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THIS IS NOT A CONTRACT

# Chick-fil-A Employee Handbook

Team Member Signature: \_\_\_\_\_

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## **POLICIES AND PRACTICES**

Chick-fil-A Powdersville maintains an “Open Door Policy”. Simply stated, that means we will keep all lines of communication open and provide an atmosphere in which employees (Team Members) may express opinions, problems, complaints, suggestions, or questions in a professional, business-like manner, and expect prompt answers or resolutions without fear of or actual retaliation. We believe that the best way for us to conduct our business is to have open and direct communications with all Team Members without interference from outside, third parties or other non-employed representatives or intermediaries. Therefore, we are against other agents, groups or associations seeking to intervene between the store and our Team Members.

Listed below are some key but not all-inclusive policies and practices which Chick-fil-A Powdersville believes enhance our employer-employee working relations:

### **Communication Methods:**

Chick-fil-A Powdersville leadership will strive to communicate to you through a variety of mediums because we realize an informed Team Member will be a productive and successful one. Some of the standard ways information important to you may be communicated are as follows:

- Written notices and bulletins
- Store bulletin boards
- Store meetings
- One-on-one discussions/meetings

You should routinely review the bulletin board for new information and notices affecting you and your work.

### **Americans with Disabilities (ADA):**

Chick-fil-A Powdersville does not discriminate against individuals with physical or mental disabilities with regard to any employment practice, term, condition, or privilege of employment.

In accordance with the Americans with Disabilities Act (ADA), it is the policy of Chick-fil-A to provide equal employment opportunities for qualified individuals who may have a physical or mental disability, but can still perform the essential functions of the job. This may require reasonable accommodation, which we will offer and provide to those individuals protected by the ADA, if the accommodation does not impose an “undue hardship” on Chick-fil-A, other employees, customers, and/or suppliers.

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## **Disciplinary Procedures:**

In matters requiring serious disciplinary action taken against a Team Member, the Team Member's immediate supervisor will discuss with the Chief Operating Officer or Owner/Operator facts, documentation, etc. that relate to and/or warrant the recommended action as well as the disciplinary action to be taken. The application of discipline may be a series of progressive steps that gradually increase in severity as employee's progress through the steps. The number of steps may vary, some steps may be repeated and some steps may be skipped depending on the situation involved. Some Team Member infractions i.e. gross insubordination, theft, criminal activity, etc., may warrant immediate suspension or discharge because of the gravity of the situation. The progressive discipline steps are as follows:

- Verbal Counseling/Warning
- Written Warning
- Suspension
- Termination of Employment

## **Discrimination:**

We believe in providing equal employment opportunities to those who apply for a job with us as well as to you, our Team Members. We will not discriminate in the selection of Team Members when hiring or in promotions, demotions and terminations. The Fair Employment Practice Law states it is unlawful for any employer to fail to hire or to discharge any individual, or otherwise to discriminate against any individual with respect to his/her compensation, terms, conditions, or privileges of employment because of such individual's race, age, disability, color, religion, sex or national origin. Chick-fil-A of Powdersville will not consider the above factors in making personnel selection or employment decisions. Hiring, work assignment, rate of pay, promotion, layoff and recall will be based only on the following factors:

- Skill and Ability
- Productivity
- Quality of Work
- Teamwork
- Attitude
- Satisfactory Conduct
- Length of Service
- Attendance Record

Favoritism because of friendship or family ties is not a consideration for employment or promotion.

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## **Electronic and Telephonic Communications:**

It is the policy of Chick-fil-A Powdersville that electronic and telephonic communications are the sole property of Chick-fil-A. Use of devices and equipment for communication are limited to business purposes. Team Members who use such devices and equipment for personal, non-business reasons are subject to discipline up to and including termination of employment.

There is no right to privacy with respect to your communication and use of company owned software or systems. Chick-fil-A reserves the right to monitor, access and periodically search employee generated documents and databases, as well as any and all communications for appropriate, legitimate business reasons and use. Chick-fil-A reserves the right to override passwords or codes to monitor computer use by any Team Member for legitimate business reasons. All passwords and codes are the property of Chick-fil-A and must be disclosed to Chick-fil-A to facilitate access. Chick-fil-A reserves the right to retain any and all E-mail or other communications for documentation purposes.

