed in all company vehicles. Please do not remove or tamper with these devices at any time.
7. Any alterations to vehicle factory appearance such as, but not limited to, spoilers, paint changes, tires/wheels, exhaust system, stickers, etc. are not permitted without permission from Fleet Department.
8. No towing with company vehicles allowed unless authorized by Fleet Department.
9. Signage will be provided to affix on your company vehicle. No other signage, stickers or marketing material can be present.

Company Vehicle Cash Allowances:

In the event that the Company agrees to provide a monthly cash allowance to an employee for use of their personal vehicle to perform job-related duties, the following conditions apply:

1. Vehicle must be approved by manager to assure it is appropriate to meet the storage and transportation requirements and is in a condition consistent with image of Company.
2. Employee must maintain insurance coverage that covers liability and other driver's property. Proof of insurance is to be provided to the Fleet Department at each renewal period.

Note: Failure to abide by the policies set forth above can result in loss of driving privileges, discontinuation of use of company vehicle or receipt of cash allowance, or loss of employment.

The policies set forth are subject to change without notice at the sole discretion of Dent Wizard. Any changes shall be communicated in writing.

Gas Card Program

Gas cards will be issued at the sole discretion of Dent Wizard. It is important to you and the Company that you understand and follow all rules regarding the use of the gas card. If an Employee is issued a company gas card, the following policies apply:

- *The gas card is to be used for business purchases only.* Do not use the card to purchase gas for personal use (weekends, vacations, etc.) or for any vehicle other than the vehicle that gas card is assigned to.
- *Never give your pin code to anyone, including to the station attendant* (use the key pad and enter pin code yourself). If another employee asks to use your pin code, inform them that they must obtain one from their manager. You are responsible for the charges using your pin code!
- *You must enter your actual mileage each time you fill up with your gas card.*
- *A monthly cap will be placed on your gas purchases.* Anything above this cap will be payroll deducted unless waived by Manager.
- *Only standard grade unleaded gas may be purchased.* Use of a higher grade is strictly prohibited. If a higher grade is purchased, you will be charged back a minimum of \$5.00 for each unauthorized purchase.
- *Purchases of any items other than gas (i.e. oil changes, wiper blades, car washes, sodas etc.) are prohibited.* Any of these items will be payroll deducted.
- *The gas card is assigned to a specific vehicle, not the Employee.* The pin code is unique for each employee. The gas card should remain in the vehicle at all times. Employee must use the card issued to the applicable vehicle when filling up.

- *A lost gas card must be reported immediately to the Fleet Department (800-267-9369).* A \$10 replacement fee will apply to all lost or stolen cards. You can receive reimbursement of your gas through an expense report until you receive the new card. If a magnetic strip is damaged, the card must be returned to your manager and a replacement card will be issued at no charge to the Employee. The card may still be used; however, you will not be able to use the card at the pump - have the station attendant do a manual transaction.

The use of a company gas card is a privilege. Failure to abide by the above stated rules can and will result in loss of the company gas card.

The policies and procedures set forth above are subject to change from time to time at the sole discretion of Dent Wizard. Please contact the Fleet Department at 800-267-9369 if you have any questions.

Telephone System and Company Cell phone

The Company's telephone system is for business use. Employees are expected to keep personal calls to a minimum. If you must make or receive a personal call, please keep your conversation brief and do so during non-work-time. Extensive personal use of Company phones is grounds for discipline. Employees should have no expectation of privacy while using a Company telephone or cell phone.

The use of a Company-issued device is viewed as a tool in performing your job and comes with a measure of responsibility. If employee is eligible for a Company-issued cell phone, air card or other device the following policies apply:

Sprint is our primary cell phone provider. Alternate carrier options will be handled on a case by case basis. If an employee is eligible for a Company-issued cell phone the following policies apply:

Services

Each device is set up with the services or options employees need to perform their job. Any additional services or options the employee chooses will be charged to the employee via payroll deduction. Details of what services the Company will provide free of charge will vary depending on the employee's job responsibilities. Please contact your manager if you have a question on which services will be paid for by the Company.

Dent Wizard acknowledges that some of your Company-issued devices will be used for personal matters. However, personal usage that results in extra cost to the Company will be charged to the employee via payroll deduction. This could include roaming charges, text messaging overages and long distance.

If you choose to use your Dent Wizard assigned cell phone as a personal phone, you will be payroll deducted a specified amount

Roaming Charges

Please note that in most cases your phone will work for both voice and data (Web) in overseas markets. However, there are very expensive roaming charges associated with the usage. Any personal usage will be charged back to you through payroll deduction.

Even if your trip outside the United State is business related, you must receive permission from your immediate supervisor to utilize your phone. Please note that you should also notify the IT Help Desk at 1-888-439-4948 prior to your departure as it may be possible to change the calling plan and save the Company money.

Text Messaging/Internet

I-phones and smart phones that are assigned to technicians for invoicing are set up on an unlimited data and text messaging plan. If you do not need a smart phone for your job duties and still choose to have one, you will be charged a monthly fee to have unlimited data/texting and insurance. Text Messages to markets outside the United States incur additional charges and should not be attempted. Any corresponding charges will result in payroll deduction.

