



**Pleasant Grove Road FSR**

**&**

**Whitaker Parkway FSR**

**Team Member  
Handbook**

**Rogers, Arkansas**

**Effective January 2020**

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## **Statement of Employment**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway are the guest facing names of Restaurants located in Rogers, Arkansas. While you will report to work and represent the brand of Chick-fil-A Pleasant Grove Road and Whitaker Parkway, an independently owned and operated franchise of Chick-fil-A, Inc., your employer is the holding company for Chick-fil-A Pleasant Grove Road and Whitaker Parkway: JWB Hospitality, LLC.

# Welcome!

I am excited that you are joining the team. I have been a Chick-fil-A Team Member tried-and-true for many many years. Your addition is a purposeful one. There is something about you that makes you unique and special to the brand into this business.

I started my career with Chick-fil-A as a 16-year-old Team Member in 1981 in Hot Springs, Arkansas. I worked all through high school and moved to Fayetteville in 1983 to attend college. I continued working at Chick-fil-A all throughout college and after getting my degree became the Operator of the Northwest Arkansas Mall location in 1987.

In 1996 I became a multiunit owner. My team and I opened the North College Avenue location, which was the first free standing restaurant in Arkansas.

In 2020, after nearly 33 years in the same location, I moved and became the operator of Pleasant Grove Road FSR and Whitaker Parkway FSR, both in Rogers, Arkansas. This decision followed the untimely passing of my best friend, Scott Clark who had previously been the operator of those restaurants.

I have been married to my amazing wife Stefanie since 1987. I have 4 children, Kelsey (married to Josh), Christopher (married to Elaina), Matthew, and Andrew. I also have 2 granddaughters, Ellie and Jojo. I am passionate about service, and dutifully serve on the board of several non-profit groups locally, and I am a project leader with Lifeshape International. In addition to operating Chick-fil-A restaurants, I am also an operator coach and a licensee consultant for Chick-fil-A, Inc. I also serve on an operator council for Chick-fil-A Licensing, Lifeshape International, and on a board as a strategic advisor to the president of Chick-fil-A, Inc.

I like to describe myself as a “guardian of the brand” and I am passionate about serving our guests, and our community. I am passionate about my faith, family, friends, winter sports, football, being on the lake, and my two German Shepherds.

I look forward to working with you.

Jim Bryant

Owner/Operator

## **Purpose and Scope of this Handbook**

This Handbook is designed to acquaint you with Chick-fil-A Pleasant Grove Road & Whitaker Parkway and provide you with information about working conditions, Team Member benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the Handbook. Neither this Handbook nor any policy contained in this Handbook or elsewhere is intended to imply continued employment or otherwise limit in any way the policy of at-will employment. Nor does this Handbook, in describing Chick-fil-A Pleasant Grove Road and Whitaker Parkway policies or procedures, commit Chick-fil-A Pleasant Grove Road and Whitaker Parkway to follow any particular procedure in the course of imposing discipline or terminating employment. Rather, this Handbook describes many of your responsibilities as a Team Member and outlines the programs developed by Chick-fil-A Pleasant Grove Road and Whitaker Parkway to benefit Team Members. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

This Handbook summarizes and provides a ready reference to the mechanics of our functioning on a day-to-day basis. From time to time, you may be given additional information and/or policies to replace or supplement the current Handbook pages. Chick-fil-A Pleasant Grove Road and Whitaker Parkway reserves the right to revise, supplement, or rescind any policies or portion of the Handbook, other than its policy of at-will employment, from time to time as it deems appropriate, in its sole and absolute discretion. You are responsible for maintaining an updated version of the Handbook. You are also expected to be familiar with our policies, rules, and procedures.

Chick-fil-A Pleasant Grove Road and Whitaker Parkway are committed to workplace policies and practices that comply with federal, state and local laws. In the event of an inconsistency between the Team Member Handbook and the law, the applicable law will apply.

This Handbook does not prohibit protected conduct or communications relating to your wages, hours or working conditions, or any other conduct protected by Section 7 of the National Labor Relations Act. Furthermore, nothing in this Handbook prohibits a Team Member from reporting concerns, making lawful disclosures or communicating with any governmental authority about conduct the Team Member believes violates any laws or regulations.

This Handbook remains the property of Chick-fil-A Pleasant Grove Road and Whitaker Parkway Restaurants.

# Company History

The Chick-fil-A story started in 1946, when Truett Cathy opened his first restaurant, Dwarf Grill, in Hapeville, Georgia. Credited with inventing the original boneless breast of chicken sandwich, Mr. Cathy founded Chick-fil-A, Inc. in the 1960s and pioneered the establishment of restaurants in shopping malls with the opening of the first Chick-fil-A restaurant at a mall in suburban Atlanta in 1967. Since then, Chick-fil-A has steadily grown to become the largest quick-service chicken restaurant chain in the United States.

## Mission

We believe that having a business purpose and mission gives us proper guidance in all of our activities and you should know what they are as you begin your association with Chick-fil-A Pleasant Grove Road and Whitaker Parkway.

### Chick-fil-A Pleasant Grove Road and Whitaker Parkway's Core Values:

- **Customers First:** We will treat all guests as we want to be treated
- **Continuous Improvement:** We believe in constantly learning and improving
- **Contagious Optimism:** We want to uplift others and be a thermostat, not a thermometer.
- **Culture of Encouragement:** We believe in encouraging others on their accomplishments and striving to be their best.
- **Character, Competence, and Chemistry:** We believe that a person's character is the most important thing they bring to the business, followed by their skillset and ability to work well with others.
- **Clean cut and Wholesome:** We hire professional team members who treat others with honor, dignity, and respect.

### Chick-fil-A Pleasant Grove Road and Whitaker Parkway's Mission Statement:

***We Are REMARKable People Creating REMARKable Experiences.***

## Commitment to Hospitality

We strive to maintain an atmosphere of hospitality for all guests. We respectfully welcome all guests and seek to create a remarkable experience for all who visit our Restaurant. We want to maximize the opportunity to grow the business by having a positive influence on others and providing an environment whereby all guests are treated with honor, dignity, and respect.

## **Commitment to Operational Excellence**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway strive to maintain an atmosphere of Operational Excellence at all times. We develop trust with our guests through meeting the Quality Requirements all day every day by:

- Taste: Serving Crave-able Food
- Speed: Be surprisingly fast
- Attentive and Courteous: Enthusiastically fulfill the Core Four
- Cleanliness: Offer a refreshingly clean environment

## **Second Mile Service**

We strive to provide what we call “Second Mile Service” to all our guests. This is defined as going above and beyond guest expectations. Our goal is that every guest, on every visit, will experience at least one element of Second Mile Service. There are unlimited ways in which we can deliver Second Mile Service to our guests. Many are as simple as a warm welcome and a heartfelt “My Pleasure”. We like to say “My Pleasure” when the guest offers a thank you for our service, and a fond farewell as the guest departs. Other ways of offering Second Mile Service are as simple as refreshing a beverage at the table, assisting a parent with young kids to their table, or carrying a meal out to someone’s car. At Chick-fil-A Pleasant Grove Road and Whitaker Parkway, second Mile Service should be “Second nature”!

The key to providing Second Mile Service is showing honor, dignity and respect to all guests. We want to care for them in a special and personal way. Providing Second Mile Service is important in all positions and areas of our Restaurant. Being alert to guests and anticipating their needs is a great way to develop this behavior. We trust you will enthusiastically embrace this concept, and display a Second Mile Service attitude not only toward our guests, but also to your fellow Team Members and others!

### **Second Mile Service Requirements**

Carrying trays from the counter to guest’s table for:

- The elderly
- Those with disabilities
- Parents with small children
- Any other guest needing additional assistance



## **Recipe for Service**

Just as we have recipes for the consistent preparation of our menu items, we also have a Recipe for Service to ensure that each of our guests experience a high level of consistent customer service. Team Members are to abide by the standards and expectations set by Chick-fil-A Pleasant Grove Road and Whitaker Parkway. Each individual will be expected to display and maintain a positive attitude, maintain a clean and organized Restaurant, and create remarkable experiences for our guests. By combining the Core Four and elements of Second Mile Service, our guests will become Raving Fans of Chick-fil-A. Raving Fans are guests that come more often, pay full price, and tell others about Chick-fil-A.

We create a clean, comfortable environment for our guests so that they see our restaurants as the best place to come for a meal with their family, friends or business associates. We constantly seek opportunities to grow and develop personally and professionally so that we can grow and develop as a team and be our best for our guests. We view every person that walks through our doors, or drives through our drive thru as a member of our family. We look for ways to make a lasting positive impression on them each and every time they visit.

### **The Core Four**

The following steps are expected when serving a guest:

1. **Create eye contact.** Your eyes should meet the guests' eyes before the guest has reached the counter or drive thru.
2. **Share a genuine smile.** This conveys friendliness and is very contagious!
3. **Speak enthusiastically.** When conversing, use the mood meter and reply with responses that are no more than two levels above the guest's observed mood.
4. **Stay connected.** Engage the guest in conversation while preparing the order and keep the guest updated of any delays. Stay focused on your guest.

There are unlimited ways in which we can deliver Second Mile Service to our guests.

### **What You Can Expect from Chick-fil-A Pleasant Grove Road and Whitaker Parkway (Employee Promise)**

- To have a safe environment in which to work.
- To be treated fairly and professionally, with honor, dignity, and respect.
- To be compensated fairly for the work you perform.
- To be trained properly and effectively to succeed in the assigned job.
- To be given opportunities to grow as a leader.
- To be given clear guidance for success and benchmarks to measure performance.

By providing direction, proper training, and the resources you need to do your job, we believe you will be a successful Team Member, working productively, efficiently and safely.

### **What Chick-fil-A Pleasant Grove Road and Whitaker Parkway Expects from You**

By providing direction, proper training, and the resources you need to do your job, we believe you will be a successful Team Member, working productively, efficiently and safely. One of the key ingredients to our success is: Providing **QUALITY FOOD AND SERVICE** to our Guests.

You are challenged with the responsibility to **CREATE RAVING FANS**, which are the heart of Chick-fil-A Pleasant Grove Road and Whitaker Parkway. We believe this can be done by applying the following commitments everyday:

- To provide quality service to our guest.
- To be honest and dependable.
- To be an efficient, cooperative, and productive Team Member.
- To strive for perfection in your job performance.

## **Accuracy of Employment Related Documents**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway relies upon the accuracy of information contained in the employment application, as well as the accuracy of other information provided by Team Members throughout the hiring process and during employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in Chick-fil-A Pleasant Grove Road and Whitaker Parkway's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

## **Employment at Will**

Your employment relationship with Chick-fil-A Pleasant Grove Road and Whitaker Parkway is at-will. The policy of at-will employment means that employment with Chick-fil-A Pleasant Grove Road and Whitaker Parkway is voluntarily entered into, and you are free to resign at-will at any time, with or without notice or cause. The policy also means that Chick-fil-A Pleasant Grove Road and Whitaker Parkway may terminate your employment at-will at any time, with or without notice or cause. At-will employment also means that Chick-fil-A Pleasant Grove Road and Whitaker Parkway may make decisions regarding other terms of employment, including but not limited to demotion, promotion, transfer, compensation, benefits, duties, and location of work at any time, with or without cause or advance notice. No representative of Chick-fil-A Pleasant Grove Road and Whitaker Parkway other than the Owner/Operator has the authority to enter into any agreement for employment for a specified duration or to make any agreement for employment other than at-will. Any such agreement must be by individual agreement, in writing, and signed by the Owner/Operator.

