



Retail Handbook

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Highlighted text indicates most recent updates

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Introduction

Welcome Statement

Welcome! Whether you have just joined us or have been with us for some time, we are confident that you will find Rally House (aka Sampler Stores Inc. and Kansas Sampler) (“Company”) a stimulating, fun and rewarding place to work.

We hope that all our team members will work together for the benefit of the Company. We also hope that your employment with us is pleasant and mutually beneficial.

Whether you work in our Stores, our Internet Department, or our Corporate Office, each of our team members is an essential component of the Company and our success.

This Handbook outlines the various employment policies and practices at Rally House. None of these policies or procedures can be amended or altered in any way by any oral statements and can only be altered by written amendment or authorization by management and or company officers.

All team members are expected to be familiar with and abide by the policies contained in this Handbook; and all team members with the authority to administer these policies are to do so fairly and consistently.

Team members who have questions about anything presented in this Handbook should contact their supervisors for clarification and explanation.

We created this Handbook to inform you about these values and acquaint you with the policies, programs, and benefits of employment at Rally House, as well as your responsibilities as a team member.

Please familiarize yourself with its contents and do not hesitate to contact us if you would like further clarification or information about the topics covered.

We are thrilled that you have joined our team, trust you will take great pride in being a member of the Rally House family, and hope your experience with us will be professionally and personally fulfilling.

Here’s to your success – individually - and the success that we will enjoy together.

With Warm Regards,

Aaron Liebert, CEO



About Rally House

Our history

Rally House is a family-owned business which began in 1989 as a mail-order company founded by Peg and Tim Liebert under the name Kansas Sampler. They sold apparel and gifts via catalog related to the state of Kansas and local teams including the Kansas Jayhawks, Kansas State Wildcats, Kansas City Chiefs and Kansas City Royals.

In the 1990s, Peg and Tim opened 5 Kansas Sampler stores in the Kansas City Metro Area. Their son, Aaron Liebert, joined the company as CEO in 2008, and in 2009 Kansas Sampler expanded outside of Kansas into Texas and Missouri under the Rally House name.

Rally House has grown rapidly since opening those first five stores and continues to expand, adding many more stores in multiple states. The Company stays true to its roots by offering a great selection of team-related apparel and gifts, including exclusive designs found only at Rally House.

Who We Are and What We Do

Rally House is a one-stop shop for the most diverse and in-depth selection of sports apparel and gifts. From professional and collegiate teams to home decor for watch parties, to gameday must-haves for the tailgate, Rally House has anything and everything to celebrate fandom. Dedication and passion for our cities, teams, and the sports we love is why we provide one of the largest selections of officially licensed NCAA, NFL, MLB, NHL, NBA, and MLS merchandise.

We also provide Rally House Local Stuff, which is locally themed souvenirs and apparel. We have everything our customers need to show off their city or state with pride. From city inspired graphics to locally themed and sourced products, we have an excellent selection of local pride products.

We support all game day apparel and accessory needs with fashionable designs made from high quality and comfortable materials. From snapback hats to dad caps, custom jerseys and player tees, Rally House is the store to fulfill customers' needs and wants as a fan. As a specialty sports and local boutique, Rally House strives to provide loyal and passionate fans with the best shopping experience in-store and 24/7 online at www.rallyhouse.com, where we offer the same merchandise selection carried in our stores.

Every store is tailored to the city in which it is located, with a selection of merchandise customized to the specific professional and college teams in that area.

We focus on creating 5-star customer experiences which result in raving fans of our stores. We are proud of all the jobs we have created and of the money that goes to local colleges through the royalties we collect on each college item that we sell.

Motto: To Delight Our Customers
Rally Cry: Show Your Colors

About this Handbook



This team member Handbook is designed to acquaint you with Rally House and provide you with a basic understanding of the policies and programs pertaining to your employment with us. Please familiarize yourself with its contents, as it describes both the responsibilities and benefits that come with being a team member of Rally House.

Every effort has been made to provide complete and accurate information in this Handbook; however, it is not intended to be exhaustive or address all the possible applications of, or exceptions to, the policies and procedures described. For that reason, if you have any questions about anything you read here, please address them to your supervisor and/or Human Resources.

Rally House is an at-will employer. This means that **nothing contained in this handbook constitutes a promise or guarantee of continuing employment, nor does it establish the terms and conditions for employment or create a contract of employment between Rally House and its team members.** Either you or Rally House may terminate the employment relationship at any time, for any reason, with or without cause or notice.

Nothing in the Handbook – or in any other Rally House document or statement – written or verbal, shall alter or limit the at-will employment relationship between Rally House and its team members.

As a living, working document, **this handbook—and any of the policies or benefits it describes—can be modified at any time at the discretion of Rally House.** We will strive to keep you apprised of any modifications, but it is your responsibility to review the Handbook frequently and stay abreast of all updates. Rally House reserves the right to amend or revoke any information, policies, or portion(s) of the Handbook at any time. No oral statements or representations can change the provisions of this Handbook. Wherever discrepancies exist between this Handbook and other contracts, policies, or agreements, the most recent contracts, policies, or agreements will prevail.

Finally, some of the subjects described here, such as benefit plans, may be covered in more detail in official plan documents and summary plan descriptions. When this is the case, please refer to these documents and summary plan descriptions for specific information, enrollment instructions, and eligibility criteria.

Team member Procedures:

- All team members shall read this Handbook in its entirety and sign a statement that you have done so and understand that all procedures and policies pertain to them.
- The most current version of the Handbook is stored within the system. All other versions posted anywhere else are superseded by this one.
- All policies, practices, procedures, and benefits described in this Manual may be improved, modified, changed, or discontinued upon posted notice by The Company.
- Changes to policies, practices, procedures, and benefits will be made through the system to all stores.
- The Company expects all team members to understand all modifications and changes made to the Handbook. In this regard, there may be times when every team member will be asked to sign a physical or electronic document to acknowledge they have read and understood the changes.
- It is understood, however, that a team member's signature is not required for the terms of the Handbook to be effective.

- All team members are expected to abide by all the rules and regulations whether they sign the memo or not.
- All policy and procedure changes are intended to simplify, organize, or clarify aspects of the business. If you do not understand the policy and/or its purpose or have questions about the policy or the function of a change, please reach out to your manager or supervisor for clarification.
- Nothing in this Handbook is to be construed as a guarantee of hours or days of work or continued or permanent employment.

Company Philosophy

Rally House's strategy focuses on three priorities that we call **E3**:

- **Experience:** Delivering an unparalleled, 5-star customer and team member experience.
- **Execution:** Optimizing communication and accountability across the Company and increasing efficiency and automation.
- **Everything you need:** Ensuring that we buy, and stock our stores with, the products that our customers need and want, that provide lasting value, and that create Raving Fans.





To enable the 5-star customer experience we developed the Rally House Let's Party model, which includes the following six steps:

- **Party Prep:** Everything we need to do to get ready to host our parties in our Rally House stores.
- **Welcome to the Party!** We welcome 100% of our customers into Our House in a genuine, caring, and enthusiastic manner.
- **Be Genuine:** Developing trust and building customer connections through actively listening and ensuring our customers feel special.
- **Be a Detective:** Employing genuine curiosity to provide the best possible options to solve our guest's "problems" (identifying the product the love).
- **Don't Be:** There is several "don'ts" in our business that can turn the 5-star experience into the 1-star experience. We are intentional and diligent about ensuring these "don'ts" don't happen.
- **Be Memorable:** The entire customer experience needs to be exceptional, including the last customer interaction at the cash wrap. Everyone in our stores regardless of level has an important role to play in delivering an unparalleled customer experience.

Executing these steps helps facilitate the creation of genuine customer relationships resulting in **Raving Fans** that feel a connection and affiliation to our stores and with our people. **We are different!** We are not salespeople! We are hosting a party at Rally House and all our customers are invited guests. A recent Harvard Business Review article provided the following customer experience research results: "A good customer experience makes a person five times more likely to recommend a company and more likely to purchase in the future." We relentlessly and continuously focus on enhancing the customer experience.

Rally House also recognizes that the 5-star customer experience cannot be achieved without a number of other key elements: a 5-star team member experience, flawlessly executing our operational tasks, optimizing communication across all elements of the business and ensuring that our stores continue to provide the highest quality and differentiated products that our customers love. We develop and grow our people through frequent and valuable performance feedback, mentoring, and coaching, as well supporting relentless practice and skill building. As they say, "practice makes perfect" and we live this saying every day. We develop tools and automate processes to significantly improve productivity and enable our people to focus on our most important challenges. We leverage a combination of

sophisticated, proven algorithms and analytics along with experts in the products that our guests love across all our locations. This is no small feat as we are *not your typical retailer*. The products we provide our customers with are designed and tailored for each location.

Culture of Change & Innovation

Another major component of our philosophy and success is, we are never satisfied. We are always striving for that “perfect game,” which we believe is unattainable without a culture of change and innovation. Rally House is constantly dissecting the business and looking for innovative ways to increase our differentiation and improve our competitive positioning. If you like change, Rally House is the place for you!

Final Thoughts

These are the reasons why we have been so incredibly successful in times when the retail industry was declining significantly, and why we will continue to grow profitably in the future.



Employment

Equal Employment Opportunity (EEO)

It is the policy of Rally House to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by laws and regulations. . The law also prohibits discrimination or retaliation against individuals because they oppose illegal discrimination, file a complaint alleging discriminatory conduct in good faith, or assist in an investigation related to discrimination. team members.

Likewise, the Company also strives to accommodate the sincere religious beliefs of its team members to the extent that such accommodation does not impose undue hardship on the business. If you wish to request accommodation based on a sincerely held religious belief, please discuss this with your supervisor and Human Resources.

This policy applies to all terms and conditions of employment, including but not limited to recruitment, employment, promotion, transfer, training, working conditions, wages and salary administration, team member benefits and application of policy. The purpose of this policy is not to regulate or influence team members in regard to their personal morality, but to assure that – in the workplace – we are fully compliant with the law and maintain an atmosphere of respect and inclusion for all on the basis of job related qualifications alone.



Americans with Disabilities Act (ADA)

Rally House is committed to complying with all applicable provisions of the Americans with Disabilities Act ("ADA"), the ADA Amendments Act, and all applicable state and local laws that address disability in the workplace. As such, it is our policy not to discriminate against a qualified applicant or team member regarding any terms or conditions of employment because of their disability, history of disability, or perceived disability.

If you have a disability and believe you need a reasonable accommodation to perform the essential functions of your job, please follow the procedure for accommodation requests:

- Team members must inform Human Resources of the need for accommodation.
- Team members provide a written request for accommodation and provide it to his or her supervisor.



- The accommodation request will be discussed with the team member and the team member's supervisor.
- The team member may be required to provide documentation supporting a disability, including medical certification.

Decisions about whether Rally House can grant team members' requests for accommodation will be made on a case-by-case basis in consideration of numerous factors that include whether such accommodation places an undue hardship on the organization.

If the information you provide is insufficient, we may ask you to see a health care professional of our choosing, at our expense. In those cases, if you fail to provide the requested information or see the designated health care professional, your request for accommodation may be denied.

Rally House will consider the request but reserves the right to offer substitute accommodation to the extent permitted by law. Some, but not all, of the factors that the Company will consider when determining reasonable accommodation are cost, the effect accommodation will have on current established policies, and the burden on operations or on other team members.

Qualified individuals with disabilities, whether temporary or permanent, are entitled to equal pay and any other forms of compensation (or changes in compensation), as well as in job assignments, classifications, organizational structures, position descriptions, benefits (including leave), lines of progression, and seniority lists.

Rally House will make every effort to keep confidential any medical information it receives in connection with your request for accommodation and will not disclose it except on a need-to-know basis, with medical personnel and supervisory management, and only when necessary to structure the accommodation or to address direct threats to health or safety.



Confidentiality

All personnel of the Company, regardless of job classification, are required to sign the following Confidentiality Statement with regard to information that may be considered "trade secrets" in consideration of their employment and compensation paid to them by the Company.

Execution of this Confidentiality Statement acknowledges your willingness to refrain from engaging in any actions or activities which would conflict with the business interests of the Company.

Definition: Trade Secret, Confidential or Proprietary Information

- Each team member realizes that during his or her employment with the Company, he or she will acquire knowledge of certain business practices including trade secrets belonging to the Company.
- Trade secrets, confidential or proprietary information is defined as any information or idea including but not limited to marketing research data, store operations, customer knowledge, marketing strategies, personnel information, financial data, and any other information that is used to establish or maintain the company's position in the marketplace.

Procedures

- Team members who sign this Confidentiality Statement recognize it as a condition of employment with the Company.
- Team members shall refrain from divulging trade secrets or confidential information to competitors or personally profiting from such proprietary information by using it for their own benefit and/or contrary to the interests of the Company.

Specific Trade Secret and Proprietary Information

All company data applying to the following categories are considered confidential unless a release has been obtained from the Team member to the contrary:

- Store Operations: Cash Register Operations, Polling Methods, Cash Deposit Procedures, Daily Sales Data, Department Sales breakdown, Company Policy and Procedures Manuals, Proprietary Computer Programs.
- Customer Knowledge: Customer Database, Personal Shopper Lists, Special Requests, Transfers, Holds, Customer Buying Habits, Invoices sent to Corporate Customers.
- Marketing Strategies: Yearly Marketing Plans, Upcoming Promotions and special products delivered to the store that are not yet for sale and have not been announced.
- Personnel Information: Team member Names, Addresses and Phone Numbers, Wage Information, Benefits, Insurance, Training Manuals, Training Materials.
- Financial Data: Pricing Policies, Cost of Items Purchased for Sale, all information in Purchase Order System.



Agreement

- The undersigned team member will regard and preserve as confidential all such trade secrets and proprietary information and will not, without authority from the Company, use for the undersigned's own benefit or purposes, nor disclose to others, either during employment or thereafter, except as required in the line of employment with this Company, any trade secrets or confidential information connected with the business or development of the Company.
- The team member agrees not to take or retain or copy any written material embodying any one or more of the Company trade secrets, confidential or proprietary information.
- The undersigned team member agrees that all trade secrets and proprietary information that come into his or her possession by reason of his or her employment are and will remain the property of the Company and will not be used by the undersigned in any way adverse to the Company's interests.
- The undersigned team member will not deliver, reproduce or in any way allow any documents or things related to trade secrets and proprietary information to be delivered or used by third parties without specific direction or consent of the Company, either during employment or thereafter.
- The undersigned team member, upon termination of his or her employment with the Company for any reason whatsoever, agrees that he or she will execute and deliver to the Company a Termination Certificate certifying his or her past and continual compliance with this Agreement.
- The provisions of this Confidentiality Statement inure to the benefit of and are binding upon the heirs, personal representatives, successors and assigns of the team member and the Company.

I have read and understand the Confidentiality Policy of the Company and acknowledge by signing that any violation of confidentiality will be grounds for dismissal.



Conflicts of Interest

Rally House respects and supports the rights of team members to engage in social, political, and religious activities as individuals; however, team members may not act as representatives of Rally House in any such activities or enter activities that create a real or perceived conflict of interest for the Company. This includes participation in community-related activities, volunteer events, and Board membership. It is essential that all Rally House team members or representatives avoid influence from outside entities or relationships that may affect Company-related responsibilities or activities.

At the time of hire, all team members will be notified of this policy and have the obligation to disclose any real or perceived areas of current or potential conflicts of interest. After hiring and for the duration

of their employment with Rally House, all team members are obligated to disclose any such conflict of interest in a prompt manner to their supervisor and Human Resources. All information disclosed will be treated in a confidential manner; however, failure to report such circumstances may result in disciplinary action, up to and including immediate termination.

Immigration Reform and Control Act

Rally House does not unlawfully discriminate on the basis of citizenship or national origin and is committed to employing those individuals who are authorized to work in the United States in accordance with the Immigration Reform and Control Act of 1986.

As a condition of employment, you must complete the federal Employment Eligibility Verification Form I-9 and present documentation establishing both identity and employment eligibility within three business days of your official start date. If you fail to do so, we are required by law to terminate your employment.

Former team members who are rehired must complete this form if they have not submitted an I-9 to the agency within the past three years or if their previous I-9 is no longer available or valid.

If any employment/verification documents indicate a future expiration date of the team member's eligibility to work, the team member must produce new documents evidencing renewed or new employment authorization on or before the expiration date.

Team members who seek more information on immigration law issues are encouraged to contact Human Resources and may raise questions about this topic without fear of reprisal.

Background Checks

Rally House is committed to maintaining a safe and secure environment for all team members, clients, and stakeholders. As part of this commitment, we have established a comprehensive background check policy to ensure the integrity of our workforce and protect the interests of our organization.

Employment for certain positions at Rally House are contingent upon clear results of a background check. Background checks will be conducted on final candidates and on all team members who are promoted for positions that require a background check, as deemed necessary. Background checks are started when the applicant accepts the offer and within 30 days of the scheduled start date. Continued employment is dependent on the results of the background check.

Background checks will include:

Social Security Verification: validates the applicant's Social Security number, date of birth and former addresses.

Prior Employment Verification: confirms applicant's employment with the listed companies, including dates of employment, position held and additional information available pertaining to performance rating, reason for departure and eligibility for rehire. This verification will be run on the past two employers or the previous five years, whichever comes first.



Personal and Professional References: calls will be placed to individuals listed as references by the applicant.

Educational Verification: confirms the applicant's claimed educational institution, including the years attended and the degree/diploma received.

Criminal History: includes review of criminal convictions and probation. The following factors will be considered for applicants with a criminal history:

- The nature of the crime and its relationship to the position.
- The time since the conviction.
- The number (if more than one) of convictions.
- Whether hiring, transferring, or promoting the applicant would pose an unreasonable risk to the business, its employees, or its customers and vendors.

The following additional background searches will be required if applicable to the position:

- **Motor Vehicle Records:** provides a report on an individual's driving history in the state requested. This search will be run when driving is an essential requirement of the position. Driving on behalf of the company requires a passed DMV.
- **Credit History** confirms candidate credit history. This search will be run for positions that involve management of Rally House funds and/or handling of cash or credit cards as well as those who handle sensitive and confidential information.
- Human resources will notify the hiring manager regarding the results of the check. In instances where negative or incomplete information is obtained, the appropriate management and human resources representative will assess the potential risks and liabilities related to the job's requirements and determine whether the individual should be hired. If a decision not to hire or promote a candidate is made based on the results of a background check, there may be certain additional Fair Credit Reporting Act (FCRA) requirements that will be handled by Human Resources in conjunction with the employment screening service (if applicable).
- Background check information will be maintained in a file separate from employees' personnel files for a minimum of five years.
- Team members who have been separated from the company are required to complete a new background check.
- Rally House reserves the right to modify this policy at any time without notice.

Introductory Employment Period Performance Assessment

Rally House has established an introductory employment period of 90 calendar days to allow time for the Company and team members in new roles to evaluate employment suitability. This includes both new hires and those who may have received transfers or promotions to new positions with significantly different duties than the ones held previously. The purpose of this period is to:

- Provide the support, resources, and guidance you need to be successful in your new role.
- Empower you to determine whether Rally House is the correct organizational fit for you and if our mission is aligned with your professional aspirations and interests.
- Give adequate time to adapt to – and ask questions about – your tasks and work situation.
- Enable us to determine whether or not you will be able to fulfill your duties and responsibilities.

At all times during the Introductory Period, either Rally House or the team member may terminate the employment relationship for no cause as it is at all times, an at-will employment relationship.

Procedure:

- On the first day of employment, the Rally House supervisor should:
 - Notify the team member about the 90-day Introductory Period
 - Provide the team member with a copy of his/her job description and orient him/her to the position.
 - Establish performance expectations and goals for the position and identify criteria to be used to assess the team members' performance.
- Throughout the Introductory Period, the supervisor should meet regularly with the team member to discuss the team member's performance and provide constructive feedback as to whether the team member is meeting expectations for the position, determine if the team member needs further training, support, or resources to be successful, and if necessary, the supervisor may provide the team member with a plan for improvement.
- Prior to the conclusion of the Introductory Period, the supervisor must determine if the new team member meets the required performance expectations for continued employment and completes an Introductory Period evaluation of the team member. The supervisor will then meet with the team members to discuss the evaluation and Rally House' decision regarding continued employment.
- If the supervisor determines the team member's performance to be satisfactory, their employment may continue. The supervisor must fill out the Introductory Period Acknowledgement form, and the team member must sign and date the acknowledgement. The supervisor will then initiate an annual evaluation and work with the team members to develop their performance and development goals for the year.



- If the new team member's performance is not satisfactory, the supervisor must consult with Human Resources and take appropriate action as soon as it becomes apparent. Appropriate action includes termination of employment:
 - If the team member is unable to demonstrate the qualifications or skills necessary to adequately perform their role during the Introductory Period, the supervisor may consider termination. In this situation, the supervisor must consult with Human Resources to discuss his/her options. If after consulting with HR, termination is the agreed upon course of action, a representative from the Human Resources department and the supervisor will meet with the team member to terminate employment.
 - The successful completion of the introductory employment period does not alter the at-will nature of employment, nor should it be construed as guaranteeing employment for any specific duration or establishing a "just cause" termination standard. At all times, both during and after the introductory employment period, employment with Rally House is at will.

Outside/Secondary Employment

Rally House recognizes that some team members may need or want to hold additional jobs outside of their employment with the Company. Team members are permitted to engage in outside work or hold other jobs, subject to certain restrictions based on reasonable business concerns.