Directory Assistance

Directory assistance is a service that every user may need which can also be used excessively. As a result, each user will be given a monthly allowance of \$10.00, which at the current rate of \$1.99 per use equates to 5 directory assistance requests. Any charges in excess of the monthly allowance will be charged to the employee via payroll deduction.

Equipment

All equipment is to be ordered by Dent Wizard's IT department. No purchase of equipment through a retail store is allowed.

In the event any device is lost, stolen or damaged beyond repair, within 20 months of original issuance, the employee is responsible for the cost of the replacement. All smart phones/iPhones are set up with insurance. The deductible is typically around \$200.00 and will be payroll deducted.

In the case where a device can be replaced under warranty, there will be no charge to the employee. However, if a device is not returned to the vendor (as instructed by our IT Help Desk), the employee will be charged any fees that vendor charges the Company for the non-returned device. Depending on the type of phone, charges can be up to \$600.00. All warranty replacements are shipped with a pre-paid envelope to send back the defective phone. This must be done within 7-10 business days of receiving the replacement. It generally takes about 2-3 business days to receive a replacement phone. That

would be for either a warranty or insurance replacement.

At regular intervals, employees are eligible for an upgraded phone, chosen by the Company based on job duties. An employee can request a specific model of phone. The Company will consider the request and if granted, the employee will be responsible for any additional cost.

For any phone or other device related issues the employee should contact the IT Help Desk at 1-888-439-4948 or via email at helpdesk@dentwizard.com.

The Company-issued cell phone and its accessories are the property of the Company and shall be returned immediately upon demand or immediately upon discontinuation of employment with the Company.

At no time will these deductions result in an employee receiving less than the applicable minimum wage in the state where the employee is employed. The Company will comply with all state laws concerning wage deductions as may be required under this policy.

Leave and Time Off

Vacation

Vacations are provided as a benefit to regular full-time employees to recognize service. Vacation time will not be considered as time worked for the purpose of computing overtime on non-exempt employees. All full-time employees will receive vacation based on the following calendar year schedule:

- You earn 1 day per full month of employment, beginning on your first day of employment, with a maximum of 10 days until you reach the level described below.
- 5 years or more – You earn 1 1/4 days per full month of employment with a maximum of 15 days per year.
 - If hire date is prior to July 2nd, you qualify for 3 weeks in your 5th calendar year.
 - If hire date is after July 1st, you qualify for 3 weeks in your 6th calendar year.

Vacation requests must be made at least thirty (30) days prior to the desired vacation time. Vacation may be taken at any time after being accrued with the following provisions:

- Vacation days may not be carried over into the next year without written approval from your supervisor. Unused vacation days will expire (except where prohibited by law).

- A Company holiday that falls during the vacation period will be considered as a holiday and not vacation time. This vacation day may be taken another approved time.
- Job requirements will always have precedent over vacation schedules.
- Seniority will be considered in the event a conflict of vacation schedules arises.
- Occasionally vacation days may be taken before they are accrued; these days must be approved by your manager.
- Any vacation days taken before they have accrued will be charged back against an employee's final paycheck, if termination occurs unless prohibited by federal, state, or local law.

Pay in lieu of unused vacation at any time will be provided only at the discretion of the Company when approved in advance by the Management and upon separation from employment under certain conditions or as required by state law.

****California employees:** Please consult the attached State and Local Law Supplement, as it may from time to time be amended, for a copy of your PTO Benefits.

Holidays

Our Company's administrative offices observe the following holidays each year:

New Year's Day	Martin Luther King, Jr. Day
Memorial Day	Independence Day
Labor Day	Thanksgiving Day
Day After Thanksgiving	Christmas Eve
Christmas Day	

If a holiday falls on a weekend, the Company will inform you when the holiday will be observed. Employees must work the regularly scheduled work-days before and after the holiday to be eligible for holiday pay, except where otherwise prohibited by federal, state, or local law. Paid holiday time will be considered as time worked for the purpose of computing overtime. The observance date of each Holiday will be provided at the beginning of each calendar year.

Non-exempt employees who are paid a commission, piece rate or monthly incentive are not eligible for paid Holidays.

Sick Leave

Our Company provides paid sick days to non-commission, full-time employees. Eligible employees are provided 5 sick days per calendar year after the first 6 months of employment. When employment ends, there will be no cash payout for Sick Leave Days unless otherwise provided by law. To the extent state or local laws mandate greater sick day accrual rates than those presented here, the Company will comply with all requirements.

Employees may use sick leave when they are unable to work due to illness or injury. If an employee is absent for three (3) or more consecutive days, they may be asked to provide an explanatory note from their doctor. In some circumstances an employee may be asked to provide a Certification of Health Care Provider form for FMLA purposes sooner than 3 consecutive days of absence.

