



From the Desk of Sean Hurman



Our Shared Commitment to our Values

Teammates,

At Service King our values drive who we are and what we stand for. One of our core values is that of Family. As a family we have a duty to both support and protect each other. We hold ourselves and those around us accountable to our actions. We are an organization who is deeply rooted in the neighborhoods in which we operate, and the communities we serve. With that we must stand together against racism, violence, bigotry and hatred. These have no place at Service King.

It is my responsibility to look after the health and well-being of our teammates, one that I take very seriously. Reflecting on the recent events across our country, however, I am reminded that my responsibility includes providing an environment where all teammates are treated fairly, and to ensure each teammate represents the values we look to uphold.

Our values are clear and our culture is strong. We stand united against those that look to divide us and remain committed to the health, well-being, and fair treatment of every teammate, regardless of their race, gender, age, religious affiliation, disability, or sexual orientation.

The policies we have in place provide the direction we need to stay true to these values. We remain committed to upholding these policies, especially during these challenging times. They can all be found on SKiP or provided by your manager:

- **The Code of Business Conduct and Ethics** (the Code) is designed to ensure all Service King teammates act with honesty and integrity when dealing with other teammates, customers, business partners and our communities. Service King is an equal opportunity employer and will not tolerate unlawful harassment or discrimination against anyone for any reason.
- **Safety.** Service King is dedicated to providing a safe environment for teammates and customers, free of threats to their health, safety and well-being. Service King will not tolerate

any threats to health and safety in the workplace, which includes unlawful harassment, discrimination, retaliation, and workplace violence.

- **Acceptable Use** Use of Service King IT systems and hardware for any purpose that is detrimental to the company's reputation is strictly prohibited. This includes inciting hate, bullying, and harassment.
- **Social Media.** There is no requirement for teammates to identify or represent themselves as an employee of Service King, but any teammate who does so through social media or other online content is expected to abide by the Company's Code of Business Conduct and Ethics and any other relevant Company policies when interacting online.
- **Reporting a Concern.** All teammates must report, in a timely fashion, any possible violations of the law, the Code or Company policies to your immediate supervisor, Human Resources, or to the Teammate Reporting Hotline. The Reporting Hotline is available 24 hours a day and can be reached online by emailing www.skreportinghotline.com or by dialing toll free (855) 691-8879.

Sincerely,

A handwritten signature in black ink, appearing to be 'S H' followed by a long horizontal line.

Sean Hurman
Chief Human Resources Officer

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