Rally House applies this policy consistently and without discrimination to all team members, and in compliance with all applicable employment and labor laws and regulations. The following rules for outside employment apply to all team members:

- If you plan to seek secondary employment, you are required to obtain advanced approval from your supervisor and Human Resources.
- Outside employment must not conflict in any way with your responsibilities at Rally House and does not negatively reflect on your personal integrity or limit your ability to perform your job duties and responsibilities in an ethical manner.
- If a team member outside employment presents a conflict of interest with Rally House, as defined in the Conflict-of-Interest policy, or if such outside employment has any potential for negative impact on Rally House, the team member will be asked to terminate the outside employment.

- Team members must always meet the normal performance standards of their jobs with Rally House and will be judged by these standards regardless of outside work requirements or schedules.
- Team members may not conduct outside work during paid hours with Rally House or use Company property, equipment, resources, or facilities in connection with outside work.
- Regular full-time team members are prohibited from accepting secondary employment with Rally House competitors and suppliers.
- If any team member believes a conflict of interest may arise by virtue of outside business or work activities, you are expected to discuss these matters with your immediate supervisor.
- Violation of this policy is subject to disciplinary action up to and including termination.
- Team members who hold employment at any other company that adversely affects the operation, reputation, or integrity of Rally House shall be terminated immediately.

Maintenance and Protection of Personnel Records

Team member personnel records are the property of Rally House and contain documentation about all aspects of your employment with us, including performance appraisals, beneficiary designations, disciplinary warnings/corrective action documentation, and performance awards. They are considered confidential and are afforded proper protection and control.

Team members are responsible for keeping their personnel records up to date and must update the system as well as notify Human Resources promptly, in writing, of any changes to the following:

- Legal name.
- Address, telephone number, or e-mail address.
- Emergency contact information.
- Number of dependents and contact information (when applicable).
- Beneficiary designations (when applicable).
- Driving record or status of driver's license (if you operate company vehicles, including rental cars for business purposes or your own vehicle on company time).
- Military or draft status.
- Exemptions on federal or state tax withholding forms.
- Bank information for direct deposit (when applicable); and
- Professional or other training licenses and certificates.

Promotions and Transfers



Rally House's is committed to supporting, mentoring, and training you to help you grow, develop, and advance within our company. Promotion opportunities to positions of higher responsibility for existing staff members will be limited only by the individual's ambition, attitude and qualifications in experience, education, and capabilities.

Eligibility

Any team member in good standing is eligible for promotion consideration, assuming you meet the minimum qualifications for the position and have successfully completed your 90-day probationary period.

Promotion & Selection Process

- Team members who are interested in a posted position should make their interest known by applying for the position and/or notifying their supervisor of their interest.
- The best qualified candidates will be selected for open positions, selected between outside candidates and internal applicants.
- Start dates for team members who are selected for internal promotions may not be formalized until a replacement for their current position is obtained.
- Internal team members who are selected for promotion will serve an Introductory Period of ninety (90) days in the new position.

Retail Workforce Promotion Guidelines and Approval

The preferred guidelines for store promotion consideration are as follows:

SM to DM:

- 12 – 18 months in position.
- At least 6 months for accelerated circumstances where a team member displays the necessary knowledge, skills and abilities or has additional previous experience in the role.
- MIT/ASM to SM:
 - 12 – 18 months in position.
 - At least 6 months for accelerated circumstances where a team member displays the necessary knowledge, skills and abilities or has additional previous experience in the role.
- TSL to MIT:
 - 9 – 12 months in position.
 - A minimum of 6 months for accelerated circumstances where a team member displays the necessary knowledge, skills and abilities or has additional previous experience in the role.
- Sales Associate to TSL:
 - 3 – 9 months in position.
 - Must be 18 or over.
 - Immediate promotion for accelerated circumstances where a team member displays the necessary knowledge, skills and abilities or has additional previous experience in the role.
 - COO and/or CEO approval is required for all retail promotions full-time.

Equal Employment Opportunity Employer

In keeping with the Company policy on Equal Employment Opportunity, vacant positions will be filled by the most qualified candidates.

- It shall always be the continuing policy of Rally House that in the selection of team members for training, transfer, promotion or job assignment, the basis for such decisions, without limitation or discrimination, will be qualification and seniority.
- The primary promotion selection factors include, but are not limited to the following:
 - Demonstrated skill, knowledge, and ability to perform at a higher-level position.
 - Prior and current work performance.
 - Disciplinary record.
 - Attendance record.
 - Length of service.
 - Ability to get along well with customers and collaborate with co-workers.

Return to Previous Position

Rally House recognizes that the responsibilities and requirements of higher-level positions may not be suitable for a particular team member or for the Company.

In the event the team member or Rally House decides that the new assignment is not suitable for any reason, the promoted team member will be given an opportunity to return to their former position (if available), a comparable position, or any other position in which the team member would qualify.

If a position is not available, the team member may be subject to termination. If the team member's performance is satisfactory, they will have the opportunity to be rehired at a later time.

Pay Changes

All changes in pay will be consistent with the guidelines listed in the Rally House compensation plan. The salary offered for the new position will be determined primarily based on the team member's qualifications for the new position and internal equity within the department or work group. Team members can choose to accept or decline offers without repercussions in their current position.

Progressive Discipline

Rally House's progressive discipline policy and procedures are designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behavior and performance issues.

Outlined below are the steps of Rally House's progressive discipline policy. Rally House reserves the right to combine or skip steps depending on the facts of each situation and the nature of the offense. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling, or training; the team member's work record; and the impact the conduct and performance issues have on the Company.



Nothing in this policy provides any contractual rights regarding team member discipline or counseling, nor should anything in this policy be read or construed as modifying or altering the employment-at-will relationship between Rally House and its team members.

Progressive Discipline Steps

- First Documented Coaching
- Step 1 Documented Verbal Warning
- Step 2 Written Warning
- Step 3 Final Written Warning
- Step 4 Termination

Verbal Coaching

Direct supervisors are responsible for verbally informing team members through a formal discussion. (not just in passing or offhanded), that they are not following policy or performing their job satisfactorily. This conversation should include ways to correct the problem. After meeting with the team member, the manager will document the conversation in the company's HRIS, Workday.

Corrective Actions (verbal, written and final)

If the employee's performance or conduct does not improve, a written reprimand may be required.

- A Corrective Action shall be completed in Workday by the supervisor and then approved by Human Resources (HR).
- After receiving approval, the supervisor will conduct the meeting with the team member by reviewing the information contained in the corrective action with the team member and discussing the following key points:
 - Discuss in detail what the team member has done that warrants corrective action.
 - Establish actions to be taken to achieve the necessary performance standards.
 - Discuss the consequences if the performance standard is not met. (further disciplinary action, up to and including termination).
 - Ensure the team member acknowledges the document on the Workday.
 - Documentation Standards
- Identify only specific and observable job-related behaviors.
- Document only the actual behavior of employees that can be seen, described, or measured.
- Do not document conclusions without factual justification. List only objective, verifiable facts.
- Describe the actual results of the performance or conduct.
 - Use clear, precise language. Do not say "*frequently*," instead record exactly how many times, (e.g., "was late 5 times during the last 20 working days.").

Performance Improvement Plan

The company also uses a performance improvement plan (PIP) as a disciplinary tool.

A PIP may be used instead of a corrective action when there is no policy violation, and the concern is strictly performance based.

****The performance management procedure as well as all progressive discipline steps can be found on the team member development and performance management document which can be found in the company's communication platform, Zipline. ****

Termination

Termination occurs when the team member cannot perform a job in which they have been trained to perform or is unwilling to perform the job duties. Termination can also result when other means of discipline have been used or when the offense justifies such action.

- Team members whose conduct is severe enough to warrant immediate termination will be asked to leave the premises immediately.
- All worked hours and benefit hours due upon termination date will be calculated and will be available to the discharged team member by mail during the next scheduled pay period unless state law requires it sooner. following termination.

Employment Separation

As employment with Rally House is based upon mutual consent, both the team members and Rally House have the right to terminate employment at any time, with or without cause or notice. However, as a matter of professional courtesy, we ask that a reasonable amount of time (minimum 10 working days) be given to allow us to make suitable arrangements for coverage and minimize disruption to business activities should you choose to leave. If reasonable advanced notice is not supplied, team members will generally be considered ineligible for rehire. Rally House also reserves the right to advance a team member's last day of work within the notice period, with appropriate compensation for same.

The Company has designed a separation policy to achieve fairness and equity for all team members who leave the Company. Separations are either voluntary or involuntary.

Involuntary Termination (Discharge)

- When a supervisor determines that a team member should be terminated, they should discuss the situation with their District Manager (DM) or Company Officer.
- There are occasions on which a team member must be terminated immediately. In such cases, the terminating manager may suspend the team member without pay until the authorized manager or corporate officer can be contacted.
- After a decision to terminate a team member has been made, the team member will be verbally informed by the immediate supervisor or a company officer. The Company has no obligation to provide the termination reason; however, the Company complies with all State laws regarding this matter and in such cases will provide the reason upon request.
- The last paid working day is considered the last day of employment. All earned unused paid time



off (PTO) will be calculated to that day along with all earned wages/salary. The final paycheck will be mailed to the team member on the next regular payday.

- Group health and dental insurance may be continued according to COBRA following the date of termination or until the team member obtains another policy, whichever is sooner.
 - Team members are responsible for paying the prevailing Company premium and administrative costs to retain coverage.
 - All COBRA regulations apply. Information pertaining to this extended coverage should be obtained from Human Resources.
- All Company property must be returned to the team members' supervisor no later than the date of the last paycheck. Team member property required to be returned may include but not limited to supplies, keys, manuals, uniforms, name badges, identification cards, computers.
- Terminated team members will be paid for unused PTO balances, unless their termination reason is egregious or criminal in nature.

Voluntary Resignation

- All team members voluntarily leaving the Company should provide a resignation letter directly to their supervisor and all notice is to be exclusive of accrued PTO; that is, the notice period should not include any PTO days, nor should the final day of employment be extended through the use of PTO.
- All team members who voluntarily resign must finish all completed scheduled working days before their last day of employment with the company.
- Group health and dental insurance may be continued according to COBRA following the date of termination or until the team member obtains another policy, whichever is sooner.
 - Team members are responsible for paying the prevailing Company premium and administrative costs to retain coverage.
 - All COBRA regulations apply. Any information pertaining to this extended coverage should be obtained from Human Resources.
- All Company property must be returned to the team member's supervisor no later than the date of the last paycheck. Team member property required to be returned may include but not limited to supplies, keys, manuals, uniforms, name badges, identification cards, computers.
- Terminated team members will not be paid for unused PTO balances. Rally House reserves the right to withhold the payment of accrued PTO for involuntary termination if the termination reason is egregious or criminal in nature. Rally House complies with all state and local laws governing the payment of team members accrued time off upon termination.
"Rally House
- ***Rally House complies with all state and local laws governing the payment of team members accrued time off upon termination.***

Team Member Layoff

- In situations where new skills are required or work is not available, team members may be laid off from their positions. Team members will be provided with advance notice of the layoff.

- Team members with necessary skills and satisfactory performance will be eligible for recall for up to three months after the layoff.
- Team members called back within three months of layoff will retain their seniority date for benefit accrual purposes.
- Team members on layoff status are not eligible to use accrued PTO or to be paid for holidays during the layoff period.
- Team members on layoff status may continue to participate in medical insurance plans paying prevailing COBRA rates.

Severance Pay (In Lieu of Notice)

- The Company generally pays severance to regular full-time team members for workforce reductions or other termination reasons that are not the fault of the team member.
- The Company may determine additional severance pay based upon the circumstances of the termination and other related factors such as length of service and level of position.
- The Company reserves the right not to provide severance.

Reinstatement

- Team members who leave their employment with the Company for any reason other than poor performance or inappropriate conduct are eligible to be considered for reemployment at any of

the Company store location, provided they gave reasonable notice prior to leaving employment with the Company.
- Any reinstated team member will be offered a salary commensurate with prevailing rates within the Company and the team member's skills and experience. In no case shall any reinstated team member be guaranteed the rate of pay received at the time of original termination

Hiring of Team members Under the Age of Sixteen

There may be instances when hiring people under the age of sixteen is necessary to support the business. The Fair Labor Standards Act (FLSA) provides strict regulations with respect to the occupations, industries, and type of work that fifteen-year-olds can perform. Rally House does not permit hiring staff who are younger than fifteen (Fourteen and under with COO approval for select situations). Failure to comply with this policy and the FLSA regulations is subject to disciplinary action up to and including termination.

Allowable and Unallowable Types of Work Performed

According to the FLSA, the following types of work may be performed by 15-year olds':

- Cashiering.
- Shelf stocking.
- Bagging and carrying out customer orders.



- Limited cooking duties involving electric or gas grills that do not entail cooking over an open flame. They may also cook with deep fat fryers that are equipped with and utilize devices that automatically raise and lower the "baskets" into and out of the hot grease of oil. They may not operate NEICO broilers, rotisseries, pressure cookers, fryolators, high-speed ovens, or rapid toasters.
- Clean-up work, including the use of vacuum cleaners and floor waxers.

They may *not* perform the following work:

- Warehousing or loading or unloading goods to or from trucks or conveyors.
- Any baking activities.
- Operate, clean, set up, adjust, repair or oil power driven machines including food slicers, grinders, processors, or mixers.
- Clean kitchen surfaces and non-power-driven equipment, and filter, transport and dispose of cooking oil, but only when the temperature of the surface and oils do not exceed 100° F;
- Operate power-driven lawn mowers or cutters, or load or unload goods to or from trucks or conveyors; or
- Work in freezers or meat coolers, but they may occasionally enter a freezer momentarily to retrieve items.

Work Permits/Working Papers

Work Permits are legal documents that certify a minor can be employed and are categorized into two types:

- Employment certificates: Includes the minor's age and proof of eligibility to work.
- Age certificates: Provides documentation that the minor meets the minimum age requirements to be hired.

Work permits are required in several of the states where Rally House operates. Work permits may be required for team members under the age of 18. Stores located in states that require work permits must request and obtain the appropriate documentation from the candidate prior to hiring.

Work Hours

Team members under the age of 18 have special schedule requirements based on the state they are located in. Rally House follows all federal and state laws when scheduling team members under the age of 18.

Wages and Overtime

Federal minimum wage and overtime rules apply to youth workers in the same manner as other team members. However, during the first 90 days of employment, an employer can pay a minor youth minimum wage. Teens under 16 cannot work more than 40 hours per week, as such they won't be eligible for overtime.

Family Employment

FLSA allows minors under age 16 to obtain employment in a family business run by a parent in the retail industry. Minimum age requirements do not apply to youth workers employed by their parents or guardian.

Reference Requests

Rally House is committed to protecting the privacy of its current and former team members. Team members who receive calls or written requests to release information about any current or former team member must strictly adhere to the following policy.

- Whenever the Company is asked to provide a reference, the Store Manager (SM) receiving the call should refer the call to the HR department. If the caller is unknown to the SM, he or she should get the caller's phone number and share it with the HR department.
- The Company shall only provide dates of employment and job title.
- If the former team member signs a release with the Company, a copy of the release should be pulled by the HR Department before releasing any information.
 - If the former team member signed a release allowing the Company to provide confidential information, the following information shall be supplied only in writing:
 - Explain that we are giving out confidential information.
 - Be objective and specific. State the facts only.
 - Share only job-related information about performance that has been documented and is verifiable, e.g., missed 10 days in 6 months, late more than 45 minutes on 12 of the last 25 days of employment, met sales quotas 25% of the time.
- No team member shall be permitted to release information concerning a former team member or current team member that is related to.
 - The team member's attitude.
 - The reason for leaving.
 - The circumstances under which the team member left.
 - Whether or not the team member would be rehired.
 - The team members' performance in Workday

Employment Status/Categories of Employment

Rally House has defined categories of employment which will be established at the time of your hire on the basis of your position and scheduled hours; however, this status may change over the course of your employment with the Company. The relevant terms are defined as follows:

- A *regular* team member is an individual who is hired by Rally House at-will and for an indefinite period of time. A regular team member may be exempt or non-exempt and may be a full-time team member or a part-time team member.
- A *full-time regular* team member routinely works at least thirty (30) hours per week and is hired for an indefinite period. A full-time team member may be exempt or non-exempt.



- A *part-time regular* team member routinely works fewer than thirty (30) hours per week and is hired for an indefinite period. A part-time team member may be exempt or non-exempt.
- An *exempt* team member is exempt from the provisions of the Fair Labor Standards Act (FLSA) and is not entitled to overtime payments. Exempt team members are typically paid on a salaried basis.
- A *non-exempt* team member is generally subject to the minimum wage and overtime provisions of the FLSA and is typically paid on an hourly basis.
- An *independent contractor/consultant* is not a team member of Rally House and is engaged for a specified, limited period involving a particular purpose or project. Independent contractors/consultants control their own hours, schedules, and work locations and receive no benefits from Rally House.
- A *temporary team member* is hired for an interim period of time, sometimes for a specific, short-term project or on a short-term freelance, per diem, or provisional basis. Temporary team members are not eligible for Rally House team member benefits (except as required by law).

Individuals performing temporary or seasonal work for Rally House who are employed by temporary staffing agencies are not considered team members of Rally House. In the event that a team member in temporary or seasonal status is authorized to convert to regular status, the period of time worked as a temporary or seasonal team member will not be considered when establishing eligibility for team member benefit plans.

Seasonal Hiring

The holiday season is the Company's busiest time of year and as such we have implemented two additional hiring streams to help supplement our existing staff.

Seasonal (Temporary):

All part-time team members hired after the date specified by leadership (i.e., starting employment on October 16th or later), are considered seasonal hires unless they are filling an open position.

Seasonal positions are temporary, and employment cannot be guaranteed beyond the holiday season. It is the hiring manager/supervisor's responsibility to communicate this to the candidate/team member to ensure they understand the nature of their employment. However, hiring managers/supervisors can communicate that there could be the potential to transition to a regular part-time team member after the completion of the holiday season based on position availability and business needs.

All seasonal new hires.

To ensure seasonal hires are prepared to support the store during Black Friday weekend and the peak season, all seasonal hires will receive seasonal sales associate training.

All seasonal new hires will be processed through the current onboarding process.

- This should be done as soon as possible so the new team member can load into our systems, receive POS log-ons, and be available for scheduling.
- New team members cannot start until their onboarding is completed, including their I-9.
- All seasonal new hires must be terminated in the HRIS system by 1/15 and coded as “seasonal holiday work completed.”
 - If a manager intends to hire a seasonal candidate to fill an open position after the holidays, then their title and status in the HRIS system should be updated.
- All seasonal positions must be terminated in HRIS by the date specified by leadership and coded as “Seasonal work completed”.

Full-time team members hired after the date specified by leadership are considered regular full-time positions and are not temporary (i.e., if an ASM is hired on November 11th, it is a regular full-time position).

Seasonal team sales lead hiring order to prepare for the upcoming holiday season, Rally House will utilize seasonal team sales leads to assist with additional tasks. The seasonal team sales lead can be an existing sales associate or a new hire. The position is only temporary through 1/15. If an existing sales associate is selected for this role their title should be changed in the HRIS system, and they will be given a temporary increase in pay. Existing sales associates will return to their previous job title and pay after 1/15. New hires will be terminated after 1/15.

All seasonal team sales leads must be approved by the multi-unit leader (MUL) prior to an offer being given.

Employment of Relatives

Rally House does not permit the hiring, transfer, or promotion of relatives of current team members into situations where the potential for harm to the operation of the Company and the fulfillment of job responsibilities would exist. The following outlines the details of this policy:



- No relatives of current team members shall be permitted to work in the same store in any position where the company believes a conflict of interest could arise or if one team member would have direct or indirect supervision over.
- A team member's close relatives shall be defined as: parent, sibling, spouse, child. (including stepchildren), uncle, aunt, nephew, niece, cousins, grandparents, grandchild, family in law, or any person residing in the same household.
- Relationships other than those listed above which are intimate and close, may be included depending upon the circumstances of each individual case.
- Rally House will not discriminate in its employment actions with respect to current team members, prospective team members or applicants on the basis of familial status.
- The company, however, retains the right to refuse to place one's relative(s) under the direct supervision of the other relative. Rally House believes these situations could possibly create circumstances that have a negative impact on supervision, safety, security, and morale.
- In the event that one team member is promoted to a position that would result in supervision, direct or indirect, over a family member, it is the opinion of the company that it would create a conflict of interest. All efforts shall be made to resolve the conflict through a transfer of the nonpromoted team member. Any promotion that could create a conflict of interest must be reviewed and approved by Human Resources.
- This policy shall apply to all classifications of employment, including regular full-time, regular part-time, temporary, exempt and per diem team members.

Exceptions to the above may be made during periods of high volume (e.g., peak holiday season, Hot Market situations, etc.). All exceptions must be approved by Rally House leadership and Human Resources.

Friends & Family Hiring – Hot Market Events

There are times throughout the year when additional temporary staff are required to support one-off events that have the potential to significantly impact the volume of customers. Stores with these **event-based scenarios** (e.g., player signings, big home games, etc.) which create unmet staffing needs are eligible to invite their **friends and family** to work in stores. Please ask your Associates as far in advance as possible if they know anyone that may be interested.

Program Details

- *Friends and Family* will become part-time temporary associates for the event and potentially 1-2 days leading up to the event.
- These individuals will not be permitted to work in the store after the event is complete.



Requirements

- Individuals must be 15 years of age or older.
- The DM. must approve candidates.
- Candidates must provide proof of identification and eligibility to work in the U.S. during onboarding.
- It is the Store Manager's responsibility to work with the Recruiting department to ensure friends and family staff complete all required paperwork before starting work.
- ***Stores should not reduce their normal recruiting efforts during this time.***
- Select 'Friends & Family Help' job title and select 'Yes' under Seasonal on the PAF.
- Friends and family associates must be terminated in the system after the event is complete.
- All friends and family associate terminations should be coded as a "end of season" given they are hired for a specific time frame and not a layoff.