Chick-fil-A policy forbids the downloading by any means (from a CD, diskette, file attachment, etc.) of non-approved software of any kind onto store computers.

Store telephones are to be used for store business purposes only, except in cases of personal emergencies.

## **Employment At-Will:**

It is the policy of Chick-fil-A Powdersville that all Team Members are employed “at-will.” That means that Team Members may terminate their employment at any time, for any reason, with or without notice. Likewise, Chick-fil-A may terminate the employment relationship at any time, for any reason, with or without cause or notice, except as otherwise provided by law.

No store representative, other than the Owner/Operator, is authorized to modify this policy for Team Members or enter into any agreement, oral or written, contrary to this policy.

This statement may not be modified by any statements contained in this manual or any other Team Member handbooks, forms, memoranda, or any other materials provided to Team Members or applicants in connection with their employment. None of these documents, whether singly or combined, are to create neither an express or implied contract of employment for a definite period, nor an express or implied contract concerning any terms or conditions of employment. Store policies, procedures and practices with respect to any matter are not to be considered as creating any contractual obligation on the Owner/Operator’s part.

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Completion of an introductory or probationary period or conferral of regular part-time or full-time status does not change a Team Member's status as an employee at-will or in any way restrict Chick-fil-A's right to terminate a Team Member or to change the terms or conditions of employment.

### **Employment of Relatives:**

Consideration of a Team Member's relative for employment will be in the same manner we view all applicants for employment – on the basis of their qualifications, all other factors considered in an employment decision and the employment needs of the business.

### **Dispute Resolution Procedure:**

Chick-fil-A Powdersville is committed to providing the best possible working conditions for its Team Members. In doing so, every attempt will be made to keep the lines of communication open through our open-door-policy and provide an atmosphere in which Team Members may express opinions, suggestions, problems, complaints or ask questions in a business-like manner, and expect prompt answers or resolutions. In addition, Chick-fil-A believes that a fair and expeditious resolution to all employment-related disputes is in the best interest of all involved. In an effort to ensure fair and expeditious resolution of employment disputes, we have established the following procedure:

**Step One:** In the event a Team Member believes that a condition of employment, a decision, or a policy or benefit affecting him/her is unjust or inequitable, the Team Member should follow the procedure listed below:

Immediately notify his/her immediate supervisor explaining why he/she believes such a condition exists. If the matter is not resolved in a timely manner to the Team Members and supervisor's mutual satisfaction, the Team Member should contact his/her supervisor or their immediate supervisor. Amicable decisions not reached at any of the above levels will be referred to the General Manager or Owner/Operator. If you believe that a supervisor or any member of management has acted inconsistently with this policy, or if you are uncomfortable in discussing your concern with your immediate supervisor, you may by-pass that step one and contact the General Manager or Owner/Operator directly.

Employment related disputes that go beyond the normal lines of communication stated above may be reviewed and resolved through mediation as shown below:

**Step Two:** Should Step One not resolve the issue, the Team Member can request mediation by a trained mediator. The cost (if any) of the mediator and mediation process will be split equally between the Team Member and Chick-fil-A Powdersville. However, if the Team Member wishes to have the services of an attorney, he/she will bear the full cost of the attorney fees. An impartial mediator should be available through one of the several mediation centers in Texas. Mediation is simply an attempt to bring together two sides of a dispute. Neither party would be bound to agree to a resolution they are not pleased with.



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Team Members will not be penalized for proper use of this dispute resolution procedure. You may inquire free of retaliation and/or retribution. However, it is not considered proper for an employee to abuse the procedure by raising issues in bad faith or solely for the purposes of harassment, repeatedly raising issues that a reasonable person would judge to have no merit, or by passing the normal chain of command without a valid reason as stated above.

Implementation of the dispute resolution procedure by a Team Member does not limit the right of management to proceed with any disciplinary action which is not in retaliation for the use of the dispute resolution procedure. Nothing contained herein changes the fact that Team Members of Chick-fil-A Powdersville are still Employees At-Will.