You must report to your supervisor if you will need to take sick leave. We ask that employees call in as soon as they realize that they will be unable to work, before the regular start of their work day. You must report to your supervisor by phone each day you are out on leave. Sick leave days will be paid at the employee's base rate.

Employees may not carry over unused sick leave from one year to the next, unless such carry over is mandated by state or local law.

Non-exempt employees who are paid a commission, piece rate or monthly incentive are not eligible sick pay for absences due to illness, unless such eligibility is mandated by state or local law.

****California employees:** Please consult the attached State and Local Law Supplement, as it may from time to time be amended, for a copy of your PTO Benefits.

Short Term Disability (STD)

Dent Wizard's Short Term Disability benefit is designed to provide pay continuation for hourly and salaried employees when they are medically unable to work for an extended period of time, in excess of five work (5) days. If you are eligible for leave under the Family and Medical Leave Act ("FMLA"), STD will run concurrently with FMLA and is available on a rolling 12-month basis.

Eligibility: STD is available to full-time employees. Non-exempt employees who are paid a commission, piece rate or monthly incentive are not eligible.

Medical Certification: The Company requires that you provide medical certification to support the request for the STD benefit. In most instances, this will be the same documentation provided for an FMLA request.

Benefit: There is a minimum 5-day waiting period prior to the start of an employee's STD benefit. An employee must use any available sick time or vacation time during the 5-day waiting period. Eligible employees will receive

their base pay, excluding overtime, bonuses or commissions, for only the time the employee's health care provider requires the employee to be out of work, not to exceed the following schedule per rolling 12-month period:

Length of Full Time Employment Maximum Benefit

At least 1 year, but less than 2 years	2 weeks
At least 2 years, but less than 4 years	3 weeks
At least 4 years, but less than 6 years	4 weeks
At least 6 years, but less than 8 years	6 weeks
At least 8 years or more	8 weeks

If an employee receives pay pursuant to a state disability program, the amount of STD benefit that the Company pays would be the difference between what the state pays and the employee's base pay, excluding overtime, bonuses and commissions. In such cases, STD will be paid only after the Company receives documentation of the amount the state will pay the employee.

If the employee exhausts their available short-term disability pay and remains on leave and medically unable to work, then the employee must use any remaining unused sick time and vacation time.

Family and Medical Leave

The federal Family and Medical Leave Act ("FMLA") is intended to provide a means for employees to balance their work and family responsibilities by taking unpaid, job protected leave for certain qualifying reasons.

The FMLA entitles eligible employees to a maximum of twelve (12) weeks of unpaid leave during a rolling 12-month period for certain family and medical reasons, including:

- to care for the employee's child after birth, or placement of a child for adoption or foster care;
- to care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- for a serious health condition that deems the employee unable to perform the employee's job.

Eligibility:

To be eligible for FMLA leave an employee must:

1. Have worked for the Company for at least twelve (12) months, and
2. Have worked at least 1,250 hours during the twelve (12) months prior to the leave.

Requesting and Using FMLA Leave: When a leave is foreseeable, an employee must provide at least thirty (30) days advance notice. If the need for leave is not foreseeable, you must give notice to the Company as soon as practicable after you become aware of the need for the FMLA leave. Leave to care for your child after birth or placement for adoption or foster care must be taken within 12 months of the birth or placement, and where both the husband and wife work for the Company, the combined leave is limited to a maximum of 12 weeks per year. The Company requires that you use any available paid time off at the beginning of any FMLA leave, including short term disability leave, sick leave, and vacation; this paid leave time is counted concurrently with your 12-week FMLA leave period. For purposes of determining the year during which an employee is entitled to FMLA leave, we use a “rolling” 12-month period measured backward from the date you use any FMLA leave.

Medical Certification: Dent Wizard requires that you provide medical certification to support the request for FMLA leave because of a “serious health condition.” The Company reserves the right to request a second and third medical opinion at our expense. The Company may require periodic reports of the employee’s status during the period of leave. The Company requires a medical fitness-for-duty report to return to work following a leave for an employee’s own serious health condition.

Intermittent or Reduced Work Schedules for FMLA: FMLA leave may be taken in blocks of time less than a full 12 weeks on an intermittent or reduced work schedule basis. If you must schedule leave on an intermittent basis due to planned medical treatment, the Company may require that the treatment be scheduled so as not to unduly disrupt Dent Wizard’s operations.

Benefits During FMLA leave: While on FMLA leave, you may continue participation in the Flexible Benefits Plan as long as you continue to make your monthly premium contributions. A failure to pay your portion of the monthly premiums may result in the cancellation of your benefits, including medical insurance. You will not accrue sick leave or vacation during the period of your FMLA leave.

Returning from FMLA:

- Ordinarily, upon return from an approved FMLA leave, you will be restored to your original position.
- Working for another employer or being self-employed while on an FMLA leave may result in the termination of your employment, depending on the circumstances.

- With the approval of your Vice President, you may be permitted to extend the family or medical leave beyond 12 work weeks. If the leave is extended beyond 12 work weeks, your job may not be available when you are able to return to work. You may continue participation in the Flexible Benefits Plan during the leave extension as long as you continue to make your premium contributions.