Compensation

- Participants will receive the regular associate discount. Please reference the Discount Policy in this Handbook for more details.
- All discount privileges end on the associate's last day of work.

Friends & Family Hiring – Holidays

The Holidays are typically the busiest time of year for our Company and as such there are times when additional temporary staff are required to support the significant increase in customer volume. During the holiday season stores are permitted to hire friends and family when there are unmet staffing needs. Please ask your team members as far in advance as possible if they know anyone that may be interested.

During the holidays, friends and Family are encouraged to assist special events (e.g., rivalry games, Monday Night Football, etc.), Black Friday weekend and the two weekends leading up to Christmas including the entire week of December 15-24.

Stores should not reduce their normal recruiting efforts during this time. Read below to learn all the details of this initiative.

Program Details

- *Friends and Family* will become seasonal associates for special events, Black Friday weekend and the two weekends leading up to Christmas.
- These individuals will not be permitted to work in the store after January 1st.

Requirements



- Individuals must be 16 years of age or older.
- Candidates must be approved by the MUL.
- Candidates must provide proof of identification and eligibility to work in the U.S. during onboarding.
- On December 24th these team members must be terminated in the HRIS system and coded as “seasonal holiday work completed” after shift is over.
- It is the Store Manager’s responsibility to ensure friends and family staff complete all required paperwork before starting work, including their I9.
- ***Stores should not reduce their normal recruiting efforts during this time.***
- Select 'Friends & Family Help' job title and select 'Yes' under Seasonal on the PAF.
- All friends and family seasonal associates must be terminated in system on December 24th and coded as “Benched.”
- Friends and Family Onboarding is the same as any other team member at Rally House.

Compensation

- All team members who receive the hourly bonus must be employed at the time of payout.
- Participants will receive the regular associate discount. Please reference the Discount Policy in this Handbook for more details.
- All discount privileges end on the associate’s last day of work.

Team member Policies and Procedures



Attendance

Timely and regular attendance is an expectation of performance for all Rally House team members. This policy details how team members will be held accountable for adhering to their workplace schedule to ensure adequate staffing, positive team member morale, and to meet expected productivity standards throughout the organization.

Team members are expected to adhere to their work schedules, set by their department/supervisor. Any team member unable to adhere to their assigned schedule must obtain approval from their supervisor in advance of any requested schedule changes. This approval includes requests to use paid leave time, as well as late arrivals to or early departures from work. Team members are to submit and obtain approval using the time keeping and scheduling system(s) and processed in place. Failure to obtain prior approval will result in the time missed from work being considered an occurrence (absence or tardy).

Departments have discretion to evaluate extraordinary circumstances of a tardy, absence or failure to clock-in or clock-out and determine whether or not to count the infraction as an occurrence. HR is available to advise supervisors regarding the evaluation of extenuating circumstances.

Occurrences

Team members will receive an occurrence for any unapproved absence or tardy. Absences are equal to one occurrence where a tardy is equal to one half occurrence. Absences on Friday and Saturday night are viewed much more seriously because of the difficulty of finding replacement staff. Absences on Friday and Saturday nights will count as two occurrences. Team members that receive multiple occurrences will be subject to progressive discipline.

Notification Procedure

Team members are expected to follow notification procedures if there is a need to deviate from their assigned work schedule (e.g., tardy, absence, or planned time away from work). Team members must submit a request in advance to their supervisor if they wish to arrive early or leave early from an assigned shift. At the time of notification/call, the team member must notify their supervisor when an absence is due to a documented/approved leave of absence (e.g., Military Leave, FMLA) to ensure appropriate tracking of leave utilization and absenteeism.

Team members must notify their manager at least 2 hours or more before their scheduled shift begins. Failure to do so will be considered improper notification. Team members must notify their manager if they found coverage for their shift at least 1 hour prior to the start of their shift. Failure to do so is considered improper notification.

Failure to call in and/or report to work as scheduled for three consecutively scheduled workdays will be considered job abandonment resulting in termination of employment.

Failure to provide acceptable notification including a No-Call/No-Show, will be addressed in accordance with the Progressive Discipline policy.

Progressive Discipline



Supervisors should monitor their team members' attendance on a regular basis and address unsatisfactory attendance in a timely and consistent manner. If team members have a pattern of unscheduled absences, including unapproved usage of accrued time off, they will be subject to disciplinary action as outlined in the grid below.

The following grid is designed to provide guidelines when addressing the total number of occurrences in a rolling 12-month period, provided that the reason for an occurrence is not protected under FMLA or ADAAA.

	Occurrences/Days	Discipline Step and Action
Occurrence 1 Occurrence is equal to: <ul style="list-style-type: none"> • 1 Absence • 2 Tardies • 2 Improper Notification 	2 Occurrences	Step 1: Verbal Warning
	4 Occurrences	Step 2: Written Warning
	6 Occurrences	Step 3: Final Warning
	8 Occurrences	Step 4: Termination
Single Day of No Call/ No Show	1 Occurrence	Step 2: Written Warning
	2 Occurrences	Step 3: Final Written Warning
	3 Occurrences	Step 4: Termination

NOTE: If a team member is out more than one day for the same reason, it is considered one occurrence.

When a team member has previously been counseled to take further action. For example, if a team member has received a written discipline warning for unprofessional behavior and later receives four occurrences, they would be placed on a final written warning. The supervisor must consult with their HR prior to implementing disciplinary action.

Probationary Period

Team members in their probationary period (first 90-days) are not subject to all progressive discipline steps. Team members in their first 90 days will receive a verbal warning.

Internal Transfers

Team members should be in good standing with the company to be eligible for transfer. If a team member has received a corrective action within the previous 12 months leading up to transfer, this information may be a deciding factor in the hiring decision.



Definitions

Absence

A team member is deemed absent when they are unavailable for work as assigned/scheduled and such time off was not scheduled/approved in advance as required by department notification procedure.

Tardy

A team member is deemed to be tardy when they:

- Arrive at work 6 minutes or more past their scheduled start time.
- Leave work 6 minutes or more before assigned/scheduled shift end time without prior supervisory approval.
- Take an extended meal or break period without prior approval. Any meal or break that lasts 6 minutes or more past the scheduled end time will be considered extended.

Occurrence

An occurrence is documented as an absence, tardy or missed time clock in/out. While an absence refers to a single failure to be at work, an occurrence may cover consecutive absent days when a team member is out for the same reason.

Probation Period

New team members are subject to a probationary period. Non-exempt team members have a ninety-day orientation period. Internal transfers are not subject to an orientation period. The progressive discipline steps in this policy do not apply to those in their probationary period. If those in their first 90 days have one occurrence, they will be coached. If they continue to be late or absent from work, it may result in termination.

Consequences of Non-Compliance

Violation of this policy may result in disciplinary action, up to and including termination of employment.

Procedures

The steps below are designed to help team members correct absenteeism. All steps below are designed to help team members correct absenteeism. All steps of the progressive discipline process should be documented in consultation with Human Resources.

Step 1- Verbal Warning:

The purpose of a verbal warning is to clarify policies and expectations as they relate to attendance. The supervisor should document that the conversation occurred in Workday.

Step 2 - Written Warning:

If the conduct addressed by a verbal warning is repeated or additional problems occur within 12-months



of a verbal warning, the supervisor should follow up with a written warning. The written warning should describe the unacceptable conduct, outline expectations, and state that further disciplinary action will occur if the behavior is repeated within 12 months.

Step 3 - Final Written Warning:

If the conduct addressed by the written warning is repeated or additional problems occur within a 12-month period, discipline may progress to a final written warning. The supervisor should follow up with a final warning. They should describe the unacceptable conduct, outline expectations, and state that further disciplinary action will occur if the behavior is repeated within 12 months.

Step 4 - Termination of Employment:

If the conduct addressed by the final written warning is repeated or additional problems occur within a 12-month period, discipline may progress to termination.

Overtime

Rally House will pay time and a half to nonexempt team members who exceed 40 hours of work time in a workweek. Paid leave does not apply toward work time. Overtime compensation will not be paid to exempt team members, who are expected to work the amount of time required to meet job requirements.

The work week begins at 12:00 a.m. on Monday morning and ends at 11:59 p.m. on Sunday night.

Overtime Approval

Team members are required to obtain approval from their supervisor prior to the use of overtime. Team members who anticipate the need for overtime to complete the week's work must notify their supervisors in advance and obtain approval prior to working hours that extend beyond their normal schedule.

Hourly Store Managers do not require approval to use overtime within the Scheduling Procedure, but it should be kept to a minimum particularly during non-peak selling periods. For additional details regarding the approval and use of overtime and its associated guidelines, please reference the Scheduling Procedure policy.

Mandatory Overtime

There will be occasions (e.g., peak holiday seasons, semi-annual inventories, major sporting events, etc.) when overtime will be required to support the expanded needs of the business. The Company expects its team members to work overtime during these occasions. Overtime is considered a condition of employment and is not optional. Refusal to accept it when reasonable notice has been provided is cause for discipline, up to and including termination

The Company will make every effort to distribute overtime fairly among all team members.

Time Reporting Requirements

Profit Sharing is not paid overtime hours.



Scheduling of Work Hours

Rally House believes that to ensure outstanding customer service and appropriate floor coverage during all hours at which stores are open, all team members must adhere to the published work schedules. Late arrivals, early departures and other personal absences are disruptive and may impact on the ongoing operations of the store and should be avoided if possible.

General Policies

- Team member schedules are posted on the scheduling app, Legion. Team members are expected to check the schedule routinely to confirm and verify when they are scheduled to work.
- Schedules are developed to reflect the needs of its customers. As such, the Company expects all team members to adhere to their working schedules.
- The Team member Productivity report will be used to help develop associates' schedules. Top performers will be scheduled during busier days to maximize sales and provide the best customer service to our guests.
- Team members are expected to be on the job each day that they are scheduled to work.
- Team members who cannot satisfy the hours in which they are scheduled are expected to contact their Store Manager (SM) at least one hour before your scheduled shift.
- **Team members must work once every 21 days to meet scheduling requirements and remain an active employee.**
- Changes in store schedules may occur due to special events, promotions, holiday hours, peak seasons, etc. Team members will be notified in advance of store schedule changes.
- **Shift differentials may be designated for specific shifts as needed to support the business.**
- During gamedays (NFL, NCAA season) for event stores the use of PTO must be requested 6 months in advance and approved by a Regional Director.

Scheduling of Job-Related Activities

- All team members are required to participate in the physical inventory of the store. Inventory is normally completed semi-annually (June and January). Failure to participate in the taking of inventory without executive approval is a serious violation of Company work policies and is subject to disciplinary action.
- Attendance is required at all scheduled store meetings.
- Team members who are requested to attend product knowledge and sales seminars are expected to attend. These team members are to record the hours they participate at these functions using the appropriate code in the system and shall be compensated at their normal rate.



Work Schedule Exchanges

- The Company discourages the practice of exchanging workdays among staff because of its potential disruptive effect on record keeping and on the efficiency of planning the store's operations.
- Team members who believe they need to exchange workdays must provide their reasoning to the Store Manager
- SMs will consider all legitimate requests for work schedule exchanges and shall approve these exchanges under the following circumstances:
 - If the exchange will not disrupt or interfere with the store's operations.
 - The exchange will not create overtime.
 - If another team member is agreeable to the exchange.

Full-Time Store Management Schedule Requirements: (SM, ASM, MIT)

A Store Manager needs to be scheduled to work with every sales associate once a week so they can evaluate, train, and coach them.

- Full-Time Managers are to be scheduled for a total of 80 hours per pay period and 40 hours per week, based on the daily business sales plan.
 - Overtime must be kept to a minimum during non-peak selling periods. When overtime is needed, it must be approved.
 - Approved overtime may include hot market, holiday, or store coverage.
- There must be a Full-Time Manager working each day of the week.
- When working 8-hour shifts, all Full-Time Managers are to be scheduled for two closing shifts per week and are required to work two of the three weekend days. (Friday-Sunday) based on volume.
 - See the chart located under operational procedures in Zipline.
- Receiving and inventory Specialist (select high volume stores) should be scheduled for a 5-day work week, typically Monday through Friday, to accommodate shipment deliveries.
 - Must have a Store Manager on Friday, Saturday, and Sunday.
 - On Monday, the Store Manager should arrive 30 minutes early for payroll and schedule completion.
 - On Wednesday, the Store Manager should arrive 1 hour early to take the conference call. Camera reviews are completed during operating hours.
 - If there is not a scheduled conference call, then arrive 30 minutes early.
 - For more information, please refer to the Operation Procedures for Full-Time Store Management Scheduling.

Requesting Days Off



Store Managers (SM) maintain a calendar for staff to request time off. Team members should not make plans (e.g., doctor and dentist appointments, travel, etc.) until appropriate coverage is confirmed with their SM. Team members shall provide the SM with their exact time off requests and the SM will work to accommodate as many as possible.

Scheduling Software

- Managers shall only use the Company software program to schedule team members.
- The schedule must be approved by the District Manager (DM) before Monday of the preceding week.

Loss Prevention Policy

The health and safety of our employees and our customers on company premises is of utmost concern. At the same time, store employees are responsible to help ensure that public and work areas are free of unsafe conditions. Rally House will make every effort to ensure working conditions in the stores are as safe as possible and all employees are expected to be equally conscientious about workplace safety.

Loss prevention can cause challenging situations, and it is critical to uphold and follow the company's expected behavior. Rally House team members should **never** do the following:

- Attempt to block or exchange any form of physical contact in potential theft situations.
- Physically attempt to take items by grabbing, reaching for, or pulling product away from a potential shoplifter in an attempt to prevent theft.
- Judge our guests by how they look, how they are dressed, race, sexual orientation, gender, etc.
- Exit the store after someone gets photos of the individual(s) or vehicle tags. Any photos can be taken from inside the safety of the store.
- Never accuse anyone of theft.

The Safety Committee

- Sampler Stores shall periodically establish a Safety and Environmental Committee composed of both management and non-management employees.
- The purpose of the Safety and Environmental Committee is to establish a formal process for employees to express recommendations regarding safety issues to management, develop and communicate safety policies and procedures to employees, and to provide continued resources to make sure safety programs are being maintained.
- Regularly scheduled meetings will be conducted to discuss accident and illness prevention methods, safety and health promotion, job hazards, and other pertinent subjects.
- It shall conduct periodic departmental safety inspections. The Committee shall review all accident/injury reports and develop corrective measures.

- findings shall be reported in writing to the Management and Company Officers.
- It shall direct and monitor training and safety awareness activities.
- The Committee shall be responsible for maintaining appropriate records of all activities.
- Sampler Stores follow all OSHA laws. Please refer to your store's OSHA poster for more information.

Preventing or Correcting Hazards

- All employees are expected to immediately report unsafe conditions to their supervisors.
- No person should knowingly allow a hazardous condition to exist that may result in injury or occupational illness.
- Knowing of and failing to correct an unsafe working condition is against company policy and can result in disciplinary action. Sampler Stores expects employees to make recommendations for changes in the workplace or in work practices that will improve job safety and performance.
- Any recommendations can be submitted on the store's NetSuite Dashboard using the Suggestion and Feedback tool.

Alarms

Key carriers have the responsibility of protecting company assets and are entrusted with the safety and physical security of the store. If a key carrier does not follow the procedures set in place, disciplinary action may result. The police will not respond to alarms unless a permit and alarm fees are current with the city. If you are notified by the city that there is a problem, contact Operations and the Accounting Department.

Key Carrier Responsibility

Store Manager

- Alarm code requests and changes are made through updating the employee record in NetSuite and selecting "Request Alarm Code".
- If an employee's alarm code is compromised open a Support Case and assign it to Operations to receive a new one.
- Properly terminate employees within NetSuite so alarm codes can be removed.
- Notify Operations of alarm call list changes.
- Report and follow-up on alarm issues.
 - o Immediately report burglaries and false alarms.
- Provide an emergency contact list to facility key carriers.
 - o Non-Exempt key carriers are paid when responding to off business hours alarm call



Key Carrier

- Alarm codes should be kept confidential and secure at all times.
- Responsible for setting the alarm system properly.
- Answer alarm company calls.

Robberies

As a company, we believe our people and the people we serve are our most precious assets. While we shall use every effort to aid in the prevention of robberies, Rally House wants to ensure the personal safety of its employees and customers. In the event of a robbery, follow instructions from the robber and do as request.

Escalated Incident

An Escalated Incident is an event where, based on the information available, there are concerns about actual or suspected threats to the safety of employees and customers that could require intervention.

To minimize any incident resulting in further escalation, never accuse any guest of theft/shoplifting and do not leave the store.

Note: Precise definitions of an offense will vary between jurisdictions.

- **Abusive Subject:** Various behaviors which may be aggressive, coercive, or controlling, destructive, harassing, intimidating, or threatening, that an abuser may use to control a person.
- **Grab and Run:** Grab and Run is typically defined as clearly taking a product from the store without paying for the product. We never accuse anyone of shoplifting or theft.
- **Robbery:** Robbery is the crime of taking something from someone else by use of force or the threat of force. It is known as armed robbery or aggravated robbery if a weapon is used. Although every crime has a victim, the key difference between theft and robbery is that no person is immediately present or threatened when committing a theft. A robbery, on the other hand, always involves taking something from another individual by force. Also, force or intimidation must be related to the taking property at that time for it to be robbery. It cannot be after the property is taken.
- **Burglary:** Burglary involves unlawful entry into a building for the purpose of committing a crime in it. It is a common misperception that burglary involves stealing, but that is not necessarily the case. The crime could be theft, but could also be arson, vandalism, rape or another criminal act. (If someone enters property illegally, but does not necessarily commit another crime, he may just be guilty of criminal trespassing.

Support Loss Prevention Steps



Floor awareness of possible theft

- Follow the current loss prevention practices and Gertrude System.
- Mindful of guests that are acting suspicious.
- Alerts MOD if questionable activity by guest.
- Compliant with employee discount guidelines and all policies and procedures

- Does not abuse the employee discount guidelines and procedures.
- Always looking out for the best interests of the guest and company.
- **Prevention of internal theft both with employees and themselves** 1. Alerts Manager of suspicious internal theft activity
 - Does not bring personal property into the store.
 - Does not steal merchandise from Rally House, which will result in automatic termination of employment.
- **Maintain a high level of productivity and safe work environment.**
 - Always keeps busy on prioritized tasks.
 - Finds productive ways to complete assignments.
 - **Fix and/or report all safety issues.**

Keyholder Policy

Team members with Rally House store key privileges have the responsibility to ensure that the keys issued to them are maintained and used in accordance with this Keyholder policy. Any violation of this agreement will result in discipline up to and including termination and/or payment of any and all expenses related to the retooling of company locks and replacement of company keys.

- Team members with store key privileges have the responsibility to ensure that the keys issued to them are used in accordance with the following rules and regulations:
- Team members are strictly prohibited from duplicating keys to any and all doors in the building(s).
- Keys to the security systems, terminals and registers are not permitted to be duplicated.
- Only the checked-out key or keys are to be taken home. No other key is to leave the building.
- If a team member feels it is necessary to duplicate issued keys, the matter should be referred to the Loss Prevention Manager.
- Keys issued to certain individuals are not to be loaned to any other person(s) at any time or for any reason whatsoever.
- Lost keys must be immediately reported to the Loss Prevention Manager. Each case will be individually evaluated. If the team member was found to be negligent, the team member will accept and assume the cost of retooling the store locks and replacing all store keys.
- All keys issued will be used in accordance with all Work Rules, Security Rules and any and all policies and procedures established by Rally House.
- All keys will be surrendered to store management upon termination of employment. If the key is not immediately returned upon termination, the team members will accept and assume the cost



of retooling the store locks and replacing all store keys.

Meal Breaks

Rally House complies with all state and federal laws regarding team member breaks. All team members are entitled and required to take meal breaks at the times scheduled by their supervisors. The following policy outlines the associated rules and regulations.

- Meal periods of at least 30 minutes are provided for all team members working more than 6 hours in one day and should be taken no more than 5 hours after the start of their workday.
- The meal period is unpaid, and all team members must clock out before starting their break.
- Team members who work through their scheduled meal breaks may be disciplined for failure to follow instructions. The meal break schedule will be developed to ensure optimal floor coverage. As such, team members must fully adhere to the meal break schedule possible. If you have concerns about the schedule, you must notify your manager immediately.
- Meal breaks should be taken at slower periods of the day, whenever feasible.
- Team members are free to leave the work site or to use the designated break room for their meal breaks.
- No food or drink containers are permitted on the sales floor. Water and other sealed top beverages in closed containers are allowed in the break area or under the cash wrap.
- No paid breaks are allowed unless required by law.

Team member Parking

To ensure the utmost convenience for our customers and your safety, team members must adhere to the following store parking guidelines:

- Many store locations require team members to park in a designated area. Team members must park in these designated areas unless parking in these locations is unavailable.
- Regardless of the store location team members shall not park in the spaces nearest to the front entrance of the store.
- During holidays stores require team members to park in the spaces furthest from the store.
- Fines levied by the store leasing office or mall due to a team member parking in an unauthorized area will be paid by the team member who committed the violation.
- The Company will not be liable for fire, theft, damage, or personal injury involving team members' automobiles.
- The Company strongly recommends team members always lock their cars.

Personal Property

Rally House endeavors to provide and maintain safe working conditions for all team members. The Company will not knowingly permit unsafe conditions to exist. The Company also expects all team



members to do everything possible to safeguard themselves and their property from harm.

Rally House is not responsible for personal property brought onto Company premises. This includes items left overnight and during a shift.