At the time of employment, all Team members agree in writing to binding arbitration as a condition of employment. In the event that a problem is not resolved per the above stated procedures, and the Team Member seeks legal redress, Chick-fil-A Powdersville reserves the right to require resolution of such problems through binding arbitration.

### **Harassment:**

It is the policy of Chick-fil-A Powdersville to promote a productive work environment and to not tolerate verbal or physical conduct which harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive, or hostile environment. No form of harassment will be tolerated and special attention is called to the prohibition of sexual harassment as explained below:

Sexual harassment is recognized as a type of sex discrimination prohibited by The Civil Rights Act of 1964 (Title VII). The Equal Employment Opportunity Commission (EEOC) is responsible for enforcing Title VII and clarifies sexual harassment as follows:

- Submission to such conduct is an implied or express condition of employment;
- Submission to or rejection of such conduct is a basis for employment decisions regarding the employee; or
- Such conduct interferes substantially with the employee's work performance or creates an intimidating, hostile, or offensive working environment.

A Team Member who believes that a supervisor's, another employee's, or a non-employee's actions or words constitute harassment (sexual or otherwise) has a responsibility to report the situation immediately to your Supervisor or Owner/Operator. All complaints of harassment will be investigated promptly and in an impartial and confidential manner. If the investigation reveals that harassment exists as reported, the appropriate disciplinary action up to and including termination of employment will be taken. Team Members who are sincere in reporting what they consider to be harassment are fulfilling their responsibility and will not be penalized for doing so.

### **Licenses, Certifications and Registrations:**

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Some jobs may require a specific license, certification or registration as a condition of continued employment and/or being able legally and ethically to perform the job. It is the Team Member's responsibility to maintain any current license, certification and registration required by the job. Failure to maintain currency and validity will result in reassignment or termination of employment.

### **Open Door Policy:**

An "Open Door Policy" reflects the concept that your supervisor and management are accessible to discuss issues or concerns you may have. Should you have a personal or business need to discuss with us, please feel free to do so. We want a full, productive and healthy relationship for you to enjoy here. Therefore, if we can assist you, please approach us and let us have the opportunity to help you. We cannot answer a question or solve a problem if we do not know about it.

As part of our overall Team Member communications program, management provides an employee "mailbox" outside of the store office. This mailbox will remain locked at all times with only the Owner/Operator having access to its contents. This communication source is to be used when a Team Member has a concern which has not been resolved through the normal chain of command or when anonymity is desired. Team Members may choose to remain anonymous when placing information in the mailbox by typing your message, by having someone else write your message, by leaving your message unsigned, etc. Team Members who leave their name and wish to receive a response will receive a response from the Owner/Operator in as timely a manner as possible.

### **Performance Appraisals:**

In order to communicate to you the progress you have made in fulfilling our business expectations, your immediate supervisor and/or Owner/Operator will routinely evaluate your performance. As a new Team Member, management will personally discuss your progress in a performance review at the following intervals:

- At the end of the "Probationary Period" (90 days after initial hire) of employment
- After 6 months of employment, or
- After 1 year of employment, and annually thereafter

We feel these reviews are important because they will assist you in becoming a better Team Member by understanding how much progress you have made, in what areas you need improvement, and goals you can strive for in the future.

No Team Member will be eligible for a pay increase if an unacceptable performance review is given. An unacceptable performance review will require additional reviews a minimum of every 60-90 days until the review is acceptable or until the Team member's employment is terminated. Failure to achieve and maintain acceptable reviews could require a progressive discipline procedure which might include written warning, suspension and/or termination. Acceptable performance by all Team Members is expected.

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## **Polygraphs:**

It is the policy of Chick-fil-A Powdersville to not require applicants to take a polygraph test for pre-employment screening. However, during the course of employment, the Employee Polygraph Protection Act permits polygraph testing, subject to restrictions, of employees reasonably suspected of involvement in a workplace incident (theft, embezzlement, etc.) that resulted in economic loss to the employer. In the event any employee is asked to take a polygraph test, she/he will be given information regarding her/his rights and the necessary details of the terms, conditions and regulations as defined and in accordance with the Employee Polygraph Protection Act.