- If you are unable to return to work at the end of the leave, your employment may be terminated and you may be eligible for continuation of health benefits as provided by law.

You should notify the Health & Safety Manager or Benefits Coordinator if you have any questions or believe you may be eligible for FMLA leave .

Servicemember Family And Medical Leave

The Family and Medical Leave Act (FMLA) entitles eligible employees to take leave for a covered family member's service in the armed forces (for purposes of this policy, this is referred to as "Servicemember FMLA"). This policy supplements the Company's FMLA policy and provides general notice of employee rights to such leave. Expect as provided below, an employee's rights and obligations under Servicemember FMLA are governed by the Company's existing FMLA policy.

Qualifying Exigency Leave

Employees are entitled to 12 weeks of leave for a qualifying exigency. "A qualifying exigency" arises out of the fact that an employee's spouse, son, daughter, or parent is on active duty or has been notified of an impending call to active duty status in support of a contingency operation. For an activity to qualify as a qualifying exigency, it must fall within one of the following categories:

- 1) Short-notice deployment. An employee may take leave under this category to address issues that arise from the fact that a covered military member is notified of an impending call or order to active duty in support of a contingency operation seven (7) or less calendar days prior to the date of deployment. An employee is entitled to up to seven (7) calendar days of leave for this purpose beginning on the date a covered military member is notified of an impending call or order to active duty status in support of a contingency operation.
- 2) Military events and related activities.
- 3) Certain childcare and school activities (but not to provide routine or ongoing childcare).
- 4) Financial and legal arrangements.

- 5) Counseling by a non-medical counselor, such as a member of the clergy.
- 6) Rest and recuperation. An employee may take up to five (5) days of leave to spend time with a covered military member who is on short-term, temporary rest and recuperation leave during the period of deployment.
- 7) Post-deployment military activities.

“Active duty or call to active duty status” means duty under a federal call or order to active duty (not a state call to active duty unless by order of the President of the United States) in support of a contingency operation pursuant to federal law. Such active duty or call to active duty is only made to members of the National Guard or Reserve components or to retired members of the regular armed forces or reserves. An employee may not take qualifying exigency leave if the servicemember is a member of the regular armed forces.

Time used for qualifying exigency leave will be deducted from the standard 12-week allotment provided for by the FMLA; employees are not entitled to additional leave beyond the standard 12 weeks for a qualifying exigency.

Employees wishing to take qualifying exigency leave must provide certification of the need for such leave. The employee must provide certification that the covered servicemember is a member of the National Guard or Reserves who is on active duty or called to active duty in support of a contingency operation; this certification may be in the form of military active duty orders. In addition, the employee must provide certification, including supporting documentation, regarding the nature and details of the specific exigency, the amount of leave needed, and the employee’s relationship to the military member. These certifications must be provided within 15 days of the notice of leave. Failure to provide timely certification will result in delay of leave until certification is submitted; if the certification is not provided, the leave is not FMLA-qualifying.

Military Caregiver Leave

An employee may take up to 26 weeks of military caregiver leave during a single 12-month period on a per-covered servicemember, per-injury basis. A “covered servicemember” is a current member of the regular armed forces, National Guard, or Reserves, including those on the temporary retirement disability retired list, but not including former members or members on the permanent disability retired list. The servicemember must be receiving medical treatment or oversight from a Department of Defense or Veterans Affairs health care provider or by a Department of Defense TRICARE network or non-network authorized private health care provider.

This leave may be taken continuously, intermittently, or on a reduced schedule basis. The single 12-month period is measured forward from the date an employee’s leave to care for the covered servicemember begins. If an

employee takes military caregiver leave, any other FMLA leave he or she may have used from the 12-week FMLA allotment may be deducted from the 26-week military caregiver leave period.

An employee is eligible for military caregiver leave if the employee is the spouse, son, daughter, parent, or next of kin of a covered servicemember who is recovering from a serious illness or injury sustained in the line of duty on active duty. "Next of kin" is defined as the nearest blood relative. "Serious illness or injury" is defined as an illness or injury that renders the servicemember medically unfit to perform the duties of the member's military position.

Employees wishing to take military caregiver leave must provide a certification regarding the servicemember's military status, the care to be provided by the employee, and the serious injury or illness (information regarding the injury or illness must come from a Department of Defense or Veterans Affairs health care provider or a Department of Defense TRICARE network or non-network authorized private health care provider). This certification must be provided within 15 days of the notice for leave. Failure to provide timely certification will result in delay of leave until certification is submitted; if the certification is not provided, the leave is not FMLA-qualifying."

Bereavement Leave

In the event of a death in an employee's immediate family, the employee will be allowed up to three (3) paid days off in order to assist with arrangements or to attend the funeral. Employees must notify their Manager. Immediate family is considered: Spouse, Mother, Father, Domestic Partner, Stepmother, Stepfather, Son, Daughter, Stepson, Stepdaughter, Brother, Sister, Stepbrother, Stepsister, Grandparents and In-laws (Mother, Father, Brother or Sister). In the case where more than three (3) days off are required, vacation time may be used, provided the employee has accrued vacation time available.