The Company personal property rules and regulations are provided below:

- For your protection, all team members should bring the minimum amount of personal property into the store and leave all other personal property in a locked car or other secure location. A 4x6 wristlet is permitted and can be placed in a designated cash wrap drawer.
- If you must bring personal property into the store, it must be a lunch bag or a clear bag with the dimensions of 7.5"x2"x 5" or less. This property should be placed in the back room in a location not easily viewed by others.
- Backpacks, handbags and shopping bags are not permitted without specific ownership store approval.
- Coats should be placed neatly on the coat rack. Coats should never be thrown over the back of a chair or on a desk.
- If you see anyone other than a team member going into or coming out of a restricted area, mall/building security should be called immediately, and the Store Manager should be notified.

Bag Check

- Team members who bring personal items in the approved clear bag, as outlined above, are required to have them inspected by a supervisor before leaving the store. Supervisors must also have their clear bags checked by another team member. All inspections must be conducted at the main door, in clear view of the camera.
- Team members who do not offer these personal items for inspection will be terminated.

Lost and Found

- All personal items not belonging to the Company that are found within the store premises must be placed in the designated Lost and Found location.
- Persons claiming these personal items must describe the article before you are allowed to surrender it.

Articles of Value

- Articles of intrinsic value that are found should be reported to the Manager immediately.
- Team members who find articles of value must create an Incident Report in NetSuite. Team members should fill out all applicable fields and include the appropriate information about the item of value that was found.

Attire and Grooming

Team members are expected to follow the uniform and grooming standards that reflect a professional, neat, clean, and approachable appearance for Rally House customers. Any appearance changes to the uniform or grooming standards that may be in question or



outside of these guidelines require approval from Employee Relations.

Uniform Standards

- **Rally House Branded Top:** Clean and in good condition. T-Shirts are provided. Jackets, sweatshirts and polo shirts may be worn only if it is a Rally House uniform top. Only local markets should be represented on any top worn.
- **Name Badge and Lanyards:** Company-issued lanyards with visible name badges are required. Only company awarded pins are permitted.
- **Bottoms:** Solid in color, longer than the apron, clean and in good repair. Acceptable options include jeans, joggers (excluding sweatpants), leggings, shorts or skirts/tennis skirts.
- **Apron:** Worn at the waist, covering both top and bottom. Items to carry include a pen, notepad, company phone, dust cloth, wax paper, and any other company-approved items.
- **Shoes:** Closed back, closed toed, stay secure and clean.
- **Accessories:** Game day accessories sold at Rally House, including hats, jewelry, hair accessories, face tattoos, and eye black, are allowed. Hats must be worn facing forward. Hats and Accessories must be in support of the prominent local teams and schools

Grooming and General Appearance Standards

Team members will maintain good personal hygiene and general appearance to interact with a range of customers. To include the following:

- **Hair:** Clean and styled professionally. Hair color should be consistent with maintaining a professional and approachable appearance.
- **Facial Hair:** Kept clean, neat, and trimmed.
- **Jewelry:** Professional and appropriate for interacting with customers and completing daily responsibilities. Oversized facial and ear piercings are not allowed.
- **Tattoos:** Permitted but are to be covered if they could be perceived as offensive, unprofessional or distracting, to include the design and location of the tattoo.
- **Makeup:** Should be applied in a manner that is neat, professional, and is not excessive or distracting.



Request for Reasonable Accommodation

Rally House recognizes the importance of individually held religious beliefs to persons within its workforce. The company will reasonably accommodate a staff member's religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship.

Accommodation of religious beliefs in terms of attire may be difficult considering safety issues for team members. Those requesting workplace attire accommodation based on religious beliefs should contact Employee Relations at employeerelations@rallyhouse.com for further guidance.

Addressing Workplace Attire and Hygiene Problems

- Complete attire and grooming should be reviewed prior to clocking in during the "chat in" with the Leader on Duty. This includes an apron and all the items in it.
- Violations of the policy can range from inappropriate clothing items to offensive perfumes and body odor. If a staff member comes to work in inappropriate dress, he or she will be required to go home, change into conforming attire, or properly groomed, and return to work.
- If a staff member's poor hygiene or use of too much perfume/cologne is an issue, the supervisor should discuss the problem with the staff member in private and should point out the specific areas to be corrected. If the problem persists, supervisors should follow the normal corrective action process.
- Supervisors reserve the right to send any team member home due to their appearance and attire. If a team member is in doubt about the appropriateness of their attire, team members must confirm with their supervisor before entering the workplace.
- For questions regarding this policy please contact your supervisor and/or Employee Relations

Company Phone and Personal Communication Device Usage

The telephone is an important marketing and selling tool for Rally House. Frequently it will be the first and only chance our Company has to make a good impression on a potential customer.

A Personal Communication Device is defined as any device in which a team member can use to communicate personal information (e.g., cell phones and smart watches). Rally House recognizes that Personal Communication Devices have become an integral part of everyday life. They may be a great asset if used correctly (e.g., for productivity apps, calendars, business calls, etc.) However, these devices may also create problems when used irresponsibly or excessively.

To ensure team members optimize their use of Company phones and Personal Communication Devices and use them in the appropriate manner, the Company has established the following rules and regulations. Failure to comply with this policy is subject to disciplinary action up to and including termination.

Personal Communication Device Usage

- Personal Communication Devices are only permitted on the sales floor when all other company issued devices are in use. They must be used for work purposes only.



- Team members are encouraged to leave their Personal Communication Devices in their vehicle or at home. If a team member chooses to bring their Personal Communication Device(s) to work, they should be placed in the central store designated location for personal belongings at the start of the shift.
- The device should remain in the designated safe location and can be taken out if needed for work purposes or during breaks after the team member is clocked out.
- If there is a situation in which the team member team member needs to use their phone for personal use, they must have manager approval. The team members will need to clock out and step off the sales floor before using the device.
- Team members are strictly prohibited from using their Personal Communication Device camera or microphone to record confidential information.
- Company Officers, District Managers, Store Managers and the Manager on Duty are permitted to use their personal communication devices for business purposes only.

Personal Use of Company Phone Lines

- Personal phone calls are prohibited on Company phones unless the call involves the
- communication of transportation arrangements to and from work.
- If you receive a personal call, it is your responsibility to tell the caller that you cannot talk during work hours.
- Vendors, customers, salespeople from other companies, or any other non-team member are
- prohibited from making long distance calls.

Visitors and Restricted Areas

The safety and security of our team members and our stores is of utmost importance. As such we have established the following procedures which must be followed by all team members and visitors when entering or leaving the Rally House store or corporate premises.

- Non-Team members/Outside Workers
- All non-team members who have official business with the Company must identify themselves as either service, vendor or delivery people before entering any area of the store other than the selling floor.
- “Proper identification” includes official business cards, properly completed service orders, and all paperwork that is required for purposes of shipping and receiving merchandise. Individuals who are unable to provide proper identification shall be denied entrance to the store.
- During normal store working hours (10am - 9pm) merchandise is to be received and accepted at the store's Service Entrances and Exits.
- During the normal working hours of 12PM Noon - 3PM cartons of merchandise and packages are to be shipped and delivered to store Service Entrances and Exits.
- Non-team members may not work on Company premises after normal working hours without prior approval of the acting manager in charge.
- Over a period of time, you will become familiar with non-team members coming to stores on official business (e.g., UPS, FedEx, vendors, etc.)



- All non-team members with restricted area authorization must wear identification badges and be escorted and accompanied at all times by a Rally House team member.
- All areas of our stores are restricted with the exception of the selling floor.
- Before non-team members leave the store, team members must examine all items (e.g., bags, boxes, etc.) which they are carrying.
- This policy must be explained to all non-team members upon entering the store.

Visitors and Family

- Visitors and family members of sales staff may only enter or leave the store through the main entrance.
- Visitors and family members are permitted to join members of our sales staff during their meal breaks in the store break rooms. Under no circumstances may these visitors be allowed to enter restricted areas unaccompanied.
- Children are permitted at the workplace for authorized events only (e.g., Bring Your Children to Work Day and family-friendly office gatherings). All other events/situations including daycare challenges and the need to care for a sick child are strictly prohibited given the legal liability of permitting such practice.
- Managers are to be liberal in granting leave to team members who need to make emergency day care arrangements.

Accountability

- Visitors who are observed in any store restricted area without an escort or Company identification badge must be questioned as to their need to be in the restricted area and escorted to the selling floor until they can be identified. Team members must also report these visitors to their supervisor immediately.
- Team members who distribute Company identification badges to visitors are responsible for its return.
- Failure to adhere to this policy is subject to disciplinary action up to and including termination.

Team member Personal Relationships

Rally House strives to provide a work environment that is collegial, respectful, and productive. This policy establishes rules for the conduct of personal relationships between team members in an attempt to prevent conflicts of interest and maintain a productive and friendly work environment.

Definition of a Personal Relationship

A “personal relationship” is defined as a relationship between individuals who have or have had a continuing relationship of a romantic or intimate nature.

Rules and Regulations

A team member who is involved in a personal relationship with another team member may not



occupy a position in the same department as, work directly for or supervising the team member with whom he or she is involved.

Supervisory Personal Relationships

Team member relationships in the same line of authority are strictly prohibited and subject to immediate termination.

Non-Supervisory Personal Relationships

When a conflict of interest or a potential for conflict affecting terms or conditions of employment arises because of any relationship, including nonsupervisory, it is the responsibility of the team members engaging in the relationship to identify for at least one of the individuals, another position in the Company in which they would not interact, or leave the Company entirely. In addition, The Company at its sole discretion reserves the right to decide the appropriate employment action. Actions may include transfer to another department/retail store or termination if no position is available.

Team member Communication Requirements

If such a personal relationship between team members develops, it is the responsibility and obligation of the team members involved to disclose the relationship to their supervisor(s) and Human Resources.

Team members who fail to notify the Company of their intimate relationship or lie about their relationship are subject to disciplinary action up to and including termination.

Problem Resolution/Complaint Procedure

Rally House strives to maintain a positive work environment where team members treat each other with respect and consideration. Most issues can be addressed by politely speaking with your co-workers and bringing a perceived problem to their attention. We encourage all team members to maintain an open mind and graciously accept feedback or reasonable requests to provide everyone with the opportunity to perform at their highest level. Common sense, courtesy, and respect will resolve most matters appropriately.

If problems cannot be resolved between co-workers, Rally House believes team members should have the opportunity to voice their work-related complaints, questions, and suggestions through a streamlined and systematic process. These items may pertain to any employment-related topic, including but not limited to:

- A situation or circumstance that is placing stress, confusion, or conflict on or between coworkers and or customers.
- A belief that Rally House policies, practices, rules, regulations, or procedures have been inconsistently applied. A belief that treatment considered unfair by a team member, such as coercion, reprisal, discrimination, harassment, or intimidation, has occurred.
- An observation that services are being provided in a manner inconsistent with our core values; Or a belief that improper or unfair administration of team member benefits or conditions of



employment, such as scheduling, promotions, or performance review, has occurred.

Complaint Procedure

- Team members should notify their supervisors and Human Resources of any complaint or dispute within three days, or as soon thereafter as is feasible.
- Team members can report concerns via the company's anonymous reporting line at 248- 9555953.
- Once a report has been made, Human Resources will review the information and coordinate an appropriate response with the supervisor and Rally House leadership when necessary; however, team member confidentiality cannot be guaranteed.
- If team members would like to refute the outcome of such an investigation, they may take the matter directly to Human Resources without fear of reprisal or retaliation; however, the decision will be final and binding.
- Team members will not be penalized in any way for proper and good faith use of this process, even if the subsequent investigation fails to produce sufficient evidence of the original report. However, abuse or misuse of the procedure may result in disciplinary action. For example, this procedure may not be used to avoid otherwise proper disciplinary or performance-related action.

Solicitation

To ensure that team members are not subject to actual or perceived pressure to support any activity in which they might not ordinarily support, and in the interest of the convenience and continued goodwill of our customers, neither team members or non-team members may engage in solicitation or distribution of materials on the office or store's property at any time or for any purpose without prior approval.

For the purposes of this Policy, "solicitation" is any activity, verbal or written, made by any person to other persons, that demands, urges, or requests a contribution of money, time, effort or personal commitment, of any nature whatsoever. "Distribution" shall be considered the distribution or passing out of any non-job-related literature, whatsoever.

The Company solicitation rules and requirements are provided below:

- Team members may not solicit or distribute literature for any purpose during working time or in working areas unless it relates to store promotional activities and product information.
- "Working time" includes the working time of both the team member doing the solicitation or distribution and the team member to whom it is directed. "Working time" does not include meal breaks, rest periods and other times during which team members are not required to be in the store.
- "Working areas" include all customer shopping areas, areas in which team members perform their job duties, and all office and storage areas including the break room.
- Team members may engage in solicitation or distribute literature if both the soliciting team



member and the team member being solicited are on an authorized meal break or rest period or have not yet begun their scheduled work hours.

- Team members are prohibited from wearing buttons, markers, emblems, symbols, labels, tags or insignias of any kind or nature that would be perceived to endorse any political, religious, charitable, civic, or fraternal club or organization without prior written approval.
- Team members may wear buttons, markers, emblems, symbols, labels, tags or insignias related to Company promotional events, games, contests and any other occasion that would promote a Company sale or special event. "I Voted" stickers are also permitted.
- The management of the Company may from time-to-time conduct campaigns or solicitations on behalf of activities it supports (e.g., Blood Mobile, United Way, etc.) provided that such campaigns or solicitations are conducted primarily by team members of the Company without violating Rally House's Solicitation policy.
- The collection of money for presents, flowers, parties or donations, or for cases of particular hardship, may be permitted with prior approval.
- Solicitation of or distribution of literature to Company team members by any non-team member is prohibited at any time during working hours or in the Company's work areas.

Any violation of this policy is subject to disciplinary action up to and including termination.

Social Media

At Rally House, we understand that the use of social media can be a fun and rewarding way to share your life and opinions with family, friends, and coworkers around the world; however, it also carries with it certain risks and responsibilities. In the rapidly expanding world of electronic Communication and *social media* can also mean many things. For the purposes of this policy, social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's blog, journal, or diary; personal website; or social networking platform, page, or affinity web site; whether or not associated or affiliated with Rally House.

Rally House must regulate team members' use of social networking sites to protect the image, company logos, trademarks, confidential information, and other intellectual property of the Company and its vendors. Without prior written approval, team members are strictly prohibited from any of the following actions on social networking sites:

- With the exception of LinkedIn, using a Rally House e-mail address as a log-in name, user handle, in a personal profile, or when posting, blogging, or tweeting.
- Anonymously blogging or posting comments, messages, pictures, or other content when commenting on Rally House, its customers, vendors, or product.
- Speaking on behalf of Rally House or its vendors.
- Disclosing confidential information about the company or its customers and vendors.
- Using the logos, trademarks, and other intellectual property of the company or its vendors' sites.
- Team members with access to Rally House social media accounts are not allowed to "like" content on their personal accounts from the Rally House account or use Rally House social media for their



own personal gain.

- You are solely responsible for what you post online. Before creating online content, please keep in mind that any of your conduct that adversely affects your performance, the performance of fellow team members, or any individuals who work on behalf of Rally House or its legitimate business interests may result in disciplinary action, up to and including termination.
- To further guide you in making appropriate and responsible decisions about the use of social media, the following guidelines are provided below:

Know and follow the rules.

- Ensure that any/all postings are consistent with the Terms and Conditions of the social media service as well Company policies such as our *Equal Employment Opportunity and Harassment in the*
- *Workplace* policies. While you may be posting as a private citizen, your personal brand is still affiliated with Rally House. Inappropriate postings that include discriminatory remarks, harassment, or threats of violence (or similar inappropriate or unlawful conduct) will not be tolerated and may be subject to disciplinary action, up to and including termination.

Be respectful.

- Always be fair and courteous to fellow team members, customers, partners, or vendors. Keep in mind that you are more likely to resolve work-related complaints by speaking directly with your coworkers or supervisors rather than posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that could be viewed as malicious, obscene, threatening, or intimidating; that disparage clients, partners, team members, or vendors; or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, culture, or any status protected by law or Company policy.

Be honest and accurate.

- Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post information or rumors that you know to be false about Rally House, fellow team members, clients, partners, vendors, competitors, or people working on behalf of the Company.

Approve your posts and post only appropriate and respectful content.

The Owner(s) manages and oversees the Company's social media presence and activities. Any content item related to our clients, projects, or Company news must first be approved by him/them prior to posting.



- Maintain the confidentiality of all Company trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how, and technology. Do not post internal reports, policies, procedures, or other internal business-related confidential communications.
- Respect financial disclosure laws. It is illegal to communicate or give a “tip” on inside information to others so that they may buy or sell stocks or securities.
- Do not create a link from your personal blog, website, or other social networking site to any Rally House website without identifying yourself as a Rally House team member.
- Express only your personal opinions. Never represent yourself as a spokesperson for Rally House. If Rally House is a subject of the content you are creating, be clear and open about the fact that you are a team member and make it clear that your views do not represent those of Rally House, fellow team members, partners, vendors or any other people working on behalf of the organization. If you do publish a blog or post online related to the work you do or subjects associated with Rally House, make it clear that you are not speaking on behalf of Rally House. It is best to include a disclaimer such as “The views represented on this account are my own and do not reflect the views of Rally House or its Board of Directors.”

Do not use Rally House social media platforms to engage in partisan political activity, such as posting or making direct links to political parties, partisan political candidate(s), campaigns, groups, or causes. While we do not discourage team members’ involvement in our political process or the expression of political opinions on their own personal time and social media platforms (including websites, blogs, etc.), we do ask that you clearly state that any opinions expressed are your own and not that of Rally House.

Using social media at work

Refrain from using social media while on work time or on equipment we provide unless it is work-related, authorized by your supervisor, and consistent with Rally House policy. Do not use your work email address to register on social networks, blogs, or other online tools utilized for *personal* use.

Reporting inappropriate/derogatory content

If you observe any derogatory comments posted on Rally House social media or any other formal Rally House communication channel it is your responsibility to notify Human Resources and the IT department immediately. Human Resources and IT will identify the appropriate next step including removing the derogatory post.

Technology in the Workplace

At Rally House, we understand the importance of protecting our information and information systems from unauthorized access, use, disclosure, destruction, modification, disruption, or



distribution. Company information systems and related hardware must not be used for the following activities:

- Streaming TV, music, movies, or any other related entertainment through company data connections (e.g., Wi-Fi, desktops, etc.) on either personal or business-related devices is strictly prohibited. These activities are also prohibited when using personal data connections unless during break times or you have received supervisor approval.
- Watching sporting events during work hours either through Rally House data connections or otherwise must be approved by the team member's supervisor and will be approved only if their job is directly impacted by the result (e.g., waiting for results of a playoff game to determine a buy order).
- Wearing ear buds on the sales floor is strictly prohibited.
- Transmitting or downloading classified information.
- Hacking into another person's system or impersonating another person.
- Soliciting or advertising for any other activity not directly related to the advancement of Rally House's business interest.
- Accessing, transmitting, or downloading jokes, comments, videos or pictures that would discriminate or violate our sexual harassment policy.

In addition, team members must limit their use of personal phones during normal business hours including limited texting, calls, and other smart phone services unless it is a required part of their job description.

Rally House owns all the equipment and resources it provides, including messages and other data transmitted or stored by business-related technology, which remain the property of Rally House at all times. Rally House may access and monitor team members' communications and files as it is considered appropriate.

Your use of Rally House technology, resources, materials, or equipment constitutes your consent to these terms and conditions, including the monitoring of all emails sent or received through Rally House technology. Team members should have no expectation of privacy in regard to using Company owned equipment, resources, systems, and technology. Additionally, Rally House reserves the right to disclose these communications, files, or records to law enforcement, government authorities, and other third parties without notification or permission from the team members sending or receiving the messages.

Improper use of these items may result in disciplinary action, up to and including termination of employment.

Network Security Policy: Use of Computers, Mobile Devices, and Network Resources

All use of Company computers and other devices—including mobile devices—connected to Company network resources (or in use to support our clients) must strictly observe Company requirements, subject to immediate termination.

Video Recording Equipment

The Company may, at its discretion, use video surveillance of the premises to ensure safety, security, service quality, or for any other reason it deems necessary. Team members should be aware that both



general office and individual work activity may be monitored and recorded.

Phones

Use of business phones is allowed as a convenience to team members, but personal calls should be kept to a minimum and should not interfere with work duties. All calls on Company phones are or may be recorded by the Company and the recordings are considered business records and owned by the Company. Excessive personal calls and texts during the workday, whether using a personal or Company phone, can interfere with team member productivity and be distracting to others. Team members are therefore expected to make personal calls and texts during non-work time whenever possible and ensure that friends and family members are aware of this policy. Flexibility will be provided in circumstances demanding immediate attention. Rally House also expects team members to exercise discretion in using personal cell phones at work. During work hours, personal cell phones – including alarms, notifications, and alerts – should be set to a silent or low ring tone. Rally House will not be liable for the loss of cell phones brought into the workplace.

E-mail

E-mail is neither private nor confidential. Personal e-mail use is allowed as a convenience to team members but should be kept to a minimum and should not interfere with work duties. E-mails must not contain content that could be considered profane, partisan (political), derogatory, or inflammatory. Likewise, chain letters and solicitations are prohibited. Internal and external e-mail messages are considered business records and may be subject to discovery in the event of litigation. Rally House email addresses should not be used to register on social media platforms, networks, blogs, or other online tools or applications utilized for personal use.