# **Equal Employment and Nondiscrimination**

## **Equal Employment Opportunity Policy**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway is an equal opportunity employer and is committed to equal opportunity for all Team Members and applicants. Chick-fil-A Pleasant Grove Road and Whitaker Parkway recruits, hires, trains, promotes, compensates, and administers all personnel actions without regard to an individual's race, color, religious creed, sex, sex stereotype (including assumptions about a person's appearance or behavior, gender roles, gender expression, or gender identity), pregnancy, gender, gender identity, gender expression, national origin, age, mental or physical disability, ancestry, medical condition, marital status, military or veteran status, citizenship status, sexual orientation, genetic information, or any other protected status of an individual or that individual's associates or relatives. We interpret these protected statuses broadly to include both the actual status and also any perceptions and assumptions made regarding these statuses. For purposes of this policy, gender includes gender identity and expression, transgender identity, pregnancy, breastfeeding, childbirth, or related medical condition, and gender stereotyping. This policy applies to all areas of employment, including recruitment, testing, screening, hiring, selection for training, upgrading, transfer, demotion, layoff, discipline, termination, compensation, benefits, and all other privileges, terms, and conditions of employment.

All Team Members must follow this policy. Any Team Member who violates this policy will be subject to disciplinary action, up to and including termination of employment. Chick-fil-A Pleasant Grove Road and Whitaker Parkway are committed to the practice of equal employment opportunity and will not tolerate intimidation or retaliation against Team Members or applicants because they have engaged in or may engage in filing a complaint of discrimination or retaliation; assisting or participating in an investigation; opposing any act or practice made unlawful by any local, state, or federal law; or for exercising any other legally protected right.

Any Team Member who believes that they, or that another person, has been subjected to any form of unlawful discrimination or other violation of this policy must immediately bring the concern to the attention of a supervisor, leader, or directly to the Owner/Operator or Senior Director. All reports describing conduct that is inconsistent with this policy will be investigated promptly and effectively in accordance with the procedure outlined in the Policy against Sexual Harassment and Other Workplace Harassment.

Our commitment to equal employment opportunity applies to all persons involved in our operations and prohibits unlawful discrimination and harassment by any Team Member (including supervisors and co-workers), agent, client, guest, or vendor.

## **Reasonable Accommodations Policy**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway stands committed to fulfilling its obligations under the Americans with Disabilities Act and all other applicable federal, state, and local statutes and regulations governing the work place. In that vein, and consistent with applicable law, we will provide reasonable accommodations to enable qualified individuals with a disability to perform the essential functions of their jobs, and to enable individuals to enjoy benefits and privileges of employment equal to those enjoyed by Team Members without disabilities, unless

doing so creates an undue hardship, in accordance with all legal requirements. Every good faith effort will be taken by Chick-fil-A Pleasant Grove Road and Whitaker Parkway to fulfill the objectives of this policy.

Any applicant or Team Member who requires an accommodation to perform the essential functions of the job should contact the Owner/Operator to request that accommodation. Chick-fil-A Pleasant Grove Road and Whitaker Parkway will engage in an interactive process with an applicant or Team Member who requests an accommodation and make an individualized assessment of the request. If the accommodation is reasonable and will not directly threaten someone's health or safety or impose an undue hardship, Chick-fil-A Pleasant Grove Road and Whitaker Parkway will grant the accommodation. We may also propose and, where appropriate select, an alternative accommodation that allows the Team Member to perform the essential functions of their position. Providing a Team Member with a reasonable accommodation does not excuse the Team Member from meeting the job requirements and performance standards in their position.

Individuals seeking a reasonable accommodation may be required to provide medical verification of their disability and need for accommodation by submitting medical information to the Owner/Operator or Senior Director. All medical information received will be treated as confidential in accordance with Chick-fil-A Pleasant Grove Road and Whitaker Parkway policy and any applicable laws. Failure to submit requested documentation may affect Chick-fil-A Pleasant Grove Road and Whitaker Parkway's decision to grant or deny the requested accommodation.

## **Policy against Sexual Harassment and Other Workplace Harassment**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway expect every Team Member to show respect for all of our colleagues, clients, associates, and vendors. Professional conduct furthers Our mission, promotes productivity, minimizes disputes, and enhances our reputation. Accordingly, this policy forbids any unwelcome conduct that is based on an individual's race, color, religious creed, sex, sex stereotype (including assumptions about a person's appearance or behavior, gender roles, gender expression, or gender identity), pregnancy (which includes pregnancy, childbirth, and medical conditions related to pregnancy, childbirth, or breastfeeding), gender, gender identity, gender expression, national origin, age, mental or physical disability, ancestry, medical condition, marital status, military or veteran status, citizenship status, sexual orientation, genetic information, or any other protected status of an individual or that individual's associates or relatives. We interpret these protected statuses broadly to include both the actual status and also any perceptions and assumptions made regarding these statuses. For purposes of this policy, gender includes gender identity and expression, transgender identity, pregnancy, breastfeeding, childbirth, or related medical condition, and gender stereotyping. Chick-fil-A Pleasant Grove Road and Whitaker Parkway are thus committed to providing a work environment that is free of unlawful discrimination, including harassment that is based on any legally protected status. Chick-fil-A Pleasant Grove Road and Whitaker Parkway will not tolerate any form of harassment that violates this policy.

### **Coverage**

This policy and the law forbid any Team Member, leader, supervisor, officer, director, supplier, vendor, guest, or any other third party that a Team Member encounters in connection with Chick-fil-A Pleasant Grove Road and Whitaker Parkway's business to harass, discriminate, or retaliate against any Team Member, applicant, or contractor, intern, or volunteer, on the basis of any legally

protected status or activity. This policy also prohibits offensive conduct that does not rise to a violation of the law, as explained below.

### **Prohibited Conduct**

The conduct prohibited by this policy, whether verbal, physical, or visual, includes any discriminatory employment action and any unwelcome conduct that is inflicted on someone because of that individual's protected status. Among the types of unwelcome conduct prohibited by this policy are epithets, slurs, negative stereotyping, intimidating acts, and the circulation or posting of written or graphic materials that show hostility toward individuals because of their protected status. Chick-fil-A Pleasant Grove Road and Whitaker Parkway prohibit that conduct, even if the conduct is not sufficiently severe or pervasive to constitute unlawful harassment.

### **Sexual Harassment**

Sexual harassment deserves special mention. Harassing conduct based on gender often is sexual in nature but sometimes is not. This policy forbids harassment based on gender regardless of whether the offensive conduct is sexual in nature. Any unwelcome conduct based on gender is also forbidden by this policy regardless of whether the individual engaged in harassment and the individual being harassed are of the same or are of different genders.

According to the U.S. Equal Employment Opportunity Commission ("EEOC"), unwelcome sexual advances, requests for sexual favors, and other verbal, physical or visual conduct based on sex constitute unlawful sexual harassment when (1) submission to such conduct becomes an implicit or explicit term or condition of employment, (2) submission to or rejection of the conduct is used as the basis for any employment decision, or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

This policy forbids harassment based on gender regardless of whether it rises to the level of a legal violation. Examples of gender-based harassment forbidden by this policy include (1) offensive sex-oriented verbal kidding, teasing or jokes, (2) repeated unwanted sexual flirtations, advances or propositions, (3) verbal abuse of a sexual nature, (4) graphic or degrading comments about an individual's appearance or sexual activity, (5) offensive visual conduct, including leering, making sexual gestures, the display of offensive sexually suggestive objects or pictures, cartoons or posters, (6) unwelcome pressure for sexual activity, (7) offensively suggestive or obscene letters, notes or invitations, (8) offensive physical contact such as patting, grabbing, pinching, or brushing against another's body, and (9) sexual favoritism.

### **Team Member Responsibility**

Everyone at Chick-fil-A Pleasant Grove Road and Whitaker Parkway can help assure that our workplace is free from prohibited discrimination or harassment.

### **Avoiding Prohibited Conduct**

Everyone is expected to avoid any behavior or conduct that could reasonably be interpreted as prohibited harassment; no Team Members, or even the highest ranking individuals at Chick-fil-A Pleasant Grove Road and Whitaker Parkway, are not exempt from the requirements of this policy.

Every Team Member is expected to inform management and/or the Owner/Operator of any person in the workplace whose conduct the Team Member finds unwelcome.

## **Reporting Procedures**

All incidents of alleged discrimination, harassment, retaliation, or other conduct inconsistent with this policy must be reported immediately.

Any leader or supervisor who is aware of conduct inconsistent with this policy or who receives a report of conduct inconsistent with this policy must report it immediately to the Owner/Operator.

If you feel you have experienced or witnessed any conduct that is inconsistent with this policy, you are to immediately notify the Owner/Operator or Senior Director. These are the individuals authorized by this policy to receive and act upon complaints of discrimination, harassment, and retaliation on behalf of Chick-fil-A Pleasant Grove Road and Whitaker Parkway. This policy does not require reporting discrimination, harassment, or retaliation directly to a Team Member's immediate supervisor or to any individual who is creating the harassment, discrimination, or retaliation.

## **Company Response**

All reports describing conduct that is inconsistent with this policy will be investigated promptly and effectively. To that end, parties involved in the situation (including the reporting party, anyone identified as the target of the behavior (if different than the reporting party), and anyone the reporting party and the party who allegedly violated this policy) will be offered an opportunity to be interviewed or to otherwise respond to a report under this policy. Chick-fil-A Pleasant Grove Road and Whitaker Parkway may put certain interim measures in place, such as a leave of absence or a transfer, while the investigation proceeds. Chick-fil-A Pleasant Grove Road and Whitaker Parkway will take further appropriate action once the report has been thoroughly investigated. That action may be a conclusion that a violation occurred, as explained immediately below. Chick-fil-A Pleasant Grove Road and Whitaker Parkway might also conclude, depending on the circumstances, either that no violation of policy occurred, or that we cannot conclude whether or not a violation occurred.

If an investigation reveals that a violation of this policy or other inappropriate conduct has occurred, then Chick-fil-A Pleasant Grove Road and Whitaker Parkway will take corrective action, including discipline up to and including termination, reassignment, changes in reporting relationships, training, or other measures as Chick-fil-A Pleasant Grove Road and Whitaker Parkway deems appropriate under the circumstances, regardless of the job positions of the parties involved. Chick-fil-A Pleasant Grove Road and Whitaker Parkway may take corrective action for any inappropriate conduct discovered in investigating reports made under this policy, regardless of whether the conduct amounts to a violation of law or even a violation of this policy. If the person who engaged in harassment is not employed by Chick-fil-A Pleasant Grove Road or Whitaker Parkway, then Chick-fil-A Pleasant Grove Road and Whitaker Parkway will take whatever corrective action is reasonable and appropriate under the circumstances.