A one-day paid leave for funerals of non-immediate family members will be granted, non-immediate family is considered: Uncle, Aunt, Cousin, Niece, and Nephew.

Time off to attend a funeral of a non relative may be granted at your manager's discretion. If such time is granted, it is unpaid or may be applied to accrued vacation days at employee's discretion.

Non-exempt employees who are paid a commission, piece rate or monthly incentive are not eligible for paid bereavement leave.

Military Leave

If you are a member of the uniformed services you will be eligible for leave to meet military obligations and will have such rights as may be applicable under federal and state statutes. Employees should provide appropriate

documentation to the Human Resources Department as soon as possible when called for training or active duty.

Any regular, full-time employee or part-time employee regularly working 20 or more hours per week who is a member of or volunteers for service in the Uniformed Services, including the Reserves or National Guard, may be eligible for pay differential during periods of active duty.

When an employee's military leave ends, that employee will be reinstated to the position he or she would have held if continuously employed, as long as the employee meets the requirements of federal and state law.

Employees who are called to military service must tell their supervisors as soon as possible that they will need to take military leave. An employee whose military service has ended must return to work or inform the Company that he or she wants to be reinstated in accordance with these guidelines:

- For a leave of 30 or fewer days, the employee must report back to work on the first regularly scheduled workday after completing military service, allowing for travel time.
- For a leave of 31 to 180 days, the employee must request reinstatement within 14 days after military service ends.
- For a leave of 181 days or more, the employee must request reinstatement within 90 days after military service ends.

Jury Duty

All employees will be paid the difference between their normal scheduled work hours pay (excluding commission, bonuses or overtime) and jury duty pay, for a maximum of three weeks of service except where otherwise provided by law. Employees must present a copy of the jury summons to their manager and must submit either a disbursement voucher or other document verifying the period involved and the pay received exclusive of travel and maintenance for such jury duty.

Dent Wizard's pay shall cover only that period or periods that any citizen may be required by law as a minimum to serve, so that any employee volunteering further services does so without the benefit of the Company's pay.

Workplace Behavior

Customer Relations & Confidential Information

Dent Wizard is engaged in a service to customers, which requires a strict code of confidentiality be maintained. The Dent Wizard Process of repairing vehicles, the tools used in the Process, customer lists, operating and pricing methodologies are all considered trade secrets. For Employees required to execute a Trainee Secrecy Agreement, please review carefully the provisions contained within the agreement. No employee will store confidential information outside of Dent Wizard (either electronic or in written form) about any matters pertaining to the proprietary or non-public aspects of our business. No Employee is permitted to remove or make copies of any confidential or non-public proprietary Dent Wizard records, reports or documents without prior management approval. No information regarding confidential or proprietary sales strategies or procedures shall be given to any customers or vendors.

Dent Wizard pricing guidelines are considered confidential, trade-secret information. Any discussion in regards to pricing of our service with customers or vendors is to be delegated to Management. Likewise, conversations about pricing, service, problems etc. about one customer and/or vendor to another is only for the discretion of Management personnel.

If you are questioned by someone outside the Company or your department and you are concerned about the appropriateness of giving them certain confidential or proprietary information, remember that you are not required to answer, and that we do not wish you to do so. Instead, as politely as possible, refer the request to your Manager.

In addition, gossip or dissemination of confidential or non-public proprietary information, will subject the responsible employee to disciplinary action or possible termination.

Any Employee who discloses any Company trade secret or confidential information will be subject to immediate dismissal and potential legal action.

Punctuality and Attendance

Your Manager schedules your normal working hours and regularly scheduled attendance by you is required. Regular attendance is an essential function for all of the Company's positions. You are expected to be at your assigned workstation or designated area on time each work period ready and able to work.

Occasionally you may be faced with unexpected situations, which prevent you from reporting to work on time. Your job is important and your Manager must make arrangements to cover for your absence. If you know that you will be late to work, you should notify your supervisor by the end of your preceding shift so arrangements can be made to cover your position for a short peri-

od of time. If circumstances prevent you from knowing you will be late, you must notify your Manager as soon as possible prior to your scheduled start time. You must report all absences from work personally to your Manager.

Excessive tardiness or absences may subject you to disciplinary action, up to and including termination. If you fail to report for work and you fail to call in for three (3) consecutive days, this will be considered job abandonment and a voluntary termination.

If business creates the need for more work, you may be required to work overtime, in most cases defined as more than 40 hours per week, in order to satisfy the needs of our customers (See the section on “hours” in this handbook for more information).

Personal Appearance and Clothing

St. Louis and other Administrative Offices

Dent Wizard makes every effort to create an environment that reflects mutual respect, comfort & safety. However, in order to successfully create this environment, all employees must contribute by choosing attire that projects the image of Dent Wizard as a respected member of the business community. Appearance and attire are also key factors of our Company’s success, as potential/ existing customers frequently attend meetings at our corporate office.