Rally House maintains the right to monitor its business equipment and the use of these services at any time it deems appropriate. Rally House may access computers, files, e-mail, voice messages, and any other office equipment or service at any time. Rally House reserves the right to disclose team member e-mail messages or Internet records to law enforcement or government officials or to other third parties, without notification or permission from the team members sending or receiving the messages.

Team members should always ensure that the business information contained in e-mail messages is accurate, appropriate, and lawful and that no personal correspondence appears to be an official communication of Rally House, since team members may be perceived as representatives of Rally House and, therefore, damage or create liability for the Company. Knowingly discarding, destroying, and tampering with e-mail to try to obscure prohibited behavior or interfere with communications is prohibited.

Phishing

Phishing attacks aim to steal sensitive information like passwords, financial data, and Rally House credentials through fake emails and websites. These can lead to identity theft, financial loss, and compromised systems.

Prevention Tips:



- Never share sensitive information via email.
- Avoid clicking suspicious links or opening unexpected attachments.
- Verify secure websites with "<https://>" and a lock icon before entering private data.

If Targeted:

1. Change all Rally House and related passwords immediately.
2. Update personal account passwords if reused.
3. Report the incident to IT and the impersonated service provider.
4. Alert financial institutions if accounts are compromised.

1. First Offense:

- a. The organization will reimburse the team member for the financial loss incurred due to a phishing attack.
- b. This action aims to support the individual and underscore the importance of cybersecurity awareness.
- c. The team member must complete mandatory cybersecurity training or a refresher course within 30 days of the incident.

2. Second Offense:

- a. No reimbursement will be provided.
- b. The team member will bear the financial loss and may pursue recovery independently if feasible.
- c. Further consequences, such as additional training or performance reviews, may apply depending on the severity of the incident and its impact on the organization.

Training:

Employees must complete phishing awareness training upon hire and annually to improve scam detection skills. Stay alert to protect personal and company data.

Internet/Wi-Fi

Every user is responsible for ensuring that the Internet is used in a prudent, ethical, and lawful manner. Copyrighted material belonging to entities other than Rally House may not be transmitted on Company networks. Team members are also reminded that individual logins and other passwords may not be shared with any third party or other team members unless the Owner(s) requests such passwords.

Team members should always ensure that the business information contained in Internet messages is accurate, appropriate, and lawful and that no personal correspondence appears to be an official communication of Rally House, since team members may be perceived as representatives of Rally House and damage or create liability for the organization.

Sending, receiving, creating, or accessing pornographic materials, images, websites, chat rooms, and related sites during work time or using Company equipment or technology is strictly prohibited.



Hardware/Software

Rally House prohibits tampering with hardware, software, or security systems by team members. Such efforts may result in disciplinary action, up to and including termination of employment. Likewise, team members are not allowed to upload, download, or otherwise access software, hardware, or applications, etc. which are not work-related and have not been expressly authorized for use. This includes gaming sites.

Violations of this policy are subject to disciplinary action up to and including termination.

Company Policies and Procedures



Work Rules

To ensure the effective operation of Rally House in a safe, healthy and pleasant working environment, a specific standard of conduct is expected and required of all team members. The Work Rules are written to alert team members of the more commonplace types of conduct violations; however, this list is not intended to be exhaustive. Should instances of unacceptable conduct not listed below occur, Rally House may find it necessary and appropriate to initiate disciplinary action. In addition, many of the rules provided below are incorporated into more detailed policies which are included in this Handbook. If you have questions about any component of this policy, please reference the other applicable sections of this Handbook and/or contact Human Resources.

Failure to follow the Company Work Rules outlined in this policy will result in disciplinary action up to and including termination.

Breach of Confidentiality

- Discussing confidential matters with anyone outside the company or with unauthorized company associates. This includes vendor information, salaries, and all information stored on company computer systems.
- Unauthorized release of confidential or proprietary information or official records.
- Allowing unauthorized persons access to Rally House premises without permission.
- Removing Company records from Rally House premises.
- Accessing proprietary information without approval.



Misuse of Company Property or Resources

- Using, duplicating or possessing keys without authorization.
- Theft, pilferage or unauthorized removal of Company property, merchandise or another team member's property from the premises, or its conversion to personal use.
- Transacting personal business during working hours, including but not limited to personal use of the company telephone, copy machine, shipping, stationery or computers.
- Carrying on any outside activities during working time or during any time that would interfere with the work of other team members. Working time is defined as the time during which team members are clocked in and performing their job tasks and does not involve time when a team member is clocked out on an authorized break or on their own time before or after work.
- Soliciting or distributing literature related to outside activities.

Mail

- Team members should not use Company stationery or postage for personal correspondence. Personalized Rally House stationery and business cards may be issued to and used by team members for official purposes only

Disorderly Conduct

Conviction of a crime, including convictions based on plea of no contest or of a misdemeanor, the nature of which reflects the possibility of serious consequences related to the assignment of the team member.

- Fighting or roughhousing on Company property, including any activities that are perceived as dangerous to life or property.
- Rude or insolent conduct toward a customer, manager, or other team member.
- Engaging in any actions that are deemed detrimental to the orderly conduct of business.
- Threatening, intimidating, coercing, harassing or assaulting another team member or customer at any time.
- Gambling in any form on office or store property, except when sanctioned by the Company (e.g., NCAA Tournament Bracket Challenge)
- Using profane or obscene language.

Discrimination or Harassment

- Deliberately or willfully violating the Equal Employment Opportunity policy.
- Failing to comply with the Sexual Harassment Policy.
- Any act or conduct that is discriminatory in nature toward another person's race, color, national origin, citizenship, religion, sex, age, marital status, veteran status, physical disability, medical condition, gender identity, sexual orientation or any other characteristic protected under federal, state or local law.
- Team members shall conduct their professional business in such a way that does not expose



the customer to unnecessary embarrassment or disparagement.

- Team members may not discriminate unfairly by dispensing special favors or privileges to anyone, nor accepting favors or benefits under any circumstances that might be construed as an influence on the performance of their duties.

Illegal Practices

- Engaging in actions that may potentially result in injury to individuals or damage to Company and/or team member property, including disregard or violation of safety, fire, or security regulations; possession of firearms or other weapons on Company premises; or failure to report accidents or unsafe conditions to the manager in charge.
- Team members are strictly prohibited from possessing firearms, explosives or weapons within the Company's building.
- Team members are strictly prohibited from removing any Company property from the premises without proper authorization.
- There cannot be any willful destruction or damage to any property of the Company or any other team member
- Team members are strictly forbidden to falsify, alter, destroy or remove company reports, statements, or records, or to assist others in doing so.

Unsafe Behavior

- Bringing alcohol, drugs or intoxicants, or consuming intoxicants or drugs, other than drugs prescribed by a physician, on the premises, or reporting to work under the influence of alcohol, drugs or intoxicants.
- Careless, negligent, or improper use of Company property, equipment or funds, including unauthorized removal or use for private purposes, or use involving damage or unreasonable risk of damage to property.
- Smoking in the workplace in areas other than those designated.
- Failing to maintain a clean and safe workplace including littering or contributing to unsafe working conditions on Company premises.
- Cash Change can only be provided to a customer in connection with a purchase or a refund transaction.

Improper Behavior

- Failure to complete time punches accurately or falsification of time record information; on behalf of oneself or another team member.
- Improper authorization uses or abuse of paid leave.
- Failing to keep busy at all times.
- Performing overtime work without authorization.
- Incompetence or unsatisfactory work performance in meeting the Rally House sales standards and customer service requirements: 5 Characteristics of a Total Rally House Performer.
- Socializing with, talking with, or otherwise interrupting the work of a team member who is not



on a scheduled break.

- Failing to properly record customer transactions and/or mishandling of cash.
- Falsifying Company records, furnishing false information, withholding any information on Company records pursuant to any investigation by Company management or any government agency.
- Failure to carry out direction from a supervisor, except when the team member's safety may be jeopardized by the direction.
- Willful failure to produce a satisfactory quantity or quality of work; restricting output or engaging in any intentional slowdown or work stoppage.
- Creating an oral or written statement that defames, ridicules or otherwise discredits the Company, its image, its practices, its people or its products.
- Failure to observe team member parking regulations.

Unethical Conduct

- Soliciting outside work for personal gain while working or participating in any off-duty employment adversely affects the team member's Rally Housework performance.
- Providing false or misleading information on employment applications, time records, sales receipts and any Company records or reports.
- Exhibiting any behavior that is unethical or dishonest in relation to your employment with Rally House.
- Demonstrating any behavior that causes the Company's reputation and/or competitive position to become compromised (e.g., publicly criticizing Rally House, its services, its personnel or its vendors).
- Soliciting other team members to leave the Company.

Using professional relationships with customers for private advantage.

- Rally House is responsible for assuring the health and safety of all team members.
- In keeping with this objective, Rally House does not permit team members to bring their household pets to work.
- Animals may pose a threat of infection and may cause allergic reactions in other team members.
- Some team members may feel threatened or be distracted by the presence of animals, particularly dogs.
- In addition, Rally House wishes to prevent pets from fouling the office space or damaging company property.

Hot Market Products

- Due to potential fines and lawsuits from our vendors, team members are never allowed to view Hot Market items before they are authorized by Corporate to sell to customers.



- Once the images of Hot Market items are uploaded into NetSuite, only Store Managers or Assistant Store Managers can test the tags.
- Any violation of this procedure or instance of a leaked image will result in immediate corrective action up to and including termination as well as possible legal action.

Gifts and Gratuities

- Team members may not accept gifts valued over \$100 without the approval of the executive team. This includes tickets, trips, exclusive events, or gifts of any kind.
- Under no circumstances are gifts to be received in return for services from the Company.
- Gifts valued under \$100 must be reported to your immediate supervisor.
- Cash may not be accepted at any time.
- Gifts of nominal value that are traditionally given during the holidays and widely distributed to many people may be accepted provided they are shared within the office.

Financial Interest

- No team member or immediate family member (spouse and children) is to have a direct or indirect financial interest in a competitor or with any enterprise, which transacts or is likely to do any business with the Company as a vendor.
- Ownership in a private company that does or may do business with, or is a competitor of, the Company or its affiliates is never permitted.

Media Contacts

Team members should not speak to the media on the Company's behalf without first receiving approval from Corporate Marketing, the Chief Operating Officer, and/or the Owner(s). All media inquiries should be directed to the Corporate Marketing Team, the Chief Operating Officer, or the Owners as they are the sole spokespersons for Rally House unless they delegate this function.

Contracts and Agreements Signature Authority

All team members are prohibited from agreeing to or signing any contract or agreement. All contracts and agreements must be reviewed and approved by Rally House Corporate Officer. Upon receiving such requests team members must respectfully decline and direct the vendor to the appropriate Rally House Corporate Officer.

Examples of the types of requests you may receive are as follows:

- The offer of a product or service.
- Signature request to confirm or continue an existing contract, agreement, product, or service.
- Phone request to confirm or continue an existing contract, agreement, product, or service.
- Rally House team members are prohibited from directing anyone to sign a contract or agreement. Store managers and corporate managers only are permitted to sign for and confirm items received or when work is completed.



- Team members violating this policy may be subject to disciplinary action up to and including termination.

Alcohol and Drugs

In compliance with the Drug-Free Workplace Act of 1988, Rally House has a longstanding commitment to provide a safe, quality-oriented and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of Rally House team members and to the security of the Company's equipment and facilities. This policy applies to all team members and all applicants for employment at Rally House.

Team members should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit team members from the lawful use and possession of prescribed medications. Team members must, however, consult with their doctors about the medications effect on their fitness for duty and ability to work safely, and they must promptly disclose any work restrictions to their supervisor and Human Resources.

Hiring Policies

- No person will be hired who is known to currently abuse, promote or sell illegal drugs.
- Illegal drugs are those substances recognized as a drug in the United States Pharmacopoeia and/or defined as illegal under federal, state or local laws, including, but not limited to:
 - Marijuana
 - Heroin or Cocaine
 - Hallucinogens of Hashish
 - Depressants not prescribed by physician for treatment.
 - Stimulants not prescribed to the team member by a physician for treatment

Use or Possession of Alcohol, Narcotics and Other Controlled Substances

- Team members may not possess alcohol, narcotics, or other controlled substances on Company premises during working hours.
- Team members may not possess alcohol, narcotics or other controlled substances on Company premises during break or meal periods.
- The use or possession of alcoholic beverages on Company premises, except for authorized events, is prohibited.
- Employees may not consume alcohol during work hours or arrive under its influence. Exceptions for authorized events require responsible consumption. Underage employees (below 21) may not consume alcohol at any work events. All employees must follow applicable laws.
- Violations may lead to disciplinary action, including termination.

Team members Deemed to be Under the Influence of Alcohol, Narcotics or Other Controlled Substances

- Team members are prohibited from reporting to work or performing their job assignments



under the influence of alcohol, narcotics, or other controlled substances at any time.

- Any team member who displays evidence of alcohol use, such as the smell of alcohol in the breath, will be immediately removed from the Company premises. Appropriate action will be taken based on employment history and violation history.
- Managers may require a team member to be evaluated for drug or alcohol influence during any work period.
- Rally House reserves the right to evaluate team members for the presence of drugs and/or alcohol upon “reasonable suspicion” including for the following reasons:
 - Investigation of team member impairment.
 - Investigation of accidents in the workplace.
 - Incidents of workplace theft.
 - Concerns about the safety of team members and the general public.
 - Concerns about the productivity, quality of products or services and/or security of property or information.
- “Reasonable suspicion” is defined as when a team member’s observed behavior, production level, attendance record, demeanor, damage to property, security violation, injury to self or others, or any other unusual behavior or circumstance raises the question about the team member’s physical condition and/or fitness to perform their job.
- Team members who refuse testing are subject to disciplinary action up to and including termination.

The Selling, Soliciting or Dealing of Illegal Drugs

- Any team member who is found to be a seller or who is involved in the sale, solicitation or dealing of illegal drugs or controlled (non-prescription) drugs will be terminated immediately.

Team member Assistance Program

- Team members who recognize the need for counseling or medical assistance due to alcohol and/or drug abuse may wish to contact Human Resources to receive assistance in determining available options and ways in which the Company can support their recovery.
- The EAP is strictly confidential and is designed to safeguard a team member’s privacy and rights. Information given to the EAP counselor may be released to Rally House only if requested by the team member in writing. All counselors are guided by a professional code of ethics.
- Personal information concerning team member participation in the EAP is maintained in a confidential manner. No information related to a team member’s participation in the program is entered into the team member’s personnel file.
- There is no cost for a team member to consult with an EAP counselor. If further counseling is necessary, the EAP counselor will describe community and private services available. The counselor will also let team members know whether any costs associated with private services may be covered by their health insurance plan. Costs that are not covered are the responsibility of the team member.



- To contact an EAP counselor, call EAP at 888.319.7819.
- Website: www.metlifegc.lifeworks.com ○ User: MetLife assist ○ Password: support

Search

- The Company has the right to take all necessary measures to search for alcohol and/or illegal drugs that may be located and used on Company premises.
- The Company reserves the right to inspect any package taken from or brought onto Company premises. This includes suspicion of alcohol or illegal drug use. If any team member refuses to submit to a search (package only) after the reason for the search has been fully explained, the team member will be removed from service and may be terminated for insubordination.

Smoke and Vape-Free Workplace

Rally House is committed to providing a safe and healthy workplace and to promoting the health and well-being of its team members. As such, the following policy has been adopted and applies to all team members of Rally House.

Policy

All smoking, vaping, and any other tobacco products including chewing tobacco is prohibited on all company premises. Smoking is defined as the act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind. Vaping refers to the use of electronic delivery systems or electronic smoking devices such as e-cigarettes, e-pipes, e-hookahs and e-cigars.

- Smoking, vaping and the use of any other tobacco products is permitted only in designated smoking areas outside of stores and office spaces.
- Smoking, vaping or the use of any other tobacco products is prohibited during working hours except during authorized meal breaks.
- All team members must refrain from smoking in the presence of customers.
- When smoking in the designated smoking areas, team members are expected to extinguish their cigarettes in the proper receptacles.
- Any team member who violates this policy will be subject to immediate termination.

Scope

This policy applies to the following:

- All areas of buildings were occupied by company team members.
- All Company-sponsored offsite conferences and meetings.
- All vehicles owned, leased or rented by the company.
- All Company team members.
- All visitors (customers and vendors) to company premises.



- All contractors and consultants and/or their team members work on company premises.
- All temporary team members.
- All student interns.

Remote/Telework Policy

The nature of Rally House's business requires the vast majority of the work to be conducted at the corporate office and Rally House retail stores. It is vital that we maintain the interactive, team-based culture that has made us successful. As such, ***teleworking is not permitted.***

Temporary teleworking arrangements may be approved for special circumstances as a specific task is required. ***If there is an urgent task that needs to be completed a temporary teleworking arrangement may be approved.***

These arrangements are approved on an as-needed, case-by-case basis with no expectation of ongoing continuance. ***All temporary teleworking arrangements (including DM's) must be approved by the team member's direct supervisor in advance of commencing work.***

When teleworking you will be responsible for providing and maintaining any technology, equipment, and supplies necessary to perform your work duties (in addition to that which Rally House has already provided).

Harassment in the Workplace

Rally House will not tolerate any form of harassment in the workplace and is committed to providing a work environment that fosters mutual team member respect and is free of harassment, including harassment based on race, color, religion, gender, national origin, age, disability, or any other characteristic protected by applicable federal, state, or local law. This policy specifically prohibits any form of harassment by or toward team members, clients, vendors, suppliers, or users of Rally House's services and facilities, and includes harassment in-person (physical), online (electronic), in writing (verbal), and in any other form.

Sexual Harassment

Sexual harassment is perhaps the best-known form of harassment, and may involve situations where a) the acceptance of or participation in such conduct constitutes an explicit or implicit condition of employment (e.g., promotion, training, or assignments, etc.) or; b) rejection of such conduct would result in penalty (e.g., demotion, overtime, etc.). However, harassment is any unwelcome, inappropriate conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; unreasonably interfering with an individual's work performance; or affecting an individual's employment opportunities.



Forms of harassment include, but are not limited to:

- Unwelcome verbal or physical advances.
- Sexual innuendo, flirtation, or suggestive comments.
- Foul or obscene language or gestures.
- Physical contact such as patting, pinching, or brushing against another's body.
- Sexually, racially, or otherwise derogatory, threatening, or discriminatory materials, statements, gestures, graphic images, objects, or remarks; and
- Unwelcome jokes, teasing, anecdotes, or other similar verbal conduct.
- Fraternalization

All Rally House team members will be subject to disciplinary action, up to and including termination, for any act of harassment.

Fraternalization

Fraternalization between team members is strictly prohibited. This policy applies to all team members, including full-time, part-time, seasonal, and temporary workers, across all levels of employment.

Bullying

Bullying is another form of harassment that has been found to result in decreased levels of morale, trust, and productivity, and increased levels of stress, absenteeism, and attrition at work. Bullying will not be tolerated at Rally House. Bullying can include any type of aggressive and intimidating conduct in the workplace, including verbal abuse. This policy specifically prohibits any form of bullying by or toward team members, clients, vendors, suppliers, or users of Sage Communications' services and facilities, and includes harassment *in-person (physical)*, *online (electronic)*, *in writing (verbal)*, and *in any other form*.

Questions about what constitutes harassing behavior should be directed to Human Resources or any member of management. Likewise, team members who believe they have been subjected to any type of harassment should report this to Human Resources or any member of management immediately. All complaints will be investigated as promptly, thoroughly, and as confidentially as possible and corrective action – up to and including termination of employment – will be taken when warranted. Any team member who observes or becomes aware of harassment should advise their supervisor and Human Resources immediately so the alleged conduct can be investigated and, if necessary, corrective action can be taken in a timely manner.

Individuals who, in good faith, report possible acts of harassment will not be retaliated against in any manner for having done so, even if the investigation produces insufficient evidence to support the original report. However, anyone engaging in any form of retaliatory action against another person for exercising their rights under this policy will be subject to disciplinary action, up to and including termination.

Inclement Weather & Other Unscheduled Closings

Rally House is committed to providing reliable and consistent service to its customers. As such, the Company shall make every attempt to avoid closing any of its stores for unscheduled reasons.



However, the Company recognizes that there may be circumstances in which store closures are necessary. These situations include, but are not limited to fire, storm, tornado, severe ice, earthquake, flood, bomb threat government directive or even civil disorder. If any such event occurs management will enforce emergency store closures.

Unscheduled Store Closing Procedure

In the event there is a perceived hazardous situation which has occurred on or in the vicinity of Company premises, team members must adhere to the following procedures:

- Store Managers (SM) must call other major retailers including neighboring stores, shopping malls, movie theaters, and/or restaurants to better understand the severity of the situation including their planned operating status.
- Based on the information gathered the SM will recommend the store operating status to the District Manager (DM).
- If the recommendation is to close the store the DM will communicate this recommendation to the Corporate Office and request approval.
- Once the decision is made the DM will notify the SM, and it is the SMs responsibility to contact all store team members scheduled to work that day to communicate the decision.
- In the absence of information, it is to be assumed that the store is open, and every effort should be made to arrive at work unless conditions are hazardous and pose a threat to your safety and wellbeing.

When the Store is Closed

If weather or other hazardous conditions are such that a store does not open, managers will work to accommodate those team members that missed a work shift in the following order:

- Full-time hourly team members scheduled to work may be granted pay for unworked hours not to exceed four hours in one day and not to exceed a combined total of 40 payable hours in the week. The remaining time may be made up for the rest of the week, if possible. You may also choose to use PTO to make up the remaining deficit.
- Managers will work to accommodate part-time team members with missed hours throughout the week with additional shifts, if possible.