## **Policy Against Retaliation**

Chick-fil-A Pleasant Grove and Whitaker Parkway Road forbids that any Team Member treat any other Team Member or former Team Member or applicant adversely for reporting discrimination,

retaliation, or harassment, for assisting another Team Member or applicant in making a report, for cooperating in an investigation, or for filing an administrative claim with the EEOC or a state governmental agency. All Team Members who experience or witness any conduct they believe to be retaliatory should immediately follow the reporting procedures stated above.

### **Confidentiality**

In investigating and in imposing any corrective action, Chick-fil-A Pleasant Grove Road and Whitaker Parkway will attempt to preserve confidentiality to the extent that it is allowable under applicable law.

### **Application of the Policy to Non-Team Members**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway's policy also applies to the dealings of any Team Member with non-Team Members such as guests, vendors, and members of the public. Furthermore, the policy also applies to individuals who do business with Chick-fil-A Pleasant Grove Road and Whitaker Parkway who are present on our premises, or who interact with any Team Member of Chick-fil-A Pleasant Grove Road or Whitaker Parkway while the Team Member is on-duty.

### **Open Door Policy**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway has adopted an Open Door Policy for all Team Members. This means that every leader's, supervisor's or director's "door" is open to every Team Member. The purpose of our Open Door Policy is to encourage open communication, feedback and discussion about any matter of importance to a Team Member. Our open door policy means that Team Members are free to talk with any leader, supervisor, director and/or the Owner/Operator at any time, schedule permitting.

If any area of your work is causing you concern, you have the responsibility to address your concern with your supervisor. Whether you have a problem, a complaint, a suggestion, or an observation, Chick-fil-A Pleasant Grove Road and Whitaker Parkway's leaders want to hear from you. By listening to you, we are able to improve, address complaints, and foster Team Member understanding of the rationale for practices, processes, and decisions.

Team Members are further encouraged to pursue discussion of their work-related concerns with the management official they have approached until the matters they have raised are fully resolved. We cannot guarantee that in each instance the Team Member will be satisfied with the result, but in each case an attempt will be made to explain the resolution of the matter to the Team Member, even when it is not the result that the Team Member sought. We believe that such concerns are best addressed through informal and open communication. Team Members may also submit a written complaint and direct it to the attention of the Owner/Operator as soon as possible after the events that give rise to the Team Member's work-related concerns.

No Team Member will be disciplined or otherwise penalized for raising a good-faith concern. Chick-fil-A Pleasant Grove Road and Whitaker Parkway will attempt to keep confidential all such expressions of concern, their investigation, and the terms of their resolution. At the same time,

however, some dissemination of information to others may be appropriate during the process of investigating and resolving the Team Member's concerns.

## **Pay Practices**

### **Team Member Classifications**

#### **Classification Status**

You will be advised of your Team Member classification at the time of hire, promotion, or transfer or if any other change in your position with Chick-fil-A Pleasant Grove Road and Whitaker Parkway occurs. Because all Team Members are hired for an unspecified duration, assignment to any of these classifications does not guarantee employment for any specific length of time. Regardless of classification, employment is at the mutual consent of you and Chick-fil-A Pleasant Grove Road and Whitaker Parkway.

If you have questions regarding your eligibility for particular benefits, see the Owner/Operator.

#### **Regular Full-time Team Members**

A regular full-time Team Member is a Team Member who is normally scheduled to work and does work a schedule of 40 hours or more per week, subject to applicable legal requirements.

#### **Regular Part-time Team Members**

A regular part-time Team Member is a Team Member who is normally scheduled to work and does work a schedule of less than 40 hours per week. Part-time Team Members are not eligible for some company benefits that may now or in the future be available to full-time Team Members, subject to applicable legal requirements.

#### **Non-exempt Team Members**

Full or part-time Team Members who are subject to the provisions of federal and state law requiring the payment of weekly and/or daily overtime are considered to be non-exempt.

### **Overtime Pay, Non-Exempt Team Members**

When operating requirements or other needs cannot be met during regular working hours, Team Members may be scheduled to work overtime in accordance with all legal requirements. All overtime must be approved in advance by a Director. Team Members who fail to work scheduled overtime or who work overtime without prior authorization may be subject to disciplinary action up to and including termination of employment. Non-exempt Team Members must not perform any work "off the clock."

All non-exempt Team Members will be paid a premium for overtime hours as follows:



You will be paid at 1.5 times your regular hourly rate of pay for any time worked over 40 hours in one work week. For purposes of calculating overtime premium pay under this policy, the work week at the Restaurant begins on Sunday at 12 AM and ends on Saturday at 11:59 PM. In addition, the “workday” is defined as beginning at 12 AM each day and ending at 11:59 PM that evening.

Overtime is based on actual hours worked. Paid time off for holidays, vacation, personal days, paid sick time and vacation does not count as “hours worked” for overtime purposes.

## **Hours and Days of Work**

Business hours are generally Monday through Saturday, 6 AM to 10 PM.

The work week at the Restaurant begins on Sunday at 12 AM and ends on Saturday at 11:59 PM. In addition, the “workday” is defined as beginning at 12 AM each day and ending at 11:59 PM that evening.

Chick-fil-A Restaurants are, and always have been, closed on Sundays. Chick-fil-A’s founder, S. Truett Cathy, wanted to ensure that everyone had at least one day a week as an opportunity for rejuvenation, rest, and to pursue personal activities. At Chick-fil-A Pleasant Grove Road and Whitaker Parkway, we are always closed on Sundays. Occasionally, it may be necessary to meet with our staff, conduct training or extra cleaning, or repair equipment on Sunday, but we are never open to the public for business on Sunday or sell Chick-fil-A products on Sunday.

## **Schedules**

Unless otherwise required by law, work schedules will be posted by Friday for the workweek beginning the following Monday. Schedule change requests should be made before Tuesday evening of the preceding week. Once the request deadline has passed, you must work your scheduled shift or find a qualified Team Member to take your place, subject to legally-protected exceptions. Any changes must be authorized by the scheduler, any Director, or Owner/Operator.

Detailed instructions will be provided to you during orientation on the use of HotSchedules for requesting time off, trading shifts and general scheduling communication. Team Members are to report for work on time as scheduled and to work all scheduled hours. With the exception of sick leave and other legally-protected absences, failure to report to work for your shift, without finding a Supervisor/any Director/or Operator approved replacement, may result in disciplinary action, up to employment termination.

## **Meal Periods**

Team Members who work at least 4 consecutive hours during a single day are provided one unpaid break for 30 minutes.

If your break time exceeds the time allotted and permitted, you may be subject to disciplinary action. Chick-fil-A at Pleasant Grove Road and Whitaker Parkway leadership will coordinate all breaks to ensure the Restaurant is adequately staffed at all times. You should take your break(s) only at a time approved by a leader on duty or the Owner/Operator.

If you choose to eat in the Restaurant during your meal break, you must do so in the designated area in the Restaurant. Alternatively, if you choose to take your break off the premises, you may take your meal off the premises.

You are responsible for cleaning up after yourself at the completion of your break, including washing any dishes you may have used.

### **Employee Meals & Drink Policy**

Team Members who work a scheduled shift during a single day will be permitted a Meal Allowance of one entrée plus a medium side. Note: a side salad counts as a side. Dessert is not included in this benefit.

This is strictly a courtesy. Meal allowances are not wages and do not accrue. Meal allowances may not be combined if they are not used, and they do not roll over from shift to shift. If you do not use the meal allowance during any given shift then you lose it.

All Team Members will be provided their own cup at the beginning of their shift in order to receive a free employee drink, which includes: sodas, teas, and hot coffee. Bottled beverages and lemonade are excluded from this benefit.

#### **The following rules and conditions apply to this employee meal benefit:**

- To obtain your employee meal, you should order your meal from the front counter (as a customer would).
- Your order should be rung up by the cashier when your order is taken and will be discounted as an employee meal.

Food is only to be eaten while on break.

### **Timekeeping Requirements and Recording Work Hours**

Accurately recording time worked is the responsibility of every non-exempt Team Member. Each non-exempt Team Member is required to record accurately the time they begin and end their work, as well as the beginning and ending time of each meal period, and the beginning and ending time of any split shift or departure from work for personal reasons.

All Team Members are required to record hours worked by using an assigned Team Member number to clock in and out. This time includes the beginning of the day, the beginning and end of meal periods, and the end of the workday. You may not clock in or work more than 2 minutes before the shift begins and you are expected to clock out and stop working no more than 2 minutes before or after your shift is scheduled to end, unless otherwise instructed. Working off the clock is prohibited.

All non-exempt Team Members must record their work time exactly as that time is worked – without exception. If a Team Member forgets to clock in or out or makes an error regarding his/her time worked, the Team Member should notify a Director or Owner/Operator who must make the correction. Any Team Member who fails to follow these timekeeping policies may be

subject to disciplinary action, up to and including termination of employment. If requested, it is the Team Member's responsibility to sign his or her time record to certify the accuracy of all time recorded. The Team Member's supervisor will review and approve time clock reports.

Altering, falsifying or tampering with timekeeping records, recording on your time card hours not worked, working hours not recorded on your time card (i.e., working "off the clock"), having someone else record your time or recording another Team Member's time, and performing overtime work not specifically authorized in advance are all serious violations of company policy which may result in disciplinary action, up to and including termination. If anyone encourages you to work "off the clock" or otherwise falsify your time record, you must notify the Owner/Operator or Senior Director immediately.

## **Payment of Wages**

### **Pay Days**

Team Members will receive their paychecks every other week on a Friday after 2 PM.

If a regular payday falls on a holiday, Team Members will be paid on the preceding workday. Chick-fil-A Pleasant Grove Road and Whitaker Parkway do not permit advances against paychecks.

Non-exempt Team Members are required to record hours worked including arrival times, departure times and any unpaid meal breaks. Any missed entries should be reported to a supervisor immediately. Proper and consistent recording of time ensures proper and timely payment. Failure to record properly will result in disciplinary action up to and including termination of employment.

### **Direct Deposit**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway provide a direct deposit system, i.e. the automatic direct deposit of your paycheck into your bank account, as an option for all Team Members.

### **Reimbursement of Expenses**

Team Members who are required to incur necessary and reasonable expenses as a consequence of their work will be reimbursed for such expenses, upon timely submission of receipts and a request for reimbursement. Team Members must receive approval from their supervisor before incurring the expense.

## **Team Member Rules and Performance**

### **Job Duties and Responsibilities**

Although many Team Members will be assigned to a specific station or stations on a particular day, most Team Members will from time to time be required to perform a variety of jobs or tasks in the Restaurant.

You will be provided with training with respect to all the functions of your job at the Restaurant.

## **Guest Service**

Your main responsibility as a Team Member is to help provide our guests with efficient, courteous service, quality food, and a clean, pleasant environment for their dining experience.

Please remember to always smile at the guest and be friendly.

Please remember to treat every guest (and all individuals) with honor, dignity and respect.

Although we strive for quick service, please do not rush a guest.

Please do not argue with a guest. If you have a situation with a guest that you cannot handle or that the guest feels has not been handled adequately, then notify your leader or a supervisor on duty.

Generally, you should stay at your assigned station, unless otherwise directed by your leader or supervisor on duty or in the case of an emergency.