The following list is a general overview of the business casual attire that we would like to adhere to. This list is not all-inclusive and is subject to change. Listed below, you will find what “is” and what is “not” generally acceptable as business casual attire. No dress code can cover all contingencies; therefore, all associates must exert a certain amount of judgment in their choice of clothing to wear to work. In the event an employee has worn a clothing item that may conflict with the “business casual” guidelines, a member of management/Human Resources may ask the employee to change their attire. Additionally, should an employee require a reasonable accommodation concerning the dress-code, please contact Human Resources.

Slacks, Pants, and Suit Pants - Slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, dress synthetic pants, and jeans are acceptable. Inappropriate slacks or pants include sweat-pants, exercise pants, short shorts, bib overalls, leggings, and any spandex or other form-fitting pants such as biking attire.

Skirts, Dresses, and Skirted Suits - Casual dresses, skirts, sun dresses, skorts, and skirts that are split at or below the knee are acceptable. Dress and skirt length should be at least mid-thigh length or longer. Short, tight fitting mini-skirts, mini-dresses or shorts are inappropriate for work. Dresses with spaghetti straps are inappropriate for work unless worn with another blouse, shirt or a jacket.

Shirts, Tops, Blouses, and Jackets - Casual shirts, dress shirts, sweaters, tops, golf-type shirts, sweatshirts, t-shirts, and turtlenecks are acceptable attire for work. Inappropriate attire for work includes: camisoles, midriff tops, shirts with violent, discriminatory, abusive, offensive, demeaning or unprofessional words, terms, logos, pictures, cartoons, or slogans, halter-tops, or tops with bare shoulders, unless worn with another blouse, shirt, jacket, or dress.

Sales Personnel and Managers

Sales personnel and all management personnel are required to wear proper business attire.

Technicians

Personal appearance, proper hygiene and appropriate attire are important to our work practices. Our customers gauge the quality of our Company by the attention we show to personal appearance and attire.

Employees are expected to report to work wearing clean clothing. A neat, well-groomed appearance is important to the employee, their fellow workers and to our customers.

- Technicians are required to wear Dent Wizard logo clothing above the waist at all times when servicing our customers. This is to include any hats worn.
- Trousers are to be free of any holes, stains or tears. Blue jeans and sweat pants are prohibited. Shorts may be worn but must be hemmed and of acceptable length. No blue jeans, cutoffs, sweat pants, or gym shorts should be worn.
- Shoes must fully cover the feet, no sandals, open toed shoes or flip-flops may be worn.

For eligible employees, Dent Wizard provides an annual clothing allowance to purchase Dent Wizard logoed apparel at no cost to the employee. Purchases above and beyond annual allowance will be charged back to the employee. Employees are responsible for the cleaning of this clothing unless prohibited by law. The employee is responsible for returning the clothing to the Company if they are terminated.

Alcohol and Drug Policy

For your safety and well-being, Dent Wizard has an Alcohol and Drug Policy. Use, possession, sale, or transfer of alcohol or the unlawful use, possession, sale or transfer of illegal drugs on Dent Wizard-owned or controlled property or in Dent Wizard-owned or controlled vehicles, or reporting to work or performing Dent Wizard business while under the influence of alcohol or any illegal drug, or reporting to work or performing Dent Wizard business while under the influence of any drug causing impairment is strictly prohibited.

To the extent allowed by law, Dent Wizard reserves the right to search all Company property, and all personal items brought onto Company property, to ensure compliance with the above provisions of the policy.

Dent Wizard may require drug and alcohol testing under the following circumstances, where permitted by applicable law:

- After the making of a conditional offer of employment to an applicant for initial employment;
- If management has reasonable suspicion to believe an employee is in violation of our policy on drugs and alcohol in the workplace; and
- If an employee's actions, or failure to act, caused or contributed to any accident involving a Company vehicle or a vehicle operated by the employee in connection with his or her employment.
- Upon the report the employee was involved in a work related injury or accident.

If any applicant or employee does not adhere to the provisions of this Drug and Alcohol in the Workplace Policy, or does not submit to a drug or alcohol test upon request, or alters or attempts to alter a testing sample (or assists another employee in doing so), or receives a positive drug or alcohol test result, he or she will be in violation of Dent Wizard's policies. Under these circumstances, an applicant may have his or her conditional offer of employment revoked, and an employee will be subject to disciplinary action up to and including termination as permitted by law.

Testing under this policy will be in accordance with recognized state and federal drug and/or alcohol testing requirements. All positive results will be reviewed by a Medical Review Officer (MRO), to whom the applicant and/or employee will have the opportunity to provide any explanation for a positive test result, including the authorized use of prescription drugs.

All drug test results are kept confidential and will be released only to representatives of Dent Wizard, as needed.

Employees who are actively seeking medical attention for substance abuse or who wish to do so may be entitled to the benefits under Dent Wizard's group medical insurance plan in accordance with the terms of that plan or may take advantage of Dent Wizard's employee assistance program.