If weather or other hazardous conditions are such that a store closes early:

- All team members who are scheduled to work and who have not yet arrived at the store will be contacted by the SM to communicate the store closure.
- Part-time team members that were alerted of the store closing prior to arriving for their shift will not be compensated for their shift. Managers will work to accommodate part-time team members, making up the missed hours as necessary.
- Part-time team members working at a store at the time of closure will not be paid for the remainder of their shift. Managers will work to accommodate team members, making up



missed hours as necessary.

- Full-time team members working at a store at the time of closure will be paid for the remainder of their shift, not to exceed four hours of non-worked time and not to exceed a combined total of 40 hours in the week. Managers will work to accommodate team members, making up missed hours as necessary.
- Full-time team members may also choose to use PTO to make up for the remaining deficit.

When the Store is Open

If the store is open, the following rules apply:

- Those team members who do not report to work, report to work late or leave work early will not be paid for the time they are absent.
- Team members who do not report to work as scheduled because of inclement weather are expected to notify store management as far in advance as is practicable prior to the start of their shift.

Team members will accrue hours for pay periods in which they have hours worked and may receive a prorated accrual if on a leave of absence.

PTO Sickness Requirements

Given sicknesses in many cases cannot be planned for, there are additional requirements and regulations which must be followed to ensure limited impact to business operations:

- Notify your supervisor at least one and one-half hours before the scheduled work shift/workday.
- State the reason for the absence.
- Have the absence approved by your supervisor.
- Keep your supervisor informed of conditions during the absence, including requested medical verifications.

Team members absent for three or more consecutive days due to sickness may be required to provide written releases from their doctors. This release must authorize the team member's return to work, as well as confirming that the team member was unable to work.

Team members who are unable to return to work after twelve weeks will be terminated from active service. The Company will attempt to keep open all team members' jobs for a reasonable length of time.

However, it is not possible to guarantee that the same position will be available upon your return. Paid and unpaid time off due to illness/injury should be recorded on all timecards. Team members who are excessively absent from their jobs due to sickness are subject to disciplinary action, including termination.

Scheduling & Approvals

It is the supervisor's responsibility to ensure that PTO which can be planned for in advance (e.g., vacation) is approved after appropriate coverage is confirmed during this time period and that the team member's time off will not disrupt business operations. If you book reservations prior to receiving



supervisor approval you may be asked to reschedule your time off and you will not be reimbursed for change fees if applicable.

Prior to leaving PTO you are expected to develop an appropriate transition plan to ensure that your back-up is executed against your responsibilities while you are away to further minimize the impact of your absence.

While we understand the importance of time off for rest and relaxation, there may be emergency situations in which the company will need to reach you when you are away. As such, supervisors have the authority to text or call you if they need your support prior to your return. We want you to use your leave, but we also need to ensure that the business isn't hindered, and we are accounting for everything appropriately while you are away.

Retail Scheduling

Given the nature of our retail business, there are additional PTO guidelines as detailed below:

Temporary Teleworking Arrangements

Temporary teleworking arrangements may be approved for District Managers (DM) for extenuating circumstances only including inclement weather. Temporary teleworking is not permitted for personal convenience such as working from home on a Friday afternoon. Please reference the Remote/Telework policy for more details.



Benefits

Paid Time Off (PTO)

Rally House recognizes that team members have diverse needs for time off from work and, as such, the Company has established this paid time off (PTO) policy. The benefits of PTO are that it promotes a



flexible approach to time off by combining vacation and sick leave. Team members are accountable and responsible for managing their own PTO hours to allow for adequate reserves if there is a need to cover vacation, illness or disability, appointments, emergencies, or other situations that require time off from work.

Eligibility

All regular full-time team members receive PTO, which begins accruing on your first day of employment.

Retail Team member Accruals

Retail team members accrue PTO based on the schedule below:

Position	Employment Length	Time Accrued Per Pay Period (Hours)	Time Accrued Annually (Hours)
Area Manager District Manager Sr. District Manager Regional Director	1st Day	5.230	136 (17 days)
	5 years	6.769	176 (22 days)
Assistant Store Manager Store Manager	1st Day	4.307	112 (14 days)
	5 years	5.846	152 (19 days)

PTO starts to be accrued on the 1st day of employment and can be used immediately. In addition, negative leave balances are not permitted. Team members cannot use PTO unless it has been accrued.

- Use of PTO for planned vacations is discouraged from October through December due to the high volume of sporting events and holidays which impact business. Use of PTO for planned vacations during this period must be pre-approved.
- There will be other times during the year in which PTO will be limited depending upon the impact of sporting events on the store location (e.g., the month of March for store locations which have colleges participating in March Madness).

Workday Request and Approval Process

After you receive verbal and/or written approval from your supervisor, you must enter the approved day(s) off in Workday within two business days and supervisors must approve these requests within three business days. It is the team member’s responsibility to ensure their supervisor approves their PTO requests within the 3-business day requirement. If PTO is not approved on Workday the Company reserves the right to ask you to reschedule your time off. Failure to enter your time off into Workday could result in losing PTO.

Adjustments/ Exceptions



- PTO may not be used above a total of 40 hours in one week including hours worked. All PTO hours recorded above 40 hours in a week will be returned to your PTO bucket.
- PTO may be used for any approved unpaid leaves of absence.
- Federal Law governing military leave will supersede any provisions of this policy.
- Team members planning to take a military leave of absence of one year or more will be paid for their PTO in the same manner as a terminating team member.
- Team members planning a military leave of absence of less than one year have the option and may elect to receive pay for all accumulated PTO or may elect to wait and use the PTO time after their return to work.
- All team members who return to work from a military leave of absence of less than one year are eligible to receive PTO that has accumulated while on active military duty.

PTO Usage After Resignation

PTO may not be used after you submit your resignation. We have implemented this policy to ensure our people who choose to move on provide Rally House and the person assuming their responsibilities adequate time to transition. Additionally, if a team member resigns without sufficient two weeks' notice, any PTO within the 2 weeks leading up to their last day will not be paid out.

PTO Payout

Upon termination, Rally House team members will not be paid for unused PTO balances except in states in which the Company is legally required to do so. In addition, Rally House reserves the right to withhold the payment of accrued PTO for involuntary termination.

Reemployment

Any team member who has left the employment of the Company and has not worked for the Company for more than three months will be treated as a new team member and their PTO accrual schedule will start over

Any team member who has left the employment of the Company in good standing and who returns within three months will be credited with their previous length of employment and their previous PTO accrual schedule.

PTO Cap

PTO will stop accruing when a team member's balance has reached their yearly maximum accrual. For instance, if a team member can accrue up to 14 days per year and their balance has reached 14 days (112 hours), their accrual will be suspended until PTO is used to lower the balance to below 14 days or 112 hours.

Discount Program

Rally House has created a merchandise discount program as a way to express our appreciation for your



hard work and dedication. A Team member Discount is to be used for merchandising a team member purchases for personal use or as a gift. Abuse of this policy is subject to disciplinary action up to and including termination.

Team member Discount (40%)

- This discount can be applied to any item unless otherwise specified.
- Employee discount is eligible on clearance items.
- Discounts cannot be combined with any other coupon, or promotion.
- Discounts are allowed for hot market merchandise, but the merchandise must be at the store for at least 3 days before the discount can be applied.
- Only the Team Sales Leads (TSM), Assistant Manager (ASM), or Store Manager (SM) are authorized to apply merchandise discounts. Team members must check ID for team members from outside locations to verify eligibility.
- Team members can use their discount at any store. The team member needs to provide the cashier with the e-mail address associated with the team member profile in NetSuite and a valid ID. The team member profile needs to be used for the transaction. Failure to do so will result in corrective action including loss of discount privileges.
- All purchases must only occur when team members are “off the clock”.
- The form of payment for merchandise purchased with a discount should come in the form of gift card, cash or with a credit or debit card in the name of the team member.
- The maximum annual discount is limited to \$2,000.
- Team member holds are not permitted, on or off the clock.
- Item exceptions may apply.

That's where you come in! If you know someone who would be a good addition to Rally House, you may be awarded a referral bonus if you refer a candidate and he or she is hired. There are three types of bonuses as described below:

- Part-Time Retail: Any current team member who refers a part-time retail team member. ○ **Bonus amount: \$100 after the referred team member completes 30 days of employment.**
- Full-Time Retail: Any current team member who refers a full-time retail team member. ○ **Bonus amount: \$500 after the referred team member completes 6 months of employment.**
- Full-Time Corporate: Any current team member who refers a full-time corporate team member. ○ **Bonus amount: \$1000 after the referred team member completes 6 months of employment.**

Program Rules

- All team members in good standing with the Company are eligible for the bonus. **Store managers and Assistant Store Managers are not eligible for referral bonuses for their store.*
- Both the referee and the referral are in good standing with the Company.
- Temporary, summer, seasonal, contract and former team members of Rally House are not eligible candidates for referral awards.
- The referral must represent the candidate's first contact with Rally House.



- The first team member to refer to a candidate will be the only referring team member eligible for payment.
- Only candidates who meet the essential qualifications for the position will be considered.
- All candidates will be evaluated for employment consistent with Company policies and procedures.
- Referrals shall be given full consideration for employment if there is a suitable vacant position, if they meet the requirements of the vacancy, and if their references are satisfactory.
- All information regarding the hiring decision will remain strictly confidential.
- The Company is an Equal Employment Opportunity employer. Only the most qualified applicants will be hired.

Team member Referrals

Rally House is always looking for good people, and you can help. Research has shown, and our own experience supports, that new hires who come into a company through team member referrals are excellent contributors, stay with the company longer and are more cost-effective recruits.

How to Submit a Referral

- On the Rally House job application there's a field for applicants to list who referred them to the position.
- During onboarding, the team member must list the first and last name of the team member who referred to them. The team members can only list one name.

Medical Insurance

Rally House offers medical, dental, and vision care benefits to regular full-time team members and their eligible dependents. Premiums are largely covered by Rally House, with team members responsible for the remaining costs. Team member coverage contributions based on your selected benefits will be deducted from each bi-weekly paycheck.

Eligibility

To be eligible for full-time benefits, you must be a regular team member (not seasonal or temporary) scheduled and expected to have 30 or more hours of service per week or an average of 30 or more hours of service per week over a designated period of time. Insurance coverage for full-time team members becomes effective the first day of the month following the end of a 60-day wait period.

- The eligibility waiting period is the first of the month following 60 days. The 60-day wait period begins on the first day of employment with full-time status.
- If a team member moves from part-time to full-time status, the team member's 60-day wait period will commence on the date of the effective date of their promotion to full-time



status.

Enrollment and Changes

You can enroll in or change your benefits during annual benefits enrollment, new hire enrollment or within 30 days after a life event (e.g., birth or adoption of a child, marriage, etc.). *To make a change to your insurance following a change in status, you must request the change within 30 days of the date of the event.* Changes made during open enrollment will become effective at the beginning of the new plan year.

Consolidated Omnibus Budget Reconciliation Act (COBRA)

Upon separation of employment (or other qualifying events such as a reduction in hours, job transition, or divorce), you may be entitled by law to continuation or conversion of the group medical insurance plan in accordance with the terms of the policy and applicable state and federal law, however, you may be required to pay the premiums for such continuation or conversion.

For additional details regarding Rally House's medical benefits, please contact Human Resources at team.memberrelations@rallyhouse.com.

Life Insurance

All eligible team members receive a flat amount of \$10,000 in life insurance coverage provided at no cost.

Team members may also purchase additional life insurance. Please contact Human Resources for additional details. For optional/voluntary coverage approval an Evidence of Insurability (EOI) may be required. If an EOI is required this form must be completed, signed, dated, and returned for coverage to be in effect.

Short Term Disability

Short-term disability (STD) benefit ensures your base pay (including shift premium, when applicable) continues for up to three months if you are unable to work for an extended period of time because of a non-work-related illness or injury that can't be reasonably accommodated in the workplace. *The cost of the short-term disability plan is 100% paid for by the team members.*

Certain conditions must be met to receive short-term disability, and the insurance carrier claims administrator will review your medical records to make sure they are consistent with your disability claim.

If you qualify for short-term disability, the following applies:

- 60% of your total weekly earnings, up to a maximum of \$1,250.



- Benefits will pay for up to 12 weeks; however, the length of the benefit is dependent upon the nature of disability and not all disabilities will receive the full 12 weeks.
- Short-term disability runs concurrently with FMLA approved leave.
- Medical, dental and vision benefits continue during your short-term disability period, but you will be required to directly pay premiums not covered by your paycheck.

For additional details regarding Rally House's short-term disability benefit, please contact Benefits at benefits@rallyhouse.com

Voluntary Long-Term Disability

All eligible team members have the option to purchase long-term disability (LTD) benefits which provide you with income if you become unable to work due to disability from illness or injury. The insurance company will determine whether an illness or injury qualifies for long-term disability benefits.

To receive LTD benefits, you must remain under the regular and continuing care of a qualified physician and comply with an appropriate medical treatment plan. LTD benefits will not be paid if you are working for pay or profit.

If you qualify for LTD, the monthly benefit payable under the LTD benefit program will be 60 percent of your total monthly earnings up to \$7,500.

Benefits will pay until you reach your Social Security Normal Retirement Age (if you're still unable to work due to a covered disability).

For additional details regarding Rally House's long-term disability benefit, please contact Human Resources at team benefits@rallyhouse.com.

For optional/voluntary coverage approval an Evidence of Insurability (EOI) may be required. If an EOI is required, this form must be completed, signed, dated and returned for coverage to be in effect.

Accidents and Injuries & Workers Compensation

Rally House provides a comprehensive workers' compensation insurance program at no cost to team members, and we comply with all applicable laws and regulatory obligations related to the protection of team members in the event of loss of time or medical expenses due to work-related accidents, injuries, or illnesses.

Accidents and injuries are unfortunately a reality in any business. When accidents and injuries occur on Rally House premises team members must adhere to the following procedures:

- If you are injured during work hours, please notify your supervisor and Human Resources as



soon as possible after obtaining appropriate medical treatment.

- Failure to timely notify them of your injuries may result in a delay or denial of benefits.
- The injured team member must complete the Team Member Accident Report in NetSuite no later than two business days after the accident.
- The store manager and the team member(s) must sign and date the Team Member Accident Report.
- It is the Store Managers responsibility to ensure the completion of this report and submit it to Human Resources.
- Human Resources will then review, process, and submit the report to the insurance carrier in accordance with established procedures and timelines.
- If the team member does not respond within 48 hours of the request for information or documentation, they may be subjected to disciplinary action, and the workers' compensation insurance program will not be offered to the team member.

Family Medical Leave Act (FMLA)

Rally House will provide Family and Medical Leave Act (FMLA) leave to its eligible team members. The Company posts the mandatory FMLA Notice and upon hire provides all new team members with notices required by the U.S. Department of Labor (DOL) on Team member Rights and Responsibilities under the Family and Medical Leave Act in the loading/receiving area of the building or breakroom.

The function of this policy is to provide team members with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, team members will be afforded all rights required by law.

If you have any questions, concerns, or disputes with this policy, you must contact Benefits at Benefits@rallyhouse.com

Procedures

- Team members requesting FMLA must submit the request in writing, stating the reason for the leave, at least 30 days in advance to their supervisor and Human Resources.
- After submitting the request, the team member will receive FMLA paperwork including:
 - o FMLA Notice (WH-381)
 - o Certification of Health Care Provider (WH-380)
 - o Job Description
 - o FMLA Team member Rights
- The Team member must complete the certification form within 15 calendar days and return it to the Human Resources department at benefis@rallyhouse.com for approval. The Company will notify the team members in writing if the leave will or will not be FMLA protected.
 - o The Company will notify the team members in writing if the leave will or will not be FMLA protected.
 - o If the leave is FMLA protected, the company will send a WH-382 Designation Notice to the



team member.

- A team member who is taking FMLA leave because of the team member's own serious health condition, or the serious health condition of a family member must use all paid time off (PTO) prior to being eligible for unpaid leave.
- Team members must continue to make regular contributions toward health insurance premium costs to maintain coverage during FMLA leave.

FMLA Certification Submission Deadline

- **The team member must complete the certification form within 15 calendar days.** In accordance with FMLA regulations, **RallyHouse can delay or deny FMLA protection** if the certification is not returned within this timeframe. In such cases, any absences will be treated under Rally House **standard attendance policy** until the complete certification is received.
- If a team member is making diligent, good faith efforts to obtain the certification but is unable to meet the initial deadline, an **additional 5-day grace period** may be granted to allow for submission of the documentation. Potential grace period must be approved through benefits.
- Following the submission of the **WH-380 FMLA Certification Form**, if RallyHouse delays or denies the designation of an absence as FMLA leave through the **WH-382 Designation Notice**, any time the team member has already missed—or continues to miss—**will be subject to Rally House's standard attendance and time-off policies and procedures**. Absences will not be protected under FMLA until the leave is officially designated

General Provisions

Under this policy, Rally House will grant up to 12 weeks of leave during a 12-month period to eligible team members (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness). The leave may be paid, unpaid, or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy. The Human Resources department will keep track of team member FMLA leave cases, and the hours used in the system.

Eligibility

To qualify to take family or medical leave under this policy, the team member must meet all of the following conditions:

- The team member must have worked for the Company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard
- or Reserve military service obligations or when there is a written agreement, including a collective



bargaining agreement, stating the employer's intention to rehire the team member after the service break. For eligibility purposes, a team member will be considered to have been employed for an entire week even if the team member was on the payroll for only part of a week or if the team member is on leave during the week.

- The team member must have worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave. The 1,250 hours do not include time spent on paid or unpaid leave. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for a team member under FMLA.
- The team member must work on a worksite where 50 or more team members are employed by the Company within 75 miles of that office or worksite. The distance is to be calculated by using available transportation by the most direct route.
- A team member who is taking FMLA leave because of the team member's own serious health condition, or the serious health condition of a family member must use all paid time off (PTO) prior to being eligible for unpaid leave.
- Employees who are out for medical reasons for **more than five consecutive workdays** must initiate the **FMLA (Family and Medical Leave Act) process**.

Type of Leave Covered

To qualify as FMLA leave under this policy, the leave must be for one of the seven reasons listed below:

1. The birth of a child and to care for that child.
2. The placement of a child for adoption or foster care and to care for the newly placed child.
3. To care for a spouse, child, or parent with a serious health condition (described below).
4. The serious health condition (described below) of the team member.

A team member may take leave because of a serious health condition that makes the team member unable to perform the functions of his or her position.

Under the FMLA, a "spouse" means a husband or wife. Husband or wife refers to the other person with whom an individual entered into marriage as defined or recognized under state law for purposes of marriage in the state in which the marriage was entered into or, in the case of a marriage entered into outside of any state, if the marriage is valid in the place where entered into and could have been entered into in at least one state. This definition includes an individual in a same-sex or common law marriage that either:

- a. was entered into in a state that recognizes such marriages; or
- b. if entered into outside of any state, is valid in the place where entered into and could have been entered into in at least one state.

A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health



care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.

Team members with questions about what illnesses are covered under this FMLA policy are encouraged to consult with Human Resources.

If a team member takes paid time off (PTO) for a condition that progresses into a serious health condition and the team member requests unpaid leave as provided under this policy, the Company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

Qualifying exigencies leave for families of members of the National Guard or Reserve or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.

A team member whose spouse, son, daughter, or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's callup or service. The qualifying exigency must be one of the following:

- a. short-notice deployment
- b. military events and activities
- c. childcare and school activities
- d. financial and legal arrangements
- e. counseling
- f. rest and recuperation.
- g. post-deployment activities
- h. additional activities that arise out of active duty, provided that the employer and team member agree, including agreement on timing and duration of the leave.

Eligible team members are entitled to FMLA leave to care for a current member of the Armed.

Forces, including a member of the National Guard or Reserve, or a member of the Armed Forces, the National Guard or Reserve who is on the temporary disability retired list, who has a serious injury or illness incurred in the line of duty on active duty for which he or she is undergoing medical treatment, recuperation, or therapy; or otherwise in outpatient status; or otherwise on the temporary disability retired list. Eligible team members may not take leave under this provision to care for former members of the Armed Forces, former members of the National Guard and Reserve, or members on the permanent disability retired list.

To care for a covered service member with a serious injury or illness if the team member is the spouse, son, daughter, parent, or next of kin of the covered service member.



- a. A "son or daughter of a covered servicemember" means the covered servicemember's biological, adopted, or foster child, stepchild or legal ward, or a child for whom the covered servicemember stood in loco parentis, and who is of any age.
- b. A "parent of a covered servicemember" means a covered servicemember's biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the covered servicemember. This term does not include parents in law.
- c. The "next of kin of a covered servicemember" is the nearest blood relative, other than the covered servicemember's spouse, parent, son or daughter, in the following order of priority: blood relatives who have been granted legal custody of the servicemember by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered servicemember has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA. When no such designation is made, and there are multiple family members with the same level of relationship to the covered servicemember, all such family members shall be considered the covered servicemember's next of kin and may take FMLA leave to provide care to the covered servicemember, either consecutively or simultaneously. When such designation has been made, the designated individual shall be deemed to be the covered service member's only next of kin. For example, if a covered service member has three siblings and has not designated a blood relative to provide care, all three siblings would be considered the covered servicemember's next of kin. Alternatively, where a covered servicemember has siblings and designates a cousin as his or her next of kin for FMLA purposes, then only the designated cousin is eligible as the covered servicemember's next of kin. An employer is permitted to require a team member to provide confirmation of covered family relationship to the covered service member pursuant to § 825.122(k).