## **Responsibilities**

The following responsibilities are also a part of everyone's job at Chick-fil-A Pleasant Grove Road and Whitaker Parkway, and vital to providing our guests with the best possible experience every time they visit:

- When you work as a cashier or otherwise provide food orders to guests, always double-check the order to ensure it is correct before giving it to the guest.
- When you work as a cashier, never leave a cash register drawer open. Only work out of the drawer assigned to you.
- Everyone is responsible for helping to ensure that stock is rotated properly.
- Everyone is responsible for helping to ensure that the Restaurant is as clean as possible.
- Avoid wasting food, paper products, cleaning supplies, etc.

These lists are not all-inclusive or exhaustive. Other responsibilities apply to every job with Chick-fil-A Pleasant Grove Road and Whitaker Parkway.

## **Age Restricted Activities**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway comply with all federal, state and/or local laws regarding the employment of individuals under the age of 18.

Minors under the age of 16 may only work 8 hours per day, 48 hours per week, and may not work past 7 PM on a school day or 9 PM on a non-school day.

Minors age 16 may only work a maximum of 10 hours per day, 54 hours per week, and may not work past 11 PM on a school day. 17-year-old minors have no work restrictions applicable to our restaurant.

If you are in doubt as to whether you are prohibited from performing a particular activity or working during a particular time period due to your age, then you should refrain from performing the task or working at the particular time until you have consulted with the Shift Leader or supervisor on duty and obtained proper guidance and direction.

## **Code of Conduct**

To work together most effectively as a team, it is important that we all recognize and understand the rules and regulations stated below and elsewhere in this Handbook. These rules and regulations are designed to insure fair and consistent treatment and to clarify each person's responsibilities.

In general any act, the consequence of which might result in harm to Chick-fil-A Pleasant Grove Road and Whitaker Parkway or its Team Members or guests, which violates a company policy or which interferes or tends to interfere with the rights or property of Chick-fil-A Pleasant Grove Road and Whitaker Parkway or its Team Members or guests, may subject the offender to disciplinary action.

The following rules are intended to provide a general guide to the type of conduct which may be considered sufficient grounds for disciplinary action. The disciplinary action, ranging from a reprimand to immediate discharge, depends upon the circumstances of each case. Repeated violations of these rules may result in discharge even when separate offenses might be considered minor.

Conduct other than that listed below may also result in interfering with efficient operation or in harming other Team Members, thereby necessitating appropriate discipline. Thus, the following list is not intended to be all inclusive.

Team Members should understand that discipline is directed at the specific act, not the individual. Team Members who commit any of the following acts, which have been determined to be violations of acceptable work behavior, may be subject to disciplinary action. The nature of the disciplinary action in any given case will depend upon the seriousness of the offense, the circumstances surrounding it and/or the prior work record of the Team Member(s) involved:

- Use of profanity or abusive language toward Team Members, guests or other persons on Chick-fil-A Pleasant Grove Road or Whitaker Parkway's premises or while performing company work.
- Outside employment or activities which interfere with regular working hours or productivity.
- Failure to maintain good housekeeping and sanitation on company premises.
- Failing to properly report an injury or accident or falsely claiming injury.
- Gambling on company premises, including lottery pools, sports pools, etc.

- Violation of or disregard of the rules and regulations stated in this manual or in other company policy.
- Failure to notify Chick-fil-A Pleasant Grove Road or Whitaker Parkway of your absences, vacations or other schedule variations which cause you to be away from work during your scheduled work hours, subject to legally protected exceptions.
- Failure to maintain satisfactory productivity and quality of work.
- Excessive absenteeism or tardiness, subject to legally protected exceptions.
- Violation of company policies, including any policies relative to equal employment opportunities.

Team Members who commit any of the following acts, which have been determined to be serious violations of acceptable work behavior, may be subject to immediate termination on the first offense:

- Making or knowingly using a falsified document (e.g., time card, delivery receipt, etc.) or the filing of a fraudulent document or claim for benefits.
- Insubordination.
- Using, possessing, passing, selling, working, or reporting to work under the influence of, alcoholic beverages or any drug, narcotic or other controlled substance on Chick-fil-A Pleasant Grove Road or Whitaker Parkway's premises at any time or while performing company work.
- Theft, misuse or unauthorized possession or removal of company, Team Member, vendor or guest property.
- Possession of dangerous weapons or firearms on company premises.
- Fighting, violence, or threatening behavior.
- Making false and disparaging statements or spreading rumors which might harm the reputation of our Team Members or guests.
- Exceeding your assigned authority, including disclosing or providing access to unauthorized persons (whether Team Members or third parties) confidential information regarding Chick-fil-A Pleasant Grove Road and Whitaker Parkway or its business.
- Abuse, damage or deliberate destruction of Chick-fil-A Pleasant Grove Road and Whitaker Parkway's or a guest's property or the property of Chick-fil-A Pleasant Grove Road or Whitaker Parkway's Team Members or vendors.
- Disorderly conduct on Chick-fil-A Pleasant Grove Road or Whitaker Parkway's property, such as horseplay, threatening, insulting or abusing any Team Member, guest or vendor or fighting or attempting bodily injury of anyone at any time on our premises or while performing company work.

- Violation of Chick-fil-A Pleasant Grove Road or Whitaker Parkway’s Equal Employment Opportunity or Non-Harassment Policies.

Please remember that employment with Chick-fil-A Pleasant Grove Road and Whitaker Parkway is at the mutual consent of Chick-fil-A Pleasant Grove Road and Whitaker Parkway and the Team Member, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice. Nothing in this policy should be construed to limit Team Members’ rights to discuss their wages, hours or working conditions, or otherwise engage in protected concerted activity under Section 7 of the National Labor Relations Act. Any question regarding these and other rules should be discussed with a Director or the Owner/Operator.

## **Workplace Violence Policy**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway have adopted a policy of zero tolerance for workplace violence. This is because Chick-fil-A Pleasant Grove Road and Whitaker Parkway recognize that workplace violence is a problem that needs to be addressed by all Team Members and employers. Consistent with this policy, we will not tolerate acts or threats of physical violence, including intimidation, harassment, and/or coercion which involve or affect our Team Members, guests, vendors, or which occur on company property.

### **Acts or Threats of Violence Defined**

“Threats or acts of violence” include conduct against persons or property that is sufficiently severe, offensive, or intimidating so as to alter the employment conditions at Chick-fil-A Pleasant Grove Road and Whitaker Parkway or to create a hostile, abusive, or intimidating work environment for one or more of our Team Members.

### **Specific Examples of Prohibited Conduct**

Specific examples of prohibited conduct that may be considered “threats or acts of violence” under this policy include, but are not limited to, the following:

- Hitting or shoving an individual.
- Threatening to harm an individual or his or her family, friends, associates, or their property.
- The intentional destruction or threat of destruction of property owned, operated, or controlled by any Team Member, leader, cashier, vendor, or by Chick-fil-A Pleasant Grove Road or Whitaker Parkway.
- Harassing or threatening an individual by making telephone calls, or sending letters or other forms of written or electronic communications.
- Intimidating or attempting to coerce an individual to do wrongful acts.

- Harassing surveillance, also known as “stalking,” or the willful, malicious, or repeated following of another person.
- Making a threat with intent to place the other person in reasonable fear of his or her safety.
- Making a suggestion or otherwise intimating that an act to injure persons or property is “appropriate,” without regard to the location where such a suggestion or intimation occurs.
- Unauthorized possession or inappropriate use of firearms, weapons, or any other dangerous devices on Chick-fil-A Pleasant Grove Road or Whitaker Parkway’s property.

**Prohibited Conduct**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway’s prohibition against threats and acts of violence applies to all persons involved in our operation, including but not limited to Team Members, leaders, cashier’s, vendors, contract and temporary workers, and anyone else on Chick-fil-A Pleasant Grove Road and Whitaker Parkway’s property. Violations of this policy by any individual on company property, by any individual acting as a representative of Chick-fil-A Pleasant Grove Road and Whitaker Parkway while not on company property, or by any individual acting off of company property when his or her actions affect the public interest or Chick-fil-A Pleasant Grove Road and Whitaker Parkway’s business interests will be responded to with discipline and/or legal action, as appropriate. Violation by a Team Member of any provision of this policy may lead to disciplinary action, up to and including termination. This policy and any sanctions related thereto are to be deemed supplemental to applicable local, state, and federal laws.

**Team Member Obligations**

Each Team Member of Chick-fil-A Pleasant Grove Road and Whitaker Parkway and every person on our property is subject to this policy. In addition, any individual is encouraged to report incidents of threats or acts of physical violence of which he or she is aware. In cases where the reporting individual is a Team Member, the report should be made to the reporting individual’s immediate supervisor, a management level Team Member (if the immediate supervisor is not available), or the Owner/Operator or Senior Director. Supervisory personnel shall promptly refer any such incident to appropriate management level personnel, who in turn shall take corrective action in consultation with the Owner/Operator or Senior Director. Concurrent with the initiation of any investigation leading to proposed disciplinary action, Chick-fil-A Pleasant Grove Road and Whitaker Parkway shall determine whether it will report the incident to local law enforcement agencies. Nothing in this policy alters any other reporting obligation established in Chick-fil-A Pleasant Grove Road and Whitaker Parkway policies or in federal, state, or local law.

**Fitness-For-Duty Evaluation**

At the discretion of Chick-fil-A Pleasant Grove Road and Whitaker Parkway, any Team Member exhibiting warning signs, symptoms, and risk factors relative to workplace violence may be requested to submit to a medical evaluation to determine the Team Member’s fitness for duty, as permitted by applicable law.



## **Cash and Coupon Accountability**

Many Team Members will function as a cashier on a regular, periodic or temporary basis, depending on the needs of the Restaurant at any given time. The role of cashier is very important. Because you will be handling cash and coupons, it is very important that you understand what is expected of you in this aspect of your job.

Some of the key rules and guidelines that apply to cashier functions in our Restaurant are as follows:

1. At the beginning of your shift, you have the right to have your drawer counted to ensure that there is the agreed-to starting change in the drawer.
2. You have the right to ask that you are the only person to use your register while you are signed into a register.
3. Should it be necessary to obtain change during your shift, contact a team or shift leader, or the Operator, to make change. Cashiers should not make change with other cashiers.
4. Should it be necessary to skim your drawer, both the cashier and the leader skimming the drawer have the right to count the skim.
5. When you finish your shift, you have the right to have the drawer counted with a supervisor or leader on duty to ensure accuracy.
6. It is against our policy to undercharge a customer, ring up an unauthorized discount or pass food across the counter without payment. Any such incident may result in serious disciplinary action, including but not limited to immediate termination of employment, as well as possible prosecution.
7. Team Members should never store or place cash or coupons in their pockets or otherwise on their persons.
8. Coupons (including Be Our Guest / Digital Offer Cards) are to be treated like cash. Any improper distribution of coupons will result in disciplinary actions.

You are responsible for the cash and coupons that you process during your shift. It is necessary in our business that we take this Cash and Coupon Accountability Policy extremely seriously. Any action by a Team Member contrary to this policy will result in disciplinary action, up to and including termination of employment. Additionally, you should understand that Chick-fil-A Pleasant Grove Road and Whitaker Parkway may investigate all losses for possible prosecution.