Employees are encouraged to take advantage of these resources. If you desire more information, please contact Human Resources.

It is not the intent of this policy to replace or otherwise supersede applicable state laws concerning Drug and Alcohol testing; however, the Company reserves the right to test applicants and employees to the full extent permitted in the state in which the applicant/employment relationship occurs.

Employee Conduct Policy

The Company maintains certain rules of behavior, which must be observed to ensure a safe, productive operation. For the welfare of all of us, certain actions warrant disciplinary action. Therefore, infractions such as the ones listed below will result in disciplinary action, up to and including termination, depending on the facts of the case. Since it would be impossible to write rules to cover every situation, the following list is not intended to be all inclusive. It illustrates some of the types of conduct that are unacceptable at Dent Wizard unless prohibited by federal, state, or local law:

- 1) Falsifying or misrepresenting facts on any Company document.
- 2) Repeated attendance issues (i.e. tardiness, absenteeism, not being available in your work area during work time).
- 3) Being absent without notifying your supervisor in advance of your regularly scheduled start time.
- 4) Starting or stopping work or making preparations to leave work before the specified time.
- 5) Refusal to perform work properly or to follow instructions.
- 6) Sleeping during work hours.
- 7) Engaging in unethical or disorderly conduct.
- 8) Unauthorized use of facilities, vehicles, materials, or equipment.
- 9) Removal of Company or customer's property from premises without appropriate authorization.
- 10) Defacing or damaging the Company's, customer's or another person's property.
- 11) Stealing the Company's, customer's or another person's property.
- 12) Bringing firearms or other weapons on Company premises or property.
- 13) Reporting to work or performing Company business under the influence of alcohol.
- 14) Illegal use, possession, sale or transfer of drugs on Company-owned or controlled property or in Company-owned or controlled vehicles, or reporting to work or performing Company business under the influence of illegal drugs or while under the influence of any drug causing impairment.
- 15) Gambling while on Company premises.
- 16) Presence on Company or Customer premises before or after your scheduled work time or on an off day, unless authorized, or failing to leave Company or customer premises when requested by proper authority.
- 17) Smoking in areas where smoking is prohibited.
- 18) Fighting or rude or unprofessional behavior toward a supervisor, another employee, or a customer.

- 19) Violating the dress code.
- 20) Violating any of the Company's policies, including but not limited to those in this handbook.
- 21) Falsification of any reports pertaining to absence from work, claims pertaining to injuries occurring on Company time, claims for any benefits provided by the Company, communications or records including personnel and production records.
- 22) Violation of Trainee Secrecy, Non-Compete/Non-Disclosure Agreement; giving confidential, non-public or proprietary Dent Wizard information to competitors or other organizations or to unauthorized Dent Wizard employees; working for a competing business while a Dent Wizard employee; breach of confidentiality or personnel information.
- 23) Giving false fire alarms, or causing false fire alarms to be given, or tampering with Company protection equipment.
- 24) Failure to immediately report any injury or accident to management resulting from an on-the-job situation.
- 25) Engaging in horseplay, practical jokes, gambling, selling merchandise, violation of solicitation policy or general loitering while on Company or client's property.

The Company reserves the right to impose discipline where the Company deems it appropriate and necessary to do so.

Recording Devices

Employees are strictly prohibited from recording or photographing confidential or non-public proprietary information on Company or customer property without the express written permission of the Company.

Solicitation, Distribution and Trespassing

Dent Wizard prohibits the solicitation, distribution and posting of materials on or at Company property by any employee or non-employee, except as may be permitted by this policy.

Dent Wizard does not permit distribution of literature or solicitation by any third-party on its property at any time. Employees may not distribute materials or solicit for any cause in working areas during the work time of the employee being solicited or doing the soliciting. Employees also may not post or display outside material on Dent Wizard's bulletin boards without prior approval of management. This includes any solicitations concerning fundraising or any other community related activity.

Safety

Dent Wizard is committed to the safety of its employees, property and equipment. To this end we will utilize a safety program in our daily activities. Disregard of Company safety rules and regulations may result in disciplinary action including termination.

It is necessary that the Company establish safety rules and regulations to be observed by all employees at all times. With regard to these rules, the following will be considered standard procedure for all employees:

- 1) Should a safety regulation, practice, policy be modified so that an employee's safety is something less than it should be, the employee should inform their Manager before proceeding with task.
- 2) All questions concerning the "why" for doing something in a certain manner may be asked of any member of management at any time.

It is the responsibility of all Managers to see every employee at Dent Wizard is provided with safe working conditions and that safety regulations are observed and that employees use good common sense to protect themselves as well as others.

The most important part of safety is YOU. It is the responsibility of each employee to abide by the safety rules - these rules are made for your protection. Employees are expected to report any personal injury IMMEDIATELY, however minor, and all dangerous conditions and practices to their Manager.