"Covered active duty" means:

- a. "Covered active duty" for members of a regular component of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country.
- b. Covered active duty or call to covered active-duty status in the case of a member of the Reserve components of the Armed Forces means duty during the deployment of the member with the Armed Forces to a foreign country under a federal call or order to active duty in support of a contingency operation, in accordance with 29 CR 825.102.
- c. The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor. This type of leave would be counted toward the team member's 12-week maximum of FMLA leave in a 12-month period. Military caregivers leave (also known as covered servicemember leave) to care for an injured or ill servicemember or veteran.
- d. A team member whose son, daughter, parent or next of kin is a covered service member may take up to 26 weeks of leave in a single 12-month period to care for that servicemember.

Next of kin is defined as the closest blood relative to the injured or recovering service member.



The term "covered servicemember" means:

- a. a member of the Armed Forces (including a member of the National Guard or Reserve) who is undergoing medical treatment, recuperation, or therapy; is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or
- b. veteran who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserve) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation or therapy.

The term "serious injury or illness" means:

- a. in the case of a member of the Armed Forces (including a member of the National Guard or Reserve), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member's office, grade, rank or rating;
- b. in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserve) at any time during a period when the person was a covered servicemember, means a qualifying (as defined by the Secretary of Labor) injury or illness incurred by a covered servicemember in the line of duty on active duty that may render the servicemember medically unfit to perform the duties of his or her office, grade, rank or rating.
- c. Outpatient status, with respect to a covered servicemember, means the status of a member of the Armed Forces assigned to either a military medical treatment facility as an outpatient; or a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

Amount of Leave

An eligible team member can take up to 12 weeks for the FMLA circumstances (No. 1) through (No. 5) above under this policy during any 12-month period. The Company will measure the 12-month period as a rolling 12-month period measured backward from the date a team member uses any leave under this policy. Each time a team member takes leave, the Company will compute the amount of leave the team member has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the team member is entitled to take at that time.

An eligible team member can take up to 26 weeks for the FMLA circumstance (No. 6) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the Company will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If a husband and wife both work for the Company and each wish to take leave for the birth of a child,



adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave. If a husband and wife both work for the Company and each wish to take leave to care for a covered injured or ill service member, the husband and wife may only take a combined total of 26 weeks of leave.

Team member Status and Benefits During Leave

While a team member is on leave, the Company will continue the team member's health benefits during the leave period at the same level and under the same conditions as if the team member had continued to work. This does not include paid time off (PTO). PTO accruals will be suspended while on leave. When the team member returns from leave PTO will once again start to accrue.

If the team member chooses not to return to work for reasons other than a continued serious health condition of the team member or the team member's family member or a circumstance beyond the team member's control, the Company will require the team member to reimburse the Company the amount it paid for the team member's health insurance premium during the leave period.

Under current Company policy, the team member pays a portion of the health care premium. While on paid leave, the employer will continue to make payroll deductions to collect the team member's share of the premium. While on unpaid leave, the team member must continue to make this payment, either in person or by mail. The payment must be received in the Accounting Department by the 5th day of each month. If the payment is more than 30 days late, the team member's health care coverage may be dropped for the duration of the leave.

The employer will provide 15 days' notification prior to the team member's loss of coverage.

If the team member contributes to a life insurance or disability plan, the employer will continue making payroll deductions while the team member is on paid leave. While the team member is on unpaid leave, the team member may request continuation of such benefits and pay their portion of the premiums, or the employer may elect to maintain such benefits during the leave and pay the team member's share of the premium payments. If the team member does not continue these payments, the employer may discontinue coverage during the leave. If the employer maintains coverage, the employer may recover the costs incurred for paying the team member's share of any premiums, whether or not the team member returns to work.

Team member Status after Leave

A team member who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from a health care provider. This requirement will be included in the employer's response to the FMLA request. Generally, a team member who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one that is virtually identical in terms of pay, benefits and working conditions. The Company may choose to exempt certain key team members from this requirement and not return them to the same or similar position when doing so will cause substantial and grievous economic injury to business operations. Key team members will be given written notice at the time FMLA leave is requested of their status as a key team



member.

Use of Paid and Unpaid Leave

A team member who is taking FMLA leave because of the team member's own serious health condition, or the serious health condition of a family member must use all paid time off (PTO) prior to being eligible for unpaid leave.

Disability leaves for the birth of a child and for a team member's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA. For example, if you are eligible for two weeks of paid parental leave, the two weeks will be designated as FMLA leave and counted toward the team member's 12-week entitlement. The team member may then be required to substitute accrued (or earned) paid leave as appropriate before being eligible for unpaid leave for what remains of the 12-week entitlement. A team member who is taking leave for the adoption or foster care of a child must use all PTO prior to being eligible for unpaid leave. Team members will stop accruing PTO during their leave of absence. When the team member returns this benefit will be restored and the team member will start accruing time off.

A team member who is using military FMLA leave for a qualifying exigency must use all PTO prior to being eligible for unpaid leave. A team member using FMLA military caregiver leave must also use all PTO prior to being eligible for unpaid leave.

Intermittent Leave or a Reduced Work Schedule

The team member may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill servicemember over a 12month period).

The Company may temporarily transfer a team member to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances when leave for the team member or team member's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth or placement for adoption or foster care.

For the birth, adoption or foster care of a child, the Company and the team member must mutually agree to the schedule before the team member may take the leave intermittently or work a reduced hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the team member is taking leave for a serious health condition or because of the serious health condition of a family member, the team member should try to reach agreement with the Company before taking intermittent leave or working a reduced-hour schedule. If this is not possible, then the team member must prove that the use of the leave is medically necessary.



Certification for the Team member's Serious Health Condition

The Company will require certification for the team member's serious health condition. The team member must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Team member's Serious Health Condition.

The Company may directly contact the team member's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The Company will not use the team member's direct supervisor for this contact. Before the Company makes this direct contact with the health care provider, the team members will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the Company will obtain the team member's permission for clarification of individually identifiable health information.

The Company has the right to ask for a second opinion if it has reason to doubt the certification. The Company will pay for the team member to get a certification from a second doctor, which the Company will select. The Company may deny FMLA leave to a team member who refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary, to resolve a conflict between the original certification and the second opinion, the Company will require the opinion of a third doctor. The Company and the team member will mutually select the third doctor, and the Company will pay for the opinion. This third opinion will be considered final. The team member will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

Certification for the Family Member's Serious Health Condition

The Company will require certification for the family member's serious health condition. The team member must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Family Member's Serious Health Condition.

The Company may directly contact the team member's family member's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The Company will not use the team member's direct supervisor for this contact. Before the Company makes this direct contact with the health care provider, the team members will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the Company will obtain the team member's family member's permission for clarification of individually identifiable health information.

The Company has the right to ask for a second opinion if it has reason to doubt the certification. The Company will pay for the team member's family member to get a certification from a second doctor, which the Company will select. The Company may deny FMLA leave to a team member whose family member refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary, to resolve a conflict between the original certification and the second opinion, the



Company will require the opinion of a third doctor. The Company and the team member will mutually select the third doctor, and the Company will pay for the opinion. This third opinion will be considered final. The team member will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

Certification of Qualifying Exigency for Military Family Leave

The Company will require certification of the qualifying exigency for military family leave. The team member must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave.

Certification for Serious Injury or Illness of Covered Servicemember for Military Family Leave

The Company will require certification for the serious injury or illness of the covered service member. The team member must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Servicemember.

Recertification

The Company may request recertification for the serious health condition of the team member or the team member's family member no more frequently than every 30 days unless circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the team member seeks an extension of his or her leave. Otherwise, the Company may request recertification for the serious health condition of the team member or the team member's family member every six months in connection with an FMLA absence. The Company may provide the team member's health care provider with the team member's attendance records and ask whether the need for leave is consistent with the team member's serious health condition.

Procedure for Requesting FMLA

All team members requesting FMLA leave must provide verbal or written notice of the need for the leave to Human Resources. Within five business days after the team member has provided this notice, Human Resources will complete and provide the team member with the DOL Notice of Eligibility and Rights.

When the need for the leave is foreseeable, the team member must provide the employer with at least 30



days' notice. When a team member becomes aware of a need for FMLA leave less than 30 days in advance, the team member must provide notice of the need for the leave either the same day the need for leave is discovered or the next business day. When the need for FMLA leave is not foreseeable, the team member must comply with the Company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

Designation of FMLA Leave

Within five business days after the team member has submitted the appropriate certification form, Human Resources will complete and provide the team member with a written response to the team member's request for FMLA leave using the DOL Designation Notice.

Intent to Return to Work from FMLA Leave

On a basis that does not discriminate against team members on FMLA leave, the Company may require a team member on FMLA leave to report periodically on the team member's status and intent to return to work.

Extended Leave of Absence

Under certain circumstances, regular full-time and regular part-time team members (employed more than 90 days) may be granted an unpaid extended leave of absence for medical purposes (for self or immediate family member). Employees who are out for medical reasons for **more than five consecutive workdays** must initiate LOA (leave of absence) **process**.

Except in specific leave of absence situations where reinstatement to the same or a substantially similar position may be required by law, the Company is under *no obligation* to reinstate a team member who has been granted an extended leave of absence. Granting the extended leave of absence, however, does imply that efforts will be made to reinstate the team member involved.

For the purposes of this Policy, an extended leave of absence shall be defined as an excused absence going beyond 15 consecutive working days. Team members must use all available paid time off (PTO) prior to being eligible for unpaid leave. The Human Resources department will keep track of team member leave of absence cases, and the hours used in the system.

Rally House team members must adhere to the following procedures to request an unpaid extended leave of absence.

- Team members requesting a personal leave of absence for medical purposes must submit the request in writing, stating the reason for the leave, at least 30 days in advance to their supervisor and Human Resources at benefits@rallyhouse.com.

o in emergency situations, written notice must be provided as soon as possible. The Company has sole discretion in determining whether leave will be granted.

- After submitting the request, the team member will receive the Leave of Absence form from Human Resources to complete and submit to their supervisor and Human Resources at



benefits@rallyhouse.com for final approval.

- The team members must complete the Leave of Absence request form within fifteen calendar days.
- If a team member is making diligent, good faith efforts to obtain the documentation but is unable to meet the initial deadline, an **additional 5-day grace period** may be granted to allow for submission of the documentation. Potential grace period must be approved through benefits.
- Rally House can delay or deny the leave request if the form is not returned within this timeframe. In such cases, any absences will be treated under Rally House standard attendance policy until the complete form is received.
- Team members must continue to make regular contributions toward health insurance premium costs to maintain coverage during leave.

Parental Leave/Maternity Leave

Rally House understands the importance of taking time off to care for and bond with your newborn, a newly adopted or newly placed child. Our parental leave benefit offers you (mothers and fathers) paid leave associated with the birth, adoption, or foster care placement of your own child(ren). Our desire is for this policy to allow team members to thrive professionally without sacrificing essential family obligations.

Eligibility Requirements

Eligible team members must meet the following criteria:

- Full-time team member
- Have been employed with the company for at least 12 months during a five-year period (six months must be consecutive prior to birth).
- Team members need to be Full time during the full 12 months.

In addition, team members must meet one of the following criteria:

- Have given birth to a child.
- Be a spouse or committed partner of a woman who has given birth to a child.
- Have adopted a child or been placed with a foster child (in either case, the child must be age 17 or younger).
- The adoption of a new spouse's child is excluded from this policy.

Because this policy is intended to offer paid leave when a new child enters the family, it does not generally apply to adoption of a child by a stepparent, foster parent, or custodial family member. However, exceptions may be made in appropriate circumstances upon approval from your supervisor and Human Resources.



Amount, Timeframe, and Duration of Leave

The amount of paid parental leave depends on your years of service with the company.

- Team members with one year of service receive 2 weeks of paid parental leave or 8 weeks of paid maternity leave. It must be consecutive.
- Eligible team members will receive a maximum of two weeks of paid parental leave or 8 weeks of maternity leave per birth, adoption, or placement of a child/children. The fact that a multiple birth, adoption, or placement occurs (e.g., the birth of twins or adoption of siblings) does not increase the total amount of paid parental leave granted for that event. In addition, in no case will a team member receive more than two weeks of paid parental leave or 8 weeks of maternity leave in a rolling 12-month period, regardless **five consecutive workdays** of whether more than one birth, adoption or foster care placement event occurs within that 12-month time frame.
- Each week of paid parental leave or maternity leave is compensated at 100 percent of the team member's regular, straight-time weekly pay. Paid parental leave will be paid on a biweekly basis on regularly scheduled pay dates.
- Approved paid parental leave or maternity leave may be taken at any time during the twelvemonth period immediately following the birth, adoption, or placement of a child with the team member. Paid parental leave or maternity leave may not be used or extended beyond this twelve-month time frame.
- Team members must take paid parental leave or maternity leave in one continuous period of leave and must use all paid parental leave or maternity leave during the twelve-month time frame indicated above. Any unused paid parental leave or maternity leave will be forfeited at the end of the twelve-month time frame.
- Upon termination of the individual's employment at the company, you will not be paid for any unused paid parental leave or maternity leave for which you were eligible.

Coordination with Other Leave and Benefits

- Team members who give birth and enrolled in the short-term disability policy will receive 60 percent of a team member's base pay, tax-free, starting on the 8th day of a temporary disability. This benefit applies to team members who have elected to enroll in a short-term disability policy.
- Requests for parental leave and maternity leave will be processed as FMLA leave, and all the rights and responsibilities of the FMLA policy will apply. Parental leave and maternity leave run concurrently with, and will be applied to, any qualifying Family and Medical Leave to the extent consistent with applicable law. In no case will the total amount of leave whether paid or unpaid granted to the team member under the FMLA exceed 12 weeks during the 12-month FMLA period. Please refer to the Family and Medical Leave Policy for further guidance on the FMLA.
- After the paid parental leave or maternity leave (and any short-term disability leave for team members giving birth) is exhausted, the balance of FMLA leave (if applicable) will be compensated



through team members accrued paid time off (PTO). Upon exhaustion of accrued PTO, any remaining leave will be unpaid leave.

- The company will maintain all benefits for team members during the paid parental leave period just as if they were taking PTO.
- Team members are responsible for maintaining their benefit premium payments while on any type of unpaid leave to ensure uninterrupted coverage.
- Team members should work with Human Resources at benefits@rallyhouse.com to understand payment options and deadlines to avoid lapses in coverage.
- Failure to make timely payments may result in the suspension or termination of benefits.

Paid Parental Leave Approval

Parental leave must be approved by your supervisor and Human Resources at benefits@rallyhouse.com. A minimum of 30 days' notice prior to the proposed date of the leave must be provided unless the leave was not foreseeable, in which case notice should be provided as soon as possible. For parental leave eligibility, employees must provide supporting documentation, such as a hospital-issued birth record, medical certificate, or any proof of birth. Final approval will not be granted until all required forms and documentation are submitted. You must complete the necessary HR forms and provide all documentation as required by Human Resources at benefits@rallyhouse.com to substantiate the request. Late submissions may result in delayed approval. As is the case with all company policies, the organization has the exclusive right to interpret this policy.

Maternity Leave Flex Schedule

Upon return from maternity leave, a team member may participate in a flex schedule. This means the team member must work a minimum of 30 hours per week to maintain full-time status. The flex schedule is available to the team members for 4 weeks upon their return.

Lactation Breaks

Overview

As part of our family-friendly policies and benefits, Rally House supports breastfeeding mothers by accommodating the mother who wishes to express breast milk during her workday when separated from her newborn child. For up to one year after the child's birth, any team member who is breastfeeding her child will be provided reasonable break times to express breast milk for her baby.

Company Responsibilities

Breastfeeding team members who choose to continue providing their milk for their infants after returning to work shall receive:



- **Milk Expression Breaks:** Breastfeeding team members are allowed to breastfeed or express milk during work hours using their normal breaks and mealtimes. For time that may be needed beyond the usual break times, team members may use personal leave or may make up the time as negotiated with their supervisors and Human Resources.
- **A Place to Express Milk:** Rally House will make reasonable efforts to provide a private and sanitary room with an electrical outlet, chair and a surface upon which to place a breast pump or other personal items. If team members prefer, they may also breastfeed in other comfortable locations agreed upon in consultation with the team member supervisor and Human Resources.
- **Staff Support:** Supervisors are responsible for alerting pregnant and breastfeeding team members about the company's worksite lactation support program, and for reporting such requests and coordinating the appropriate response with Human Resources to help facilitate each team member's infant feeding goals. It is expected that all team members will assist in providing a positive atmosphere of support for breastfeeding team members.

Team member Responsibilities

- **Communication with Supervisors:** Team members who wish to express milk during the work period shall keep supervisors and Human Resources informed of their needs so that appropriate accommodations can be made to satisfy the needs of both the team member and the company.
- **Maintenance of Milk Express Areas:** Breastfeeding team members are responsible for keeping milk expression areas clean. Team members are also responsible for keeping the general lactation room clean for the next user. This responsibility extends to both designated milk expression areas, as well as other areas where expressing milk will occur.
- **Milk Storage:** Team members should label all milk expressed with their name and date collected so it is not inadvertently confused with another team member's milk. Each team member is responsible for proper storage of her milk using a company-provided refrigerator or personal storage coolers.

Notwithstanding the foregoing, the Organization reserves the right to deny some or all break periods if it creates an undue hardship on its operations. Questions about the intent or application of this policy should be addressed to one's supervisor or Human Resources.

Bereavement Leave

Rally House understands how challenging it can be to lose a family member. As such, the company provides paid bereavement leave for team members who are grieving the loss of a family member.

Eligibility

All full-time, active team members in good standing are eligible for benefits under this policy.

Procedures



A team member who wishes to take time off due to the death of an immediate family member should notify his or her supervisor as soon as possible. If team member leaves work early on the day he or she is notified of the death, that day will not count as bereavement leave.

In addition to bereavement leave, a team member may, with his or her supervisor's approval, use any available paid time off (PTO) for additional approved time off as necessary. The team members do not need to use their PTO unless they take additional time beyond the paid bereavement time. Team members under discipline for attendance issues may be required to provide documentation with regard to their bereavement leave.

Bereavement pay is calculated based on the base pay rate at the time of absence, and it will not include any special forms of compensation, such as incentives, commissions, bonuses, overtime or shift differentials.

Paid bereavement leave will be granted according to the following schedule:

- Team members who suffer a death in the immediate family, defined as a team member's spouse, child (including step), parent (including step), parent-in-law or sibling will be granted up to three (3) days of paid leave to attend the funeral or make funeral arrangements.
- Team members who suffer the death of an extended family member, defined as grandparents, aunt, uncle, cousin, niece and nephew will be granted one (1) day of paid leave.
- Team members' bereavement requests must be entered into the timekeeping system.
- Bereavement leave must be approved by the team member's immediate supervisor.
- Additional time off, both paid and unpaid, may be granted depending on circumstances. The team members must make arrangements with their immediate supervisor and Human Resources.
- Requests for bereavement leave should be made to your supervisor as soon as possible.

Jury/Witness Duty

Rally House considers jury duty a part of one's civic responsibility. All team members who are called for jury or witness duty will be allowed time off as required by the court.

Upon receiving your court summons, you must immediately notify your supervisor and provide a copy of the order. We may also request court-issued proof of jury service upon your return. As a matter of professional courtesy, we ask that you work closely with your supervisor to ensure that you appropriately transition your work to ensure necessary tasks are completed during your time of absence.

Any team member who meets their states' criteria for Jury Duty compensation will receive payment in accordance with those requirements upon following the communication process outlined;



- A copy of the jury duty summons.
- Official documentation from the courthouse confirming participation. This documentation must include the dates served, including the time frame (e.g., hours of service) is recommended if available, as it may help verify alignment with scheduled shifts.
- Multiple documents may be submitted if needed, but all documentation must be sent to payroll@rallyhouse.com by 12 p.m. CST on payroll Monday for any jury service falling within the applicable pay period.
- If you have any questions, please reach out to the Payroll Team at payroll@rallyhouse.com.

Voting Leave

Rally House believes that it is the responsibility and duty of team members to exercise the privilege of voting in elections. In accordance with this philosophy the company will grant its team members an approved time off to vote, if necessary, due to work schedules.

Time Off for Voting

All team members should be able to vote either before or after regularly assigned work hours. However, there may be occasions when that is not feasible due to work schedules or other logistical challenges (e.g., long polling lines), which are out of your control.

If you have concerns about your ability to vote before the polls close, it is your responsibility to notify your Store Manager (SM) as far enough in advance as possible. Your SM will make every effort to accommodate your request, however, time off will only be approved if it does not disrupt store operations. Approved time off for voting will not be compensated by the Company.

Military Leave - Team member

The Veterans Benefits Improvement Act, enacted by Congress in 2004, requires all employers to provide a notice of rights under USERRA to all persons entitled to military leave of absence rights and benefits. Virtually anyone who has been absent from work due to “service in the uniformed services” is protected

by these laws. Military service includes initial duty training (e.g., basic training), inactive duty training (e.g., weekend-type training), active-duty training (the typical two-week summer camp training) and actual military service (active duty).

Military leaves of absence may be almost any length, with a maximum cumulative leave of five years. When the team member’s service is over, they must provide notice of intent to return to their employer. Under most circumstances, the employer must re-employ the team member.

Once the veteran has been re-employed in their job, they cannot be fired for one year, except for cause, regardless of the period of their active duty. USERRA requires employers to “promptly re-employ” an eligible returning veteran in an “appropriate position.” In most cases, this must occur within two weeks of the veteran reporting back to work.



Retirement Plan

Rally House encourages you to build a strong financial future by investing in a company-provided 401(k) savings account. Our retirement plan includes both a traditional pre-tax 401(k) plan as well as a Roth 401(k), in which you can contribute post-tax. Two West administers the Company's retirement benefits and will mail you an information packet after your first month of employment outlining resources and tools available to you.