## **Punctuality and Attendance**

You will be advised of your work schedules, which are posted and sent through HotSchedules. It is your responsibility to know your schedule and to report ready for work on time.

Team Members are expected to be punctual and regular in attendance. Team Members are expected to report to work as scheduled, on time and prepared to start work at the beginning of their shifts

and at the end of meal periods. Team Members also are expected to remain at work for their entire work schedule, except for meal periods or when required to leave on authorized company business. Late arrival, early departure or other absences from scheduled hours are disruptive and should be avoided.

Non-exempt Team Members are not permitted to work beyond their normal work schedule without the express approval of your supervisor.

## **Absences and Tardiness**

Absence is defined as any time a Team Member is scheduled to work and does not report for work. This includes any day not at work during the normal workweek, or on a scheduled overtime day. This does not include approved time off such as company holidays, approved leave of absence, or jury duty, or other legally-protected absences.

Tardiness is defined as when a Team Member fails to work the regularly scheduled workday, unless otherwise directed by the supervisor. This includes arriving at work after starting time, returning late from meal or break periods, not being properly dressed and ready for work, or leaving work before the end of the workday.

Reporting Absenteeism or Tardiness. If you will be absent from or tardy for work for any reason, you, and only you, must call (not text) the shift manager at least three hours before the beginning of your scheduled shift to provide: (1) an explanation for the absence, and (2) a date/time when you will report to work. If the restaurant is not open, you must alert your colleagues on HotSchedules and release your shift, and you must also notify your supervisor using the application. Failure to provide this requisite notice will result in a no call/no-show disciplinary action against your employment status.

Excessive absenteeism or tardiness (whether paid or not) and/or failure to properly notify your supervisor may result in disciplinary action, up to and including suspension and or discharge of employment. Team Members will not be subject to discipline for legally protected absences or tardies.

Obviously, if you know of a required absence from work in advance, you must inform your supervisor as far in advance as possible, so that the supervisor can adjust the work schedule accordingly. Any request for a leave of absence/personal time off must be made the Monday prior to the week in which the day or days of time requested off occur. In certain instances – and at the discretion of the Owner/Operator – an absence is to exceed one day, you must provide your supervisor with an update at the beginning of each day of the absence, until a return to work date has been established.

If you must leave work early because of illness or other unavoidable reasons, you must personally notify your supervisor and obtain approval before departure, subject to legally-protected reasons.

If the Team Member fails to report for work without any notification to the Team Member's supervisor and the Team Member's absence continues for a period of two days, Chick-fil-A Pleasant Grove Road and Whitaker Parkway may consider that the Team Member has abandoned his or her employment and has voluntarily resigned, subject to legally-protected exceptions.

## **Employment of Relatives and Personal Relationships**

It is the policy of Chick-fil-A Pleasant Grove Road and Whitaker Parkway to foster a positive Team Member relations environment for all Team Members. In keeping with this philosophy, we also recognize as an organization that personal relationships can and do occur among Team Members. To avoid the appearance of favoritism, to maintain objectivity and appropriate expectations regarding performance, and to avoid potential harassment and discrimination claims, this policy describes the Restaurant's expectations when a Team Member engages in a personal relationship with other Team Members.

Off-duty conduct is generally regarded as private, as long as such conduct does not create problems within the workplace. However, public displays of affection are highly discouraged and may result in disciplinary action at the discretion of the Owner/Operator.

Restrictions on personal relationships apply regardless of the sexual orientation the Team Members involved. Thus, this policy applies equally to opposite-sex and same-sex relationships.

This policy applies only to consensual personal relationships between Team Members. Unwanted sexual attention (including physical contact) and other sexual behavior with the purpose or effect of creating an offensive environment is strictly prohibited pursuant to our Policy against Sexual Harassment and Other Workplace Harassment.

## **Dress Code**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway have high standards concerning uniforms and personal appearance, as this is an important element of providing outstanding service to and instilling confidence in our customers. A professional uniform and overall appearance will communicate to customers that we care about customer service, quality, and cleanliness.

### **Uniforms**

All uniforms items (including belts, outerwear, and caps) must be from Chick-fil-A Team Style collection. All garments should fit properly and be cleaned, and in good condition (i.e., no holes, fraying, stains, discoloring, etc.). Team Members who work on average 40 hours per week or more will receive 2 free uniforms. Team Members who work on average less than 40 hours per week will receive 1 free uniform. Additional shirts, pants and parts of the uniform may be purchased by Team Members at their own personal expense, subject to legally protected exceptions. Your free uniform consists of pants, shirt, belt, and nametag. Hats are optional and can be purchased from the store. Other items may be provided depending upon your position.

Proper under garments must be worn by all Team Members.

Chick-fil-A name badges must be worn at all times, on outermost garment, on the Team Member's right chest. Other miscellaneous pins, buttons, stickers, and/or ribbons may not be worn on the uniform or affixed to nametag.

All shirts (except maternity tops) must be worn tucked in. Chef's coats are not to be tucked in

Polo shirts must be worn with either all buttons fastened, or at most the top button unfastened.

T-shirts sleeve length should not extend below bottom edge of the team style shirt sleeve. Mock turtle necks from the team style collection, may only be worn under polo shirts, (woven, dash front, shirt or sweater vest).

Pants must fit properly, and must be hemmed to fold at mid-point of the heel, cuff and/or pegged pants are not acceptable.

Team style belt must be worn and must be trimmed so that it does not hang below the belt line.

Shoes must be solid black and slip-resistant. Team Members will be required to wear slip-resistant shoes from Shoes for Crews, or another provider. Closed heel and closed toe styles required, and different styles must be approved by the Owner/Operator.

Shoes must fit properly with laces tied, unless limited by temporary medical conditions, requiring temporary medical device, due to broken bones, surgeries, etc.

Team Members must wear black socks.

## **Jewelry**

Jewelry (including medical alert jewelry) must be modest in size to help prevent the cross-contamination, and worn in good taste so as not to be distracting to guests, or fellow Team Members.

Any necklace worn should be tucked inside clothing, to avoid being a safety hazard.

Rings must be limited to a wedding band, or set (not on thumbs).

In food preparation areas, rings if worn, must be worn with glove hands, to avoid food contamination, or from catching on equipment.

Wrist watches, and or, medical alert bracelets, must be conservative in size, and appearance, they should not have gemstones, that could come loose. Other bracelets or wrist bands, (e.g., rubber or string, etc.) may not be worn.

Earrings must be limited to plain stud earrings (no inset gemstones or dangling earrings, including hoops of any size).

Team Members may have no more than two earrings per ear and worn only in the earlobe.

Jewelry and pierced body parts exposed to guests, other than earlobe and nose are not acceptable.

Nose jewelry is limited to studs.

## **Grooming**

Good personal hygiene is expected of Team Members when they report to work (e.g. clean shaven, bathed, and with appropriate application of body deodorant).

Hair and nails must comply with local health department requirements.

Hair must be clean and worn in good taste, so as not to be distracting to guests or fellow Team Members. Hair styles must be neat and professional in appearance.

Hair that falls around face must be tied back using a simple hair band or barrette without dangling parts.

Facial hair, other than a neatly trimmed mustaches, is unacceptable. Sideburns must be trimmed to be no longer than the bottom of the earlobe, and be consistent with the sides from top to bottom.

Makeup must be subdued and worn in good taste so as not to be distracting to guests and fellow Team Members.

Fingernails must not extend from fingertips when viewed from the open palm. Finger nail polish must not be worn when in the food preparation area; if worn, it must be a solid color worn in good taste and worn only in guest service areas.

Acrylic nails and finger nail gems must not be worn.

Tattoos on any part of the neck and/or face are not acceptable. Tattoos on these visible areas must be covered by approved uniform or by waterproof makeup.

Chick-fil-A Pleasant Grove Road and Whitaker Parkway will reasonably accommodate Team Members' religious dress and grooming practices and/or disabilities in terms of dress code, personal appearance, and grooming standards, unless the accommodation creates an undue hardship. Reasonable accommodations will be determined by using an interactive process. For questions regarding appropriate workplace attire and/or reasonable accommodations, please see a leader, the Senior Director, or the Owner/Operator for details.

## **No Solicitation**

Solicitation or distribution of literature by persons not employed by Chick-fil-A Pleasant Grove Road and Whitaker Parkway is prohibited at all times on company property. You may not solicit your co-workers or distribute literature for any purpose during working time. Working time includes the working time of the co-worker doing the soliciting or distributing and the co-worker to whom the soliciting or distributing is being directed, but does not include meal periods, scheduled breaks, times before or after a shift, sending of e-mail while not on duty, or other times when co-workers are properly not performing their job duties. Distribution of hard copy literature in work areas is prohibited at all times.

## **Confidential Information**

All non-public information concerning intellectual property of any kind, and client/guest, agent, vendor, and/or distributor lists are to be regarded as confidential information. In addition, all information concerning Chick-fil-A Pleasant Grove Road and Whitaker Parkway's Team Members, including without limitation personal or private information, is confidential in nature. Documents or recordings containing such information are not to be taken from our premises and the

information contained therein is not to be divulged to persons outside Chick-fil-A Pleasant Grove Road or Whitaker Parkway. Disclosure of confidential information will result in termination of employment and possible prosecution. However, for purposes of this policy, “confidential information” does not include wages, hours, benefits, or other terms and conditions of employment, or a Team Member’s own personnel information. Further, this policy does not prohibit Team Members from discussing their own personnel information with one another or with a government agency.

## **Confidentiality of Team Member Medical Information**

Team Members have a legally protected privacy interest in their confidential medical information. Chick-fil-A Pleasant Grove Road and Whitaker Parkway may, from time to time, receive medical information concerning Team Members, either in connection with medical certification for a leave of absence or accommodation request, or otherwise. Chick-fil-A Pleasant Grove Road and Whitaker Parkway have developed procedures to ensure the confidentiality of Team Member medical information and protect it from unauthorized use and disclosure. These procedures include instruction to Team Members, supervisors and agents that come in contact with Team Member medical information about the confidentiality of such information, and security systems restricting access to files containing medical information of Team Members.

Medical information of Company Team Members shall not be used or disclosed unless the person to whom the information pertains has signed an authorization for its use or disclosure, except that the medical information may be disclosed if: (1) it is used in the administration of Chick-fil-A Pleasant Grove Road and Whitaker Parkway’s Team Member benefit plans, for workers’ compensation purposes, or for determining the patient’s eligibility for paid and unpaid leaves from work for medical reasons, (2) it is needed by a healthcare provider to diagnose or treat the Team Member and the Team Member is unable to authorize the disclosure, (3) the Team Member has placed the information in issue in a lawsuit, arbitration, grievance or other proceeding between Chick-fil-A Pleasant Grove Road or Whitaker Parkway and the Team Member, or (4) Chick-fil-A Pleasant Grove Road or Whitaker Parkway is required to disclose it by law.