Safety Equipment

Employees will be provided with safety equipment, if it is a requirement for a particular job. This equipment will be signed for by the employee and replaced at the employee's expense if lost, damaged, or stolen unless prohibited by federal, state, or local law. Replacement will be provided if the equipment is shown to be defective.

Dent Wizard maintains a Personal Protective Equipment program including eye protection and an on-line Respiratory Protection Program for Paint Division employees. Use of PPE when necessary is mandatory.

Safety Rules

- Know where the fire extinguishers are located and know how to use them.
- Read carefully all material safety data sheets supplied with hazardous materials and abide by the instructions. Direct any question to your Manager.
- The Company will provide safety goggles or glasses or hearing protection when necessary. Protective devices must be used when grinding, drilling, handling hazardous materials and operating loud power tools and machinery.
- Wear clothes suited for the job. Remove all jewelry before reporting to the job.
- Practice good housekeeping. Keep work area clean and free from stumbling hazards, grease, etc.
- Learn to lift the correct way. Bend knees. Keep back erect. Get help for heavy loads.
- No scuffling or horse play on the job.
- Keep guards and protective devices in place at all times. When guards are removed for repairs, replace in proper order before starting up equipment.
- Only use tools for their intended purposes. Do not use broken or dangerously dull tools. Any broken or dangerously dull tools must be locked out and tagged out.
- If an employee suspects that a material might be detrimental to their health, they should consult their Manager.
- All equipment, doors, files, desks, vehicles and other equipment with locks will be kept locked securely when not in direct use and at the end of each day. Locks should be checked regularly.
- Company vehicles should be kept locked at all times. Lost keys must be reported to the office immediately. Any concerns about security should be directed to the Manager.

Emergency Safety Procedures

Our goal is to provide employees with a safe and secure work environment. To report an emergency, employees should call their Manager and/or Human Resources. If needed, the police and/or the fire department should also be contacted. For additional information on emergency procedures, please contact Human Resources.

Conflicts of Interest

A conflict of interest can arise in dealings with anyone that Dent Wizard conducts business: Customers, Clients, Owners, Buyers, Suppliers, Banks, Insurance Companies, and anyone who we do business with. Conflicts of interest should be avoided and include the following examples:

- Working for any of the above groups for personal gain.
- Engaging in a part-time activity for profit or gain in any field in which Dent Wizard is engaged.
- Borrowing from, or lending money to, individuals representing organizations with which business dealings are conducted.

Non-compliance with this policy could result in disciplinary action up to and including termination of your employment.

Outside Employment

Dent Wizard makes every effort to keep its employees as fully employed as possible and at a good rate of pay. When an employee is on the job, this means 100% of their effort is required.

If management feels that outside employment prohibits an employee from fulfilling their obligations to the Company, they will be asked to resign or to leave the outside employment. The nature of the Company's business requires the complete commitment and loyalty of full-time regular employees. So that you can do your best, outside jobs are discouraged for full-time employees.

Technicians cannot provide Dent Wizard service outside his employment and/or for personal gain.

Tipping

Satisfying our customers requires teamwork. We are a service oriented business and tipping often benefits only one employee, thus creating inequities and problems. All employees are expected to give the best possible service to all customers. All customers, large or small, should receive the same courteous treatment with no exceptions or favoritism.

It is our policy that tipping is prohibited, however, if it does occur it is your responsibility to notify your supervisor immediately.

Gifts

Employees shall not solicit directly or indirectly any gift, loan, or any item of substantial monetary value from any person or company that is seeking to conduct or currently conducting business with the Company. Meals and accommodations of a reasonable and normal value provided to employees on Company business may be accepted.

Statement About the Employee Handbook and State and Local Law Supplement

This Employee Handbook and Supplement supersedes and replaces all previous employer statements, including any previous handbooks, manuals, memorandums, and oral or written statements pertaining to the Company's policies. It is effective immediately and applicable to all active employees.

This Handbook and Supplement does not create a contract of employment; it does not create property rights in jobs; nor is it an inflexible set of rules and regulations. It is a compilation of useful information about the Company as well as policies and procedures concerning its employees' benefits, privileges, obligations, and responsibilities. At any time the Company may unilaterally make exceptions to particular provisions stated herein.

Employment at Dent Wizard is at-will, which means either the employee or the Company may terminate employment at any time, for any reason, without prior notice. We expressly disclaim any implied covenants regarding reasons or causes for termination or relating to the term of employment. Any change in the at-will nature of employment must be stated expressly in writing and signed by a Company Officer.

We reserve the right to interpret the Handbook's stated policies on a case-by-case basis. We further reserve the right to modify or revoke, suspend, terminate, or change any or all such policies and procedures, in whole or in part, at any time, and without notice.

If you wish to discuss the application of policies or practices, you should first discuss the issue with your immediate supervisor. If you wish further information, you may ask to meet with your Regional Vice President or Human Resources.

I hereby acknowledge that I have received a copy of the Handbook and Supplement, and agree to abide by it as well as other rules and regulations of the Company, including the policy prohibiting harassment set forth herein.

Signature _____ Date _____