Eligibility

Team members are eligible to participate in the Rally House 401(K) plan if you are 21 years of age, have completed six months of service, and a minimum of 500 hours.

Employer Match

Rally House matches 100% of your first 3% contribution, and then 50% of your next 2% contribution. Company matches are subject to company profitability and/or other business factors. Please contact benefits@rallyhouse.com for additional information and enrollment details.



Annual Bonus Plan

The Rally House Annual Bonus Plan is designed to provide incentive compensation for all eligible team members based on company performance. The amount of the annual bonus pool is based on the Company's year-end profit.

The annual bonus program eligibility requirements are as follows:

- Must be in good employment standing at the time of bonus determination
- Must be employed as of the bonus paycheck date of the Annual Bonus Plan year
- Must be employed Full-Time

The payment will be taxed at the flat Internal Revenue Service (IRS) rate plus applicable state rates for incentive compensation payments. The Annual Bonus Plan is provided at the discretion of Rally House. Rally House reserves the right to administer, modify or terminate the plan with or without notice.



Compensation



Pay Periods and Direct Deposit

Rally House strives to provide a sound and reliable payroll process. The following provides the necessary details, processes and regulations for the Company's pay periods and direct deposit program. All payroll-related questions should be directed to the payroll department by email only.

Pay Periods

Pay periods for regular full-time and regular part-time team members are bi-weekly and begin at 12:01am every other Monday and end one week from the following Sunday at 12:00 midnight.

Pay is issued through mandatory Direct Deposit bi-weekly to each team member's bank account or pay card on the Friday following the Sunday payroll closing.

In special cases you may receive a physical paycheck that will be mailed to your house no later than the Friday following the Sunday payroll closing.

Should a payday fall on a holiday when the office is closed (e.g., Thanksgiving Day or Christmas Day) you will be paid on the last workday prior to the holiday.

All paystubs are available online through our Workday.

Payroll Adjustments

The Company does everything possible to ensure that you receive the correct pay and are paid



promptly, but you are responsible for reviewing your paycheck for errors. If you find a mistake in your paycheck, you should immediately bring it to the attention of your supervisor.

Your supervisor will review the mistake and if it is legitimate the adjustment shall be emailed to the payroll department immediately for confirmation and for correction. All adjustments will be reflected in your subsequent paycheck.

Direct Deposit

Upon hire you will be asked to provide a voided check or bank information sheet displaying your bank account routing number and account number. This allows for your paycheck to be deposited into your bank account on the bi-weekly payroll day.

Pay Cards

If you don't have a bank account or would rather not use your bank account for payment, you may choose to use a pay card. The Company offers the Skylight pay card which is available to everyone regardless of credit history or prior inability to obtain a bank account with electronic deposit and successful applicant verification. You will be offered this option along with the direct deposit option during the onboarding process.

Recording Hours Worked

Accurately recording time worked is every team member's responsibility. All team members, whether full- or part-time, hourly, or salaried, are required to accurately record their time worked. In addition, if you have recorded your time inaccurately for any reason you are responsible for immediately notify your supervisor to ensure corrections can be made as soon as possible. Managers are responsible for reviewing team member timecards for accuracy. This accounting shall be the official record from which payroll will be computed.

Time Recording Systems

- All corporate hourly team members clock-in and out using the Legion Kiosk.
- If the timekeeping systems fail to function, team members shall record their time worked on time sheets provided by their supervisors. It is the responsibility of the team member to let their manager know when they are unable to clock-in or out.

Recording Time Worked: Hourly Team members and Salaried Store Team members.

- Team members are expected to record the time they work and take meals breaks in the time keeping system at the register terminal or their desk.
- Team members are to clock-in at the beginning of each workday, at the beginning and end of a meal break and clock-out at the end of their shift.
- If a team member must leave the store at a time other than their lunch or the end of their



- shift, they must first receive approval from the manager on duty and must clock-out.
- Salaried store team members are to clock-in at the beginning of each workday, at the beginning and end of a meal break and clock-out at the end of their shift. If you must leave the store at a time other than your lunch or the end of your shift, you must first request and receive approval from the manager on duty and you must clock-out.
 - Unauthorized team members who clock-in or out for other team members may be subject to disciplinary action up to and including termination.
 - All team members must receive prior approval before working overtime hours.
 - All supervisors must check the accuracy of all recorded entries prior to providing their approval.
 - All corrections and/or exceptions to previously recorded time need to be completed by the team member and approved by both the Store Manager (SM) and District Manager (DM) in the Legion time keeping system no later than noon each Monday.
 - Team members falsifying timecard information may be subject to disciplinary action up to and including termination.

Paid Time Off Requests

- All paid time off (PTO) requests must be communicated to your supervisor as far in advance as possible. After you receive verbal and/or written approval from your supervisor, you must enter the approved day(s) off in Workday within two business days and supervisors must approve these requests within three business days.
 - It is the team member's responsibility to ensure their supervisor approves their PTO requests within the 3-business day requirement.
 - If PTO is not approved on Workday the Company reserves the right to ask you to reschedule your time off. Failure to enter your time off into Workday could result in losing PTO.
- For additional information regarding the Company's PTO policy, please reference the Paid Time Off (PTO) section in the Team member Handbook and/or contact Human Resources.

Payroll Record Errors

- Legitimate payroll record errors found on a team member's timecard after submission will be adjusted on the next payroll record.

Payroll Deductions

Rally House is required by law to deduct from your paycheck Federal and State Withholding Taxes (income taxes), Social Security Taxes, and any deductions so ordered by state law or the courts. Any



other deductions will not be made without a team member's written request or authorization.

Mandatory Deductions

- Social Security F.I.C.A.: The Federal Insurance Contributions Act (FICA) requires matching contributions from each team member and the Company, which are deposited into your Social Security Account with the federal government. In the event you change your name you must report this immediately to the nearest Social Security Office and to the Company. Payroll records cannot be changed until your Social Security card has been changed and the changes have been verified and recorded by the Company.
- Withholding Taxes: Deductions for Federal and State Income tax are withheld from every team member's earnings in accordance with legal requirements. If the number of your dependents changes you should request new state and federal withholding statement forms from the payroll department and return them to Payroll after completion via email: payroll@rallyhouse.com. After the end of each calendar year and prior to January 31st, each team member shall be mailed a W-2 tax statement displaying their total deductions.

Voluntary Deductions

- Any deductions from a team member's paycheck, other than for local, state or federal requirements, must be requested and approved by the team member in writing (except for garnishments, attachments, and judgments).

Garnishments, Attachments and Judgments

- The Company does not become involved with outside organizations in the collection of personal debts from team members except under certain legal procedures such as garnishments, child support and levies.
- In these cases, the Company may be required to withhold specified amounts of a team member's earnings.
- Notices from the court should be provided to the Accounts Payable department which will provide the information to the Payroll Department.
- Once the court ordered action has been satisfied the legal documents will be filed with Payroll and will not be stored in the team member's personnel file.
- No team member shall be terminated due to wage garnishment.
- Team members who receive repeated garnishments shall meet with Rally House management to determine to what extent these outside problems may affect the team member's ability to fulfill their job responsibilities.
- Team members will be required to reimburse the Company for all garnishment administrative processing costs as may be allowed by law.

Travel and Expenses

We realize that you may incur legitimate business expenses as part of your work with us and it is Rally



House's policy to reimburse staff for reasonable and necessary expenses incurred in connection with approved business travel. Rally House reserves the right to determine reasonable reimbursement on a case-by-case basis and decline any expense deemed excessive or non-reimbursable.

Business travel policies are aligned with Rally House reimbursement rules. All business-related travel paid for by Rally House funds must comply with this policy.

We encourage travelers to find low-cost options as well as accommodations that are clean and safe with 2.5-star rating or higher.

- Travelers should book lodging that costs around \$110 per night (pre-tax)
- If a 2.5-star rating is unavailable for the outlined price range above, lodging for \$125 per night (pre-tax) will need approval from your supervisor prior to booking.
- If you are traveling with multiple team members, Rally House requests that you share accommodations as appropriate to help monitor overall costs

Please note, expenses incurred during the current month must be reported through a NetSuite expense report by the 4th of the following month to be considered for reimbursement.

Team members are encouraged to take a photo of receipts at the same time of purchase to prevent lost/missing receipt copies.

Failure to adhere to the requirements set forth in this policy may result in disciplinary action, up to and including termination of employment.

Nonexempt Team member Travel Time

The Fair Labor Standards Act (FLSA) regulations require payment to nonexempt team members for travel time in some circumstances. Generally, time spent traveling is compensable, unless it is normal home-to-work commute time, or when travel requires an overnight stay, and the time spent traveling as a passenger falls outside of the team member's normal work hours. Please contact Human Resources if you have questions about what is and is not compensable.

Expense Authorization and Responsibility

Travel must be authorized by your supervisor before any travel arrangements are made. In addition, all pre-payments must be approved.

An individual may not approve his/her own travel and/or reimbursement. Authorizing signatures include the Chief Executive Officer (CEO), Chief Operating Officer (COO) or the direct supervisor.

Designated approval authorities are required to review expenditures and withhold reimbursement if there is reason to believe that the expenditures are inappropriate or excessive. **Any group event (meals, etc.) should be paid for by the most senior leader in attendance and submitted for reimbursement.**

Use of Personal Funds

Travelers should review the reimbursement guidelines included in this policy before spending personal funds for business travel to determine if such expenses are reimbursable. Rally House reserves the right



to deny reimbursement of travel related expenses for failure to comply with policies and procedures herein.

Travelers who use personal funds to facilitate travel arrangements will not be reimbursed until after the trip occurs and proper documentation is submitted.

Vacation in Conjunction with Business Travel

In cases where vacation time is added to a business trip, any cost variance in airfare, car rental, and/or lodging must be clearly identified. Rally House will not prepay any personal expenses with the intention of being "repaid" at a later time, nor will any personal expenses be reimbursed.

Exceptions

Occasionally it may be necessary for travelers to request exceptions to this policy. Requests for exceptions to these policies must be made in writing and approved by the Chief Executive Officer or Chief Operating Officer and/or the direct supervisor.

Booking Travel Accommodations

Rally House's preferred travel booking site is Egencia (www.egencia.com). Prior to your first scheduled travel assignment, you will receive an email from Egencia to set up your account. If you have not received an email, please contact travel@rallyhouse.com to request an account setup.

While Egencia is Rally House's preferred travel site, you are not required to use it if you find lower costs on Priceline (for hotels only) If you find a less expensive rate outside of the Organization's Egencia account, you need to provide your supervisor with screen shots of the less expensive quote along with the Egencia quote for approval. This documentation should also be submitted with your expense report.

Prepaid Travel Expenses

In advance of the travel, Rally House may issue prepayments for airfare, rail transportation, rental vehicles, conference registration fees, and/or cash advances.

Team members

The following provides the prepayment guidelines for each type of travel:

- **Airfare:**
 - You are expected to obtain the lowest available airfare that reasonably meets business or travel needs. An example is provided below:

Explanation: While the second flight is not the cheapest you will arrive 3.5 hours earlier than if you took the third flight. Arriving 3.5 hours later would significantly delay your ability to conduct business at your destination and could incur additional travel costs (e.g., an additional night stay, meals, etc.). In addition, you will save \$200 over the non-stop flight and arrive at your destination only 1.5 hours later.



- If an airline ticket exceeds \$400, Chief Operating Officer (COO) approval is required prior to purchase.
- You are encouraged to book flights 14- 30 days in advance to avoid premium airfare pricing



	Destination	Stops	Travel Duration	Cost	Appropriate Choice
Kansas City	Philadelphia	None	3 Hours	\$600	✗
Kansas City	Philadelphia	One	4.5 Hours	\$350	✓
Kansas City	Philadelphia	One	8 Hours	\$200	✗

- Coach class or economy tickets must be purchased for domestic or international flights (defined as flight time totaling less than 5 consecutive hours – excluding layovers).
 - A higher-priced coach ticket cannot be purchased for a subsequent upgrade in seating.
 - First class tickets are not reimbursable.
- **Rail Transportation:** Rally House will prepay rail transportation providing the cost does not exceed the cost of the least expensive airfare.
- **Rental Vehicles:** When traveling more than 100 miles round trip it is recommended that you rent a car. Team members who prefer to use their own vehicle and the cost is less than a rental is approved to do so.
- Travelers are expected to obtain the lowest in-policy rental vehicle available as described below in the Expense Reporting and Reimbursable Expenses section. Out of policy vehicles may be rented if the cost is equal to or less than the least expensive in-policy rental. For travel less than 100 miles round trip team members should use their personal vehicles and will be reimbursed based on the Personal Vehicle policy as described below in the Expense Reporting and Reimbursable Expenses section. Exceptions require supervisor approval.
 - Team members must always have a valid driver’s license and proof of personal insurance on them. Drivers should be aware of the extent of coverage (if any) provided by his/her automobile insurance company for travel that is business or not personal in nature.
 - When vehicle rentals are necessary, Rally House travelers do not need to purchase additional insurance coverage. All rentals will be insured by Rally House company coverage.
- **Lodging:** Travelers are required to book lodging that costs no more than \$125/night before taxes. If this is not possible you must receive supervisor approval prior to booking. In addition, if you are traveling with multiple people, we request that you share accommodations when possible and appropriate to help control costs.



- **Conference Registration Fees:** Conference registration fees can be prepaid with a credit card or check through Accounts Payable. Business-related banquets or meals that are considered part of the conference can be paid with the registration fees; however, such meals must be deducted from the traveler's per diem allowance. Please reference the "Meals" section below for more detail on how to complete the per diem part of your expense report.

Expense Reporting & Reimbursable Expenses

All expenses must be submitted with receipts and supporting details through a NetSuite expense report. Expense reports submitted using any other medium will not be accepted. The timing for submission of company paid and out of pocket expenses is provided below:

- **Out of Pocket Expenses:** Receipts and mileage requests for team members' out-of-pocket expenses must be reported by the 4th of the month following the incurred expense monthly.

Please note that claims may not be considered reimbursable if expense reports are submitted after the deadline provided above. In addition, repeated non-compliance of timely expense reporting may result in the loss of purchase card privileges.

If you have any questions while filling out your expense report, contact your supervisor.

An email will be sent to the team member and/or their supervisor should there be any questions or exceptions about your expense report.

Reimbursements that may be paid by Rally House are outlined below:

- **Airfare:** An original itemized receipt, an e-ticket receipt/statement, or an Internet receipt/statement is required. The receipt must show the method of payment and indicate that payment was completed.
- **Rail Transportation:** Rally House will pay for rail transportation providing the cost does not exceed the cost of the least expensive airfare. An original itemized receipt, an e-ticket receipt/statements, or an Internet receipt/statement is required. The receipt must show the method of payment and indicate that payment was completed.
- **Personal Vehicles:** For business trips less than 100 miles, mileage will be reimbursed for all personal vehicle related expenses including, but not limited to, gasoline, wear and tear, and personal auto insurance. Reimbursement for mileage is based on the current IRS guidelines or previously agreed upon terms for corporate team members. Please note that accurate, detailed mileage must be kept for each leg of the trip. It is recommended that you maintain a log to track your odometer readings for accurate reporting. If travelling more than 100 miles Rally House recommends the use of a rental car.
- **Rental Vehicles:** All costs associated with rental vehicles (e.g., parking fees, tolls, and other incidental costs) which are used for business related trips are eligible for reimbursement. Travelers are strongly encouraged to fill the gas tank before returning the vehicle to the rental agency to avoid service fees and more expensive fuel rates. Detailed receipts and supporting documentation as appropriate are required to be submitted through a NetSuite expense report to receive reimbursement.



- **Lodging (commercial):** The cost of overnight lodging (room rate and tax only) will be reimbursed to the traveler if the authorized travel is 45 miles or more from the traveler’s home or primary work site. Exceptions to this restriction need to be approved in writing by the Chief Executive Officer, Chief Operating Officer, or direct supervisor. Only single room rates are authorized for payment or reimbursement unless the second party is representing the agency in an authorized capacity. If the lodging receipt shows more than a single occupancy, the single room rate must be noted. If reimbursement for more than the single room rate is requested, the name of the second person must be included.
- **Conference Registration Fees:** If the conference fee was not prepaid, Rally House will reimburse the fees including business related banquets or meals that are part of the conference registration. Original receipts to support the payment are required. If the conference does not provide a receipt one of the following is required for reimbursement: cancelled check, credit card slip/statement, or documentation that the amount was paid. Entertainment activities such as golf outings and sightseeing tours will not be reimbursed. Registration fees paid directly by an individual will not be reimbursed until the conference is completed.
- **Meals:** Meals are reimbursable for overnight travel that is 45 miles or more from the traveler’s home or primary work site. Snack items will not be reimbursed. The reimbursement limits listed in the table below are per person and include all tax & gratuities. If more than one meal per receipt is requested for reimbursement, the names of the additional people must be included. Detailed receipts as well as the signed restaurant copy with tip included must be provided as part of the expense report. The Company reserves the right to withhold reimbursement if both receipt copies are not provided. Meals for guests will not be reimbursed unless the guests are representing the agency in an authorized capacity. For travel days, please refer to the time guidelines below to confirm the meals in which you are eligible to be reimbursed. Time guidelines are based on your departure time for your airline or rail ticket, or if driving, the time you leave your residence (e.g., if your plane leaves at 9:55am you are eligible for a maximum of \$10 for breakfast. If you leave your business destination to return home at 4:50pm you are eligible for the lunch per diem.).

Breakfast: Travel < 10am	Lunch: Travel >10am <5pm	Dinner: >5pm
\$10 max	\$15 max	\$30 max

If a free meal is served on the plane, included in a conference registration fee, built into the standard, single hotel room rate or replaced by a legitimate business meal, the allowance for that meal may not be claimed. Many hotels offer a free continental breakfast which should be utilized, when available. Detailed receipts are preferred, but if unavailable a summary receipt may be accepted.

- **Business Expenses:** Business expenses including faxes, photocopies, internet charges, and data ports, can be reimbursed. Original itemized receipts are required.
- **Parking:** Original receipts are required for all parking fees. The lodging bill can be used as a receipt when charges are included as part of the overnight stay.



- **Tolls: Original receipts are required for toll fees.**
- **Miscellaneous Transportation:** Original receipts are required for taxis, bus, subway, metro, ferry, and other modes of transportation for each occurrence.

Incidental expenses (e.g., fees and tips given to porters, baggage carriers, bellhops, etc.) unless specifically cited in this policy, will not be reimbursed. **Non-reimbursable Travel Expense**

The following items that may be associated with business travel will not be reimbursed by Rally House:

- Airline club memberships.
- Airline upgrades.
- Business class for domestic flights/first class for all flights.
- Child-care, babysitting, house-sitting, pet-sitting/kennel charges.
- Commuting between home and campus.
- Costs incurred by travelers' failure to cancel travel or lodging reservations in a timely manner.
- Evening or formal wear expenses.
- Haircuts and personal grooming.
- Laundry and dry cleaning (unless the Company have asked you to stay longer than originally planned. In this case, you may be reimbursed for reasonable laundry services)
- Passports, vaccinations, and visas when not required as a specific and necessary condition of the travel assignment.
- Personal entertainment expenses include in-flight movies, headsets, health club facilities, hotel pay-per-view movies, in-theatre movies, social activities and related incidental costs.
- Tobacco products.
- Travel accident insurance premiums and/or purchase of additional travel insurance; and
- Other expenses that are not directly related to business travel.

Travel for non-Company Team members

Incremental costs for travel, lodging, meal or other travel expenses for spouses or other family members will not be reimbursed unless the individual has a bona fide company purpose for engaging in the travel or attending the event. Such travel is generally limited to senior management and should occur infrequently.

Payroll

Payroll is responsible for ensuring that any team member on an approved personal leave of absence is not paid.

Return to work/extension of leave.

Team members on unpaid leave are expected to pay their share of benefit premiums while on leave. Human Resources will send a letter to the team members outlining their coverage and the amounts missed on payroll. Team members will have 30 days to send a check or money order to Rally House for any unpaid premiums. Rally House will continue to cover their share of premiums while the team members are still benefit eligible. Any unpaid leave beyond 30 days that is not covered by FMLA will result in the team member being moved to COBRA status for the remainder of their unpaid leave unless



otherwise eligible for benefits under state or local regulations. Once the team member has returned to work under active status, the team member's benefits will be reinstated.

Holidays

Rally House closes for two holidays each year:

- Thanksgiving
- Christmas

Full-time team members are expected to maintain their full-time hours from Thanksgiving to Christmas. In addition, these holidays are not paid time off.

Exempt team members receive two additional paid holidays:

- Fourth of July
- Memorial Day

Team members who complete their full-time scheduled hours on one or both Saturdays leading up to Thanksgiving and Christmas will earn a floating holiday for each Saturday worked.

Salaried multi-unit leaders team members who work one or both Saturdays prior to Christmas will earn a floating holiday for each Saturday worked.

Non-Company Recognized Holidays

Rally House will make every reasonable accommodation in approving time off for a team member's observance of a religious holiday not observed as a holiday by the Company. These days will not be eligible for holiday pay.

Disclaimer: *The policies and procedures that guide employment practices are intended to assist in consistent administration and compliance. Rally House reserves the right to modify its policies and practices, in whole or in part, at any time. Revisions to existing policies and procedures, and the development of new policies and procedures, will be made from time to time at the discretion of the company. When new policies are implemented or existing policies are revised, the company will notify team members as soon as practicable. However, where differences occur, the most recent policy as reviewed and approved by the company will take precedence. Policies are not intended to apply to statements or actions protected under Section 7 of the National Labor Relations Act. (NLRA) The policies and procedures do not create a contract, implied or expressed, with at-will*