Any supervisor who receives medical information of any kind about a Team Member, including information obtained in connection with a Team Member’s absence from work or request for a leave of absence, must disclose such information immediately to the Owner/Operator or Senior Director. In order to assure confidentiality, the information should be communicated to the Owner/Operator or Senior Director in a face-to-face communication, by telephone from a secure, private location, or in a writing placed in a sealed envelope delivered directly to the Owner/Operator or Senior Director. Confidential medical information should not be transmitted by e-mail.

## **Progressive Discipline**

When a Team Member’s work performance or behavior falls below company standards, Chick-fil-A Pleasant Grove Road or Whitaker Parkway may take corrective action to address the issue as it deems appropriate under the circumstances. Where progressive discipline is appropriate, the following types of disciplinary action may be taken (depending upon the circumstances), and generally may be taken in this order as appropriate:

1. Verbal warning(s)
2. Written warning(s)
3. Suspension without pay
4. Termination

Disciplinary actions will be approached on a case-by-case basis, taking into account all the relevant facts and factors of the situation. Therefore, Chick-fil-A Pleasant Grove Road and Whitaker Parkway retain the right to skip and/or combine any of these steps of progressive discipline if circumstances necessitate. We also reserve the right to discipline Team Members at any time for inappropriate conduct or behavior, whether or not such conduct is referenced or mentioned in this Handbook.

Nothing in this policy constitutes a contract of employment based on any specified conditions, implied or otherwise, and in no way alters Chick-fil-A Pleasant Grove Road or Whitaker Parkway's policy of at-will employment.

## **Performance Reviews**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway will strive to formally evaluate work performance at least once every 12 months. However, the frequency of performance evaluations will ultimately vary depending upon your length of service, job position, past performance, changes in job duties or recurring performance problems. Chick-fil-A Pleasant Grove Road and Whitaker Parkway will also strive to provide you with on-the-job feedback and counseling regarding your performance.

Your performance evaluations may review factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your work attitude and your attitude toward others. The performance evaluation should help you become aware of your progress and areas for improvement. After your review you will be required to sign the evaluation report to acknowledge that it has been presented to you and discussed with you by your supervisor, and that you are aware of its contents.

You should note that a good performance evaluation does not guarantee a pay raise, because pay increases may not occur every year, nor is a good performance evaluation or a pay raise (or any other compensation or incentive) a promise of continued employment.

Your employment at Chick-fil-A Pleasant Grove Road and Whitaker Parkway is expressly at the will of you and Chick-fil-A Pleasant Grove Road and Whitaker Parkway. Either you or Chick-fil-A Pleasant Grove Road or Whitaker Parkway may terminate the employment relationship with or without cause and with or without notice at any time. Nothing in this policy alters at-will employment.

## **Changes to Personal Information**

Current personnel information is required by law and necessary for the administration of benefit plans and other employment purposes. Therefore, it is essential that our personnel records are current and accurate. It is your responsibility to notify the Owner/Operator immediately concerning any changes in your name, address, telephone number, marital status, relationship with and total number of dependents, person to notify in case of emergency, physical or other limitations, and insurance coverage or beneficiary.

## **Technology Utilization**

### **Social Media Policy**

At Chick-fil-A Pleasant Grove Road and Whitaker Parkway, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

The same company principles and guidelines that apply to your off-line activities apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects guests, vendors or suppliers may result in disciplinary action up to and including termination.

### **Express Only Your Personal Opinions**

Never represent yourself as a spokesperson for Chick-fil-A Pleasant Grove Road or Whitaker Parkway. If Chick-fil-A Pleasant Grove Road or Whitaker Parkway 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 Chick-fil-A Pleasant Grove Road, Whitaker Parkway, fellow associates, members, clients, suppliers or people working on behalf of Chick-fil-A Pleasant Grove Road or Whitaker Parkway. If you do publish a blog or post online related to the work you do or subjects associated with Chick-fil-A Pleasant Grove Road or Whitaker Parkway, make it clear that you are not speaking on behalf of Chick-fil-A Pleasant Grove Road or Whitaker Parkway. It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of Chick-fil-A Pleasant Grove Road or Whitaker Parkway.”

Nothing in this policy should be construed to limit Team Members’ rights to discuss their wages, hours or working conditions, or otherwise engage in protected concerted activities under Section 7 of the National Labor Relations Act.

### **Retaliation is Prohibited**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway prohibit taking negative action against any Team Member for reporting a possible violation of this policy or for cooperating in an investigation.



Any Team Member who retaliates against another Team Member for reporting a possible violation of this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

## **Team Member Telephone Calls**

Telephone calls made during working hours should pertain to company business only. Personal calls are discouraged during working time, except in the case of extreme emergencies. Generally, Team Members should wait to make personal calls until they are on a break or off-duty.

## **Cell Phone and Other Personal Electronic Devices**

Unless otherwise authorized by the Owner/Operator, cell phones and other personal electronic devices may not be used or worn while you are working. If you choose to bring a personal cell phone or similar device to work, it must be turned off or to “silent” mode so as not to be disruptive to the workplace. Please inform friends and family that if they call your cell phone or text you while you are working that you are only able to respond during your break periods. Cell phone calls and texting during break periods are only permitted in designated break areas.

Chick-fil-A Pleasant Grove Road and Whitaker Parkway prohibit Team Members from using any personal electronic device while driving during work unless the device permits hands-free listening, talking or texting, and is so used while driving. Violation of this policy may lead to disciplinary action up to and including termination of employment. Further, Team Members are advised that any vehicle citations they may receive for violating any driving laws, including cell phone/personal electronic device usage laws, are the Team Members’ responsibility. Chick-fil-A Pleasant Grove Road and Whitaker Parkway will not pay for any such tickets or citations. It is each Team Member’s responsibility to operate their vehicle in a safe and legal manner.

## **Team Member Health and Welfare**

### **Team Member Safety**

Every Team Member is responsible for his/her safety, as well as for others in the workplace. To achieve our goal of maintaining a safe workplace, everyone must be safety conscious at all times.

Your safety is extremely important to us. Good housekeeping is a natural part of safety. Keep your eye out for and pick up all trash and debris and any other foreign objects regardless of where they are located. If you notice an unsafe condition that you cannot correct yourself, report it immediately to your supervisor. In the event of injuries to Team Members, notify your supervisor at once.

If a Team Member becomes injured, do not attempt to move him/her or administer first aid unless you are qualified. Notify your supervisor or a leader immediately. Also, do not discuss the accident with other Team Members, and do not make any statements about the accident to third parties at the accident scene. Management personnel will handle the accident report.

It is a violation of Company policy to fail to report any work-related injury or illness to management. Team Members are required to immediately report any work-related injury or illness to management,

or any suspected work related injury or illness to management as soon as the Team Member becomes aware of the injury or illness. Reporting work-related injuries and illnesses is critical to the wellbeing of Company Team Members, and enables Chick-fil-A Pleasant Grove Road and Whitaker Parkway to ensure appropriate medical care and treatment are provided to injured or ill Team Members and to investigate and correct potential hazards in the workplace. Team Members are subject to discipline for violations of these safety rules. Please note that it is a violation of Company policy for any Team Member who reports an injury or illness to be retaliated against because the Team Member has reported a work-related injury or illness.

## **Workers' Compensation**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway are concerned about the safety and wellbeing of its Team Members. Chick-fil-A Pleasant Grove Road and Whitaker Parkway provide a comprehensive workers' compensation insurance program in accordance with state law, which covers work-related injuries or illnesses. Chick-fil-A Pleasant Grove Road and Whitaker Parkway pay the entire cost of all Workers' Compensation Insurance. Team Members who sustain any work injuries or illnesses must inform their supervisor and the Owner/Operator immediately. It is extremely important that any injury or illness occurring during or arising out of a Team Member's employment with Chick-fil-A Pleasant Grove Road and Whitaker Parkway be reported as soon as reasonably possible after the Team Member becomes aware of the injury or illness, regardless of how minor it may appear. Failure to timely report any accident, illness or injury may affect a Team Member's eligibility for any workers' compensation benefits to which he or she may be entitled. Team Members who file fraudulent claims will be subject to termination.

## **Parking**

In order to provide our guests with easy access to the Restaurant, we will have an area designated by the Owner/Operator for Team Member parking. This area will be away from the front of the Restaurant in a non-critical area of the parking lot. An exception to this policy is during opening/closing hours. During those times cars may be parked near the entrance for safety.

## **Vehicle Requirements**

Team Members who drive their own vehicle for business reasons (e.g., deposit or change fund withdrawals at bank, store-to-store transfer, catering, etc.) must be at least 18 years old, have liability insurance, and a valid driver's license. No one may drive a vehicle for business while impaired through sickness, drugs, alcohol, etc.

All vehicles driven for Restaurant business will be operated within all the state laws. When driving, follow the listed guidelines to insure safety: seat belts shall be utilized by all occupants at all times; obey the speed limit; drive defensively at all times; if conditions are unsafe – stop driving; and no vehicle shall be driven which has an obvious mechanical problem affecting the performance and/or safety of the vehicle or its occupants.

## **Smoke-Free Workplace**

Tobacco use, as well as the use of nicotine and vapor delivery systems, such as e-cigarettes in the workplace, including inside all enclosed buildings and in company vehicles is prohibited.

Team Members wishing to smoke must do so outside company facilities, at least 100 feet away from all entrances and windows that open and smoking must occur during scheduled work breaks. Team Members who violate this policy will be subject to disciplinary action up to and including discharge. Smoking means inhaling, exhaling, burning, carrying or possessing any lighted tobacco product, including cigarettes, cigars, pipe tobacco, and any other lit tobacco products.

Tobacco use means the personal use of any tobacco product, whether intended to be lit or not, which shall include smoking, as defined above. It also includes the use of smokeless tobacco, including snuff, chewing tobacco, smokeless pouches, any other form of loose-leaf, smokeless tobacco, and the use of unlit cigarettes, cigars and pipe tobacco.

Team Members who observe other individuals smoking in the workplace have a right to object and should report the violation to their supervisor or another member of management. No Team Member will be disciplined or retaliated against for reporting smoking that violates state law or company policy.

Team Members who wish to smoke during their break may not wear any Chick-fil-A uniform or related logos while smoking. Failure to abide by this rule may result in discipline, up to termination.

## **Drug and Alcohol Policy**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway are committed to providing a drug-free workplace. It is the policy of Chick-fil-A Pleasant Grove Road and Whitaker Parkway that illegal drugs (as defined by applicable law) and controlled substances are not permitted on the premises of Chick-fil-A Pleasant Grove Road or Whitaker Parkway for any reasons. This guideline does not apply to any Team Member using prescription medication on the orders of a physician.

Any Team Member found selling, buying, possessing, passing, using, or under the influence of illegal drugs or controlled substances on Chick-fil-A Pleasant Grove Road or Whitaker Parkway's premises will be suspended, and breach of this policy may result in termination. Likewise, any Team Member under the influence of illegal drugs, alcohol, or controlled substances while reporting for or at work may be deemed in violation of this policy.

