

POLICY

STORE PERSONNEL COMMUNICATING WITH OUTSIDE PERSONS

This policy is designed to instruct store and regional personnel about not communicating certain information to outside persons. Several examples are as follows: Insurance investigators inquiring about accidents, attorneys representing plaintiffs in potential or existing lawsuits or anyone not directly connected to the company asking questions about sensitive matters.

Employees must first get approval from the relevant corporate department (Operations, Legal, Risk Management, Human Resources) to release information of a sensitive nature to any outsiders, either verbally or in writing. The reason for this policy is that we have had cases of lawyers or insurance investigators representing parties who are bringing lawsuits against DTC/ATC communicating directly with store personnel and obtaining information of which they may not be entitled.

Call first before signing any formal or informational documents of any kind from outsiders or answering questions from people you don't know.