The improper use of legal drugs or illegal and illicitly-used substances (hereinafter referred to as "drugs") is a significant problem to businesses, Team Members, and society in general. Their sale, use, and abuse when connected to the work environment threaten the safety, morale, and public image of both Chick-fil-A Pleasant Grove Road and Whitaker Parkway and its Team Members. Such conduct also adversely affects Team Member health and job performance. All Team Members and applicants are hereby put on notice that it is strictly forbidden at Chick-fil-A Pleasant Grove Road and Whitaker Parkway, as well as being unlawful, for any person to manufacture, distribute, dispense, possess, be under the influence of, or use any drugs in the workplace. Chick-fil-A Pleasant Grove Road and Whitaker Parkway will not tolerate criminal behavior on the part of any of its Team

Members. Chick-fil-A Pleasant Grove Road and Whitaker Parkway adhere to the following policy regarding drugs:

- Use or possession of drugs on company premises or working under the influence of drugs is strictly forbidden. Violation of this policy is cause for immediate disciplinary action, up to and including termination, as well as possible referral to appropriate law enforcement agencies.
- A Team Member who is found to be a seller or is involved in the sale or solicitation of drugs will be discharged from employment of Chick-fil-A Pleasant Grove Road and Whitaker Parkway immediately.
- The unauthorized use or possession of alcoholic beverages on company premises or during working hours, including meal periods, is prohibited. Reporting to work or performing one's job assignments under the influence of alcohol or drugs is cause for disciplinary action, up to and including dismissal. Prior written approval by management of Chick-fil-A Pleasant Grove Road and Whitaker Parkway is required before any company-sponsored activity may include the serving or consumption of beverages containing alcohol.
- Use, possession, or sale of drugs off company premises is illegal and may be cause for or result in disciplinary action, including termination, if such off-duty conduct adversely affects performance, safety, or Chick-fil-A Pleasant Grove Road and Whitaker Parkway's reputation.
- The authorized use and possession of prescription drugs is not forbidden by Chick-fil-A Pleasant Grove Road and Whitaker Parkway. The abuse of prescription drugs is forbidden, and is cause for immediate disciplinary action, up to and including termination.

The terms "company premises" and "workplace" in this policy are used in their broadest sense, and include all company property including, but not limited to parking lots, desks, or work areas of Team Members.

Team Members have the responsibility to consult with their doctors or other licensed health care professionals about the effect of prescribed medications on their ability to perform their specific job duties in a safe manner, and to promptly disclose any work restrictions to the Owner/Operator or to the Senior Director. Team Members should not, however, disclose underlying medical conditions, impairments or disabilities to the Owner/Operator or to the Senior Director unless specifically directed to do so by their doctors or other licensed health care professionals.

While Chick-fil-A Pleasant Grove Road and Whitaker Parkway have no intention of intruding into the private lives of its Team Members, we requires all Team Members to report to work in a condition to perform their duties safely and at full efficiency. A Team Member who is on the job under the influence of drugs or alcohol is in violation of this policy. Where there is cause to believe that a Team Member is under the influence of drugs or alcohol, the Team Member will be relieved of their job responsibilities immediately. Cause to believe a Team Member may be under the influence will be determined on a case by case basis, and includes but is not limited to an assessment of a Team Member's behavior, coordination, physical or mental ability or fitness, or involvement in a work related accident.

Each Team Member is responsible for reporting to management any incidents or cases where suspected violations of this policy occur. Management personnel receiving such reports are

accountable for taking or recommending disciplinary action, if appropriate, and/or referral for rehabilitative services as well as possible notification of law enforcement agencies.

By enactment of this policy, Chick-fil-A Pleasant Grove Road and Whitaker Parkway do not intend to create any contract with any Team Member or applicant for employment. This policy is subject to modification, interpretation, and revision upon the prerogative of Chick-fil-A Pleasant Grove Road and Whitaker Parkway, and with or without notice to Team Members or applicants.

If any Team Member who otherwise complies with this policy requests help in overcoming an alcohol or drug problem, Chick-fil-A Pleasant Grove Road and Whitaker Parkway will try to help by referring the person to what it considers the best programs available, and by explaining what is available under our medical insurance. Team Members will not be disciplined because they request assistance. Team Members may not, however, escape discipline by requesting assistance after they violate Chick-fil-A Pleasant Grove Road or Whitaker Parkway's policies. In addition, Team Members who request assistance will not be excused from complying with Chick-fil-A Pleasant Grove Road or Whitaker Parkway's policies, including its standards for Team Member performance and conduct.

### **Consequences**

Team Members who violate this policy will be subject to appropriate disciplinary action, up to and including termination of employment. If participating in a voluntary treatment program, a Team Member's return to work, reinstatement and/or continued employment may be conditioned on the Team Member's successful participation in and/or completion of any and all evaluations, counseling, treatment, and rehabilitation programs, passing of return-to-duty and follow-up drug and alcohol tests, and/or other appropriate conditions as determined by Chick-fil-A Pleasant Grove Road or Whitaker Parkway.

### **Drug Testing**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway reserve the right to conduct reasonable suspicion and other drug and alcohol tests in accordance with the requirements of applicable law.

### **Inspection**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway provide its Team Members with the use of various property and facilities which are necessary in the performance of their work. Chick-fil-A Pleasant Grove Road and Whitaker Parkway, at all times, retains full title and control, including the right of inspection, over such property or facilities. Chick-fil-A Pleasant Grove Road and Whitaker Parkway wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, Chick-fil-A Pleasant Grove Road and Whitaker Parkway prohibit the possession, transfer, sale, or use of such materials on its premises and it requires the cooperation of all Team Members in administering this policy.

To facilitate enforcement of this policy, Chick-fil-A Pleasant Grove Road and Whitaker Parkway reserve the right to conduct inspections, at Management's discretion, of: (1) the contents of all packages, bundles, boxes, tote bags, knapsacks, purses, suitcases, briefcases, lunch pails, tool boxes, or other containers taken into or out of Company premises; (2) all offices, desks, lockers, and work

stations; and (3) all motor vehicles on Company premises. Whenever practicable, Chick-fil-A Pleasant Grove Road and Whitaker Parkway will conduct the inspection in the presence of the Team Member working in the particular location involved. However, in emergencies or other appropriate circumstances, reserves the right to conduct an inspection without the presence of the Team Member involved. A refusal to permit an inspection requested by Management may result in immediate termination. Because an inspection might result in the discovery of a Team Member's personal possessions, all Team Members are encouraged to avoid bringing into the workplace any personal property that they do not wish to reveal to Chick-fil-A Pleasant Grove Road or Whitaker Parkway. In addition, for security reasons, Team Members should not leave personal belongings of value in the workplace.

Team Members should not have any expectation of privacy with respect to any aspect of the Restaurant premises. Additionally, Team Members should not have any expectation of privacy with respect to any property brought onto or received at the Restaurant's premises.

Examples of situations where searches might be conducted include for example, but are not limited to, situations in which management reasonably believes that a search may be necessary or helpful in preventing or identifying incidents of theft, or to prevent Team Members from bringing prohibited items (such as weapons or illegal drugs) to work.

Team Members should not have any expectation of privacy where Chick-fil-A Pleasant Grove Road or Whitaker Parkway, or customer property is concerned. Any property not owned by the Team Member may be searched at any time with or without the Team Member's consent. Team Members will be held accountable for any illegal or prohibited items found in areas designated to them or areas that are considered to be within their primary control.

## **Benefits**

### **College Scholarships**

Chick-fil-A, Inc., under the Leadership Scholarship Program, offers \$2,500 scholarships to qualified Restaurant Team Members who complete their high school education and are accepted into college; are active in their schools and communities; and demonstrate a solid work ethic, strong leadership abilities, good teamwork skills, and a desire to succeed. The True Inspiration Scholarship \$25,000 scholarship will also be available to qualified Team Members. More than \$46 million in scholarships has been awarded since 1973 by Chick-fil-A, Inc. See the scholarship brochure or contact the Owner/Operator for more information. Chick-fil-A Pleasant Grove Road or Whitaker Parkway does not administer the scholarship program, and it is not responsible for their terms, conditions, or availability.

### **Holidays**

Below is a list of holidays Chick-fil-A Pleasant Grove Road and Whitaker Parkway /normally observes and, therefore, is closed or keeps limited hours. We reserve the right to modify this list.

New Year's Day - limited hours

Independence Day - limited hours

Labor Day - limited hours

Memorial Day - limited hours

Thanksgiving - closed

Christmas Eve - limited hours

Christmas Day - closed

New Years' Eve - limited hours

Chick-fil-A Pleasant Grove Road and Whitaker Parkway will attempt to accommodate the religious and cultural observances and practices of its Team Members. Requests for time off for religious and cultural observances, except as provided on Chick-fil-A Pleasant Grove Road and Whitaker Parkway's holiday schedule, will be treated on an individual basis, and accommodation will be afforded so long as such can be accomplished without undue hardship to business operations. Examples of reasonable accommodations include the use of voluntary substitutes and swaps, flexible scheduling, or temporary changes in job assignments. Team Members are required to notify their supervisors in writing of any requested days off for religious observations at least thirty days prior to the requested absence. This policy will be administered consistent with federal, state, and/or applicable local laws and regulations.

## **Time Away from Work**

### **Family and Medical Leave**

The Family and Medical Leave Act of 1993 ("FMLA") became effective August 5, 1993, and applies to all public and private employers with 50 or more Team Members. FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave for eligible Team Members for certain medical and family-related reasons. The following is a brief overview of the FMLA and how it will apply here.

#### **Eligibility**

To be eligible, a Team Member must meet several eligibility requirements including:

- work at a worksite with 50 or more Team Members or where we have 50 or more Team Members within a 75 mile radius of that worksite;
- have worked for the employer for at least 52 weeks as of the first day of FMLA Leave. The 52 weeks need not be consecutive;
- have worked at least 1250 hours (not including paid hours when the Team Member was not at work, such as vacation or holidays) during the 12 month period immediately preceding the first day of FMLA Leave; and

- not be on layoff either at the time FMLA Leave is requested or when the FMLA Leave is scheduled to begin.

### **Leave Period and Types of Leave**

Up to 12 weeks of leave in a 12 month period is available for the following reasons:

- for the birth of the Team Member's child and to care for such child;
- for the placement of a child with the Team Member for adoption or foster care;
- to care for an immediate family member of the Team Member if such family member has a serious health condition, is incapable of self-care and needs the assistance of someone in carrying out daily activities. An immediate family member is considered to be a spouse, child, or parent.
- due to a serious health condition of the Team Member that makes the Team Member unable to perform the essential duties of his/her position as defined in the FMLA.

### **Nature of FMLA Leave**

The maximum FMLA leave available to any eligible Team Member with a qualifying reason is 12 work weeks during a 12 month period. No FMLA Leave for the birth of a child or the placement of an adopted or foster child can be taken more than 12 months after the date of birth or placement. If a Team Member and the Team Member's spouse both work for Chick-fil-A Pleasant Grove Road and Whitaker Parkway, they are only entitled to an aggregate of 12 weeks of FMLA Leave in the case of the birth or placement of a child for adoption or foster care. All FMLA Leave taken under this policy or which would otherwise qualify for a leave of absence under the FMLA shall count as a part of the Team Member's entitlement to a leave of absence under the FMLA.

Generally any FMLA Leave shall be unpaid. If, however, the eligible Team Member shall be entitled to any paid leave time under any other company benefit program (such as accrued vacation or Short Term Disability), the Team Member shall first use such paid leave time before continuing the FMLA Leave on an unpaid basis. Any time for which the Team Member receives pay while on FMLA leave shall be counted as part of the Team Member's FMLA Leave.

If a Team Member fails to report to work upon expiration of a FMLA Leave, the Team Member shall be subject to termination.

### **Procedure to Obtain a FMLA Leave**

Any eligible Team Member who desires a FMLA Leave for a foreseeable need shall provide Chick-fil-A Pleasant Grove Road and Whitaker Parkway with the following:

- At least 30 days prior to the start of the FMLA Leave (if it is impossible to do so 30 days in advance, then as soon as practicable), a completed written request for FMLA Leave in the form required by Chick-fil-A Pleasant Grove Road and Whitaker Parkway; and



- If the leave is due to the Team Member's own health condition or the health of a family member, at least 15 days prior to the start of FMLA Leave (if it is impossible to do so 15 days in advance, then as soon as practicable), a written certification from a health care provider on the form provided by Chick-fil-A Pleasant Grove Road and Whitaker Parkway.

Failure to furnish a timely request for FMLA Leave or a medical certification can result in the denial or delay of a FMLA Leave. In the case of a medical emergency, the Team Member or the Team Member's representative shall furnish a request for FMLA Leave form and a medical certification as soon as possible.

At the option and expense of Chick-fil-A Pleasant Grove Road and Whitaker Parkway, Chick-fil-A Pleasant Grove Road and Whitaker Parkway can require the Team Member with a serious health condition to obtain a second opinion from a health care provider selected by Chick-fil-A Pleasant Grove Road and Whitaker Parkway. Failure of the Team Member or the Team Member's family member to submit to an examination by the health care provider selected by Chick-fil-A Pleasant Grove Road and Whitaker Parkway can result in the denial or delay of the requested FMLA Leave. If the second medical certification differs from the medical certification furnished by the Team Member's health care provider, Chick-fil-A Pleasant Grove Road and Whitaker Parkway can request a certification from a third health care provider at its expense. The third health care provider shall be paid by Chick-fil-A Pleasant Grove Road and Whitaker Parkway shall be selected by the agreement of first two doctors. Failure of the Team Member to submit to such third medical examination may result in the denial or delay of the FMLA Leave. The opinion of such third health care provider shall be final and binding.

### **Intermittent or Reduced Leave Schedule**

When necessary, a Team Member can take a FMLA Leave on an intermittent basis or work on a reduced schedule. Every Team Member is obligated to make a reasonable effort to schedule medical treatment and on intermittent or reduced work schedule so as not to unduly interrupt Chick-fil-A Pleasant Grove Road and Whitaker Parkway's operations. Any Team Member who needs an intermittent or reduced schedule leave shall submit an application for such leave on a form supplied by Chick-fil-A Pleasant Grove Road and Whitaker Parkway at the time described above. The Team Member shall also, within the time limits set forth above, furnish Chick-fil-A Pleasant Grove Road and Whitaker Parkway with a medical certification on a form supplied by Chick-fil-A Pleasant Grove Road or Whitaker Parkway regarding the need for such intermittent or reduced schedule leave. As in the case of other FMLA Leaves, Chick-fil-A Pleasant Grove Road and Whitaker Parkway can require a second or third medical certification. Prior to the commencement of any intermittent or reduced schedule leave, Chick-fil-A Pleasant Grove Road and Whitaker Parkway and the Team Member shall sign an agreement setting forth the time, duration and essential terms of such intermittent or reduced schedule leave.

### **FMLA Insurance and Other Benefits**

During the time that a Team Member is on FMLA Leave, the Team Member's medical insurance shall continue on the same basis as when the Team Member was actively at work. Chick-fil-A Pleasant Grove Road and Whitaker Parkway shall pay its share of the medical insurance premium, and the Team Member shall be responsible for paying the Team Member's share of such premium.

A Team Member shall not accrue any credit toward vacation or other benefits based upon time worked for the time that he or she is on FMLA Leave.

### **Job Restoration**

Upon expiration of a FMLA, a Team Member who is able to return to work and returns to work, shall be restored to the same or an equivalent job.

Failure to call the Owner/Operator as required, to provide the required medical recertification or to return to work immediately upon expiration of a FMLA Leave may result in termination of the Team Member. Failure to furnish a medical certificate of the Team Member's ability to return to work may result in the delay of job restoration or the termination of the Team Member.

### **Unpaid Leaves of Absence/Personal Days**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway recognizes and understands that personal circumstances may necessitate that Team Members take a short-term unpaid leave of absence. Chick-fil-A Pleasant Grove Road and Whitaker Parkway may grant an unpaid leave of absence for good and substantial reason as approved by the Owner/Operator. If Team Members desire an unpaid leave of absence, they should request such leave as far in advance as possible.

The Owner/Operator shall have the sole discretion to grant or extend an unpaid leave of absence. Team Members are not eligible for benefits during an unpaid leave under this policy, unless required under applicable law.

### **Military Leave**

Any person who shall be called by the Governor to active state duty as a member of the Arkansas National Guard or as a member of the militia shall be afforded such employment and reemployment rights, privileges, benefits, and protections in employment as though that person had been called to active duty in the service of the United States and shall not be denied hiring, retention in employment, promotion, or other incidents or advantages of employment because of any obligation as a member of the Arkansas National Guard or the militia.

### **Time Off to Vote**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway encourages Team Members to fulfill their civic responsibilities by participating in elections. Generally, Team Members are able to find time to vote either before or after their regular work schedule. That being said, the restaurant will schedule working hours of Team Members on election days so that each Team Member has the opportunity to exercise the right to vote.

### **Organ and Bone Marrow Donation Leave**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway will grant an employee an unpaid leave of absence to allow the employee to serve as an organ donor or a bone marrow donor if the employee requests a leave of absence in writing. The length of the leave of absence shall be equal to the time requested by the employee or ninety days, whichever is less.

## **Lactation Accommodation**

Chick-fil-A Pleasant Grove Road and Whitaker Parkway provide a supportive environment to enable breastfeeding Team Members to express their breast milk during work hours. In consideration to working mothers who may be lactating, Chick-fil-A Pleasant Grove Road and Whitaker Parkway will provide a reasonable amount of break time to accommodate a Team Member desiring to express breast milk for the Team Member's infant child. If possible, such break time should be taken during the meal break(s) already provided to the Team Member. Chick-fil-A Pleasant Grove Road and Whitaker Parkway will make reasonable efforts to provide a room or other location for the Team Member to express milk in private. If you are in need of such an accommodation, please contact the Owner/Operator as soon as possible so that any necessary arrangements can be made. Discrimination of any kind against a Team Member who chooses to express breast milk in the workplace is prohibited.

## **Employment Resignation or Termination**

Should you decide to resign, we hope you will advise your supervisor and the Owner/Operator of your intention to leave at least two weeks in advance and submit a written, dated and signed letter of resignation. Of course, as a Team Member at will, Chick-fil-A Pleasant Grove Road and Whitaker Parkway cannot require you to give notice. We appeal to your professionalism and courtesy.

We expect you to continue to perform your duties and abide by our policies and procedures from the time you submit your resignation to the time your employment with us ends. Failure to perform your job and abide by the policies and procedures may result in your discharge prior to the date specified in your resignation. Chick-fil-A Pleasant Grove Road and Whitaker Parkway also reserves the right in some cases to terminate your employment upon receipt of your resignation or at any time after. Should Chick-fil-A Pleasant Grove Road or Whitaker Parkway discharge you after you submit your resignation, any payment beyond your date of discharge is at Chick-fil-A Pleasant Grove Road and Whitaker Parkway's discretion.

When employment has ended, Chick-fil-A Pleasant Grove Road and Whitaker Parkway will pay the wages within six calendar days if the Team Member is laid off, discharged, fired, or otherwise involuntarily separated from employment; or by the regular payday for the pay period worked if the Team Member voluntarily separates his or her employment. If asked, Chick-fil-A Pleasant Grove Road or Whitaker Parkway will mail the final wages to the Team Member.

All property provided to the Team Member by Chick-fil-A Pleasant Grove Road or Whitaker Parkway must be returned at the time of employment resignation or termination, including unifor

## Team Member Acknowledgement

This will serve to notify Chick-fil-A Pleasant Grove Road and Whitaker Parkway that I, \_\_\_\_\_, have received my personal copy of Chick-fil-A Pleasant Grove Road and Whitaker Parkway's Team Member Handbook. Further, I acknowledge and understand that as a condition of my employment it is my responsibility to read, understand, and follow the guidelines in this Team Member Handbook. I acknowledge and understand that this Team Member Handbook is not a strict set of rules continuing year after year, but instead consists of guidelines which are constantly evaluated by Chick-fil-A Pleasant Grove Road and Whitaker Parkway and that these guidelines are not intended to be a substitute for the good judgment, common sense, and discretion of Chick-fil-A Pleasant Grove Road and Whitaker Parkway's leaders or Team Members.

I also acknowledge and understand that this Team Member Handbook is the property of Chick-fil-A Pleasant Grove Road and Whitaker Parkway and is for internal use only. I understand that I will return the Team Member Handbook at the request of Chick-fil-A Pleasant Grove Road and Whitaker Parkway. I also understand and understand that no part of the Team Member Handbook or its contents may be reproduced without the express written permission of Chick-fil-A Pleasant Grove Road and Whitaker Parkway.

I acknowledge and understand that this Team Member Handbook does not constitute an employment contract between myself and Chick-fil-A Pleasant Grove Road and Whitaker Parkway. I also acknowledge and understand that my employment can be terminated by Chick-fil-A Pleasant Grove Road or Whitaker Parkway at any time, without notice, without cause, and without further compensation at any time. I also understand that notwithstanding any provisions of this Team Member Handbook, I am employed by Chick-fil-A Pleasant Grove Road and Whitaker Parkway on an at-will basis.

I also acknowledge and understand that no officer or Team Member of Chick-fil-A Pleasant Grove Road and Whitaker Parkway, other than the Owner/Operator, has the authority to alter or change the terms and conditions of my employment as set forth on this page. Accordingly, I acknowledge and understand that no one other than the Owner/Operator can make a commitment for duration of employment or job security. Any such agreement must be explicit, in writing, and must be signed by the Owner/Operator.

I further acknowledge and understand that, other than the policy of at-will employment, Chick-fil-A Pleasant Grove Road and Whitaker Parkway have the right and prerogative at any time to modify or amend the guidelines, benefits and procedures set forth in this Team Member Handbook with or without notice. I further understand that any previously issued Team Member Handbook has been revised and that any prior policies, if different from this Team Member Handbook, are now null and void.

I further acknowledge and understand that I have been given the opportunity to ask any questions concerning this acknowledgement, and to the extent that I have asked any questions, those questions have been answered and I fully understand my responsibilities and the purpose and effect of this acknowledgement. My signature is set forth below, and I understand and acknowledge that the original of this acknowledgement that I have signed has been placed in my personnel file, and that I have been provided with a copy of this document after I signed it.

SIGNED: \_\_\_\_\_

Team Member Signature

DATE: \_\_\_\_\_