## **Probationary (Introductory) Period:**

New Team Members are in an “introductory” period of employment up to their first 90 days on the job. The introductory period is a trial period for Team Members and their supervisors to determine suitability and interest in the work. During this period every reasonable effort is made to train Team Members in their job functions and responsibilities and provide Team Members with the understanding of our policies, procedures and expectations.

The introductory period, or completion of the introductory period, does not constitute a guarantee of employment. As stipulated under “Employment At-Will”, either party may terminate employment at any time with or without notice.

## **Separation of Employment:**

I understand that upon separation from employment, Chick-fil-A Powdersville is authorized to release information from my personnel records requested for the purposes of investigation into my employment with the store. Chick-fil-A Powdersville is hereby released from any and all liability which may result from furnishing such information.

## **Termination of Employment:**

Termination of employment may be by resignation of Team Member or release of the Team Member by management. As stated previously, employment is by mutual consent. As an employment-at-will employer, Chick-fil-A Powdersville recognizes that you, the employee, or we, the employer, may terminate the employment relationship at any time with or without cause.

Resignation in good standing requires that the Team Member provide appropriate, written, advance notice to her/his immediate Supervisor or Owner/Operator. The length of notice should incorporate the following considerations:

- Notice commensurate with the Team Member’s job position, duties and responsibilities;

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- Sufficient opportunity and time to be replaced by the supervisor or management to avoid hardship for the employer.

If a Team Member gives satisfactory notice of his/her intent to separate employment, the notice will be honored in its entirety up to two weeks of employment. However, the Team Member must be on the job to receive compensation and accrued benefits. If a Team Member leaves his/her employment for any reason before the end of the written notice, all compensation and benefits will cease on the last day worked. Note: If two weeks notice is not given by the Team member then management reserves the right to deduct Chick-fil-A's cost of uniform(s) purchased at the time of hire. Management reserves the right to re-assign a Team Member during the notice period.

At the time of termination of employment all store property and materials (keys, documents, uniforms, etc.) must be returned to the Team Members Supervisor or to the Owner/Operator. Failure to return any of the required store property and materials will constitute the separated Team Member's permission for the operator to withhold fair replacement costs for the items from the separated Team Member's final paycheck. Any payment of replacement costs is not a condition in lieu of returning any required items.

### **Conduct Standards:**

We fully support all regulations intended for the health, safety and benefit of our Customers and Team Members. Therefore, it is necessary to establish and enforce general conduct requirements that you must comply with, that assure our compliance and assure efficient operation of the store.

- Team Members must comply with applicable federal, state and local Health, Safety and Security regulations. This includes all store regulations, policies and procedures.
- As representatives of Chick-fil-A, Team Members are expected to conduct themselves in a positive and professional manner.
- Any conduct which interferes with operations, discredits the store, or is offensive to customers or fellow Team Members will not be tolerated.
- It is your responsibility to stay informed about your work schedule and be at your work station, ready for work at your assigned starting time.
- You must give as much advanced notice as possible whenever you will be late or absent. This will allow us the necessary time to find a replacement.
- It is a requirement that you report any injuries or unsafe conditions immediately to your manager.
- Maintain a work station and work area that is clean and orderly.
- Refrain from behavior or conduct that may be deemed inappropriate, offensive or undesirable or which is contrary to the store's customers or fellow Team member's best interest.
- Perform all assigned duties efficiently, timely and in accordance with store standards.
- Immediately report to management any suspicious, unethical or illegal conduct by anyone in or on the store property.
- For the safety and health of everyone, smoking, use of any tobacco items, drinking or possession of alcoholic or illegal drugs is strictly prohibited at any time on Chick-fil-A's property.

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## **Appearance Standards:**

Chick-fil-A has a positive image and reputation that we will maintain here at this store. When customers mention the appearance of a Chick-fil-A store, they are also talking about our employees, their uniforms and their grooming. The image we want to maintain is an important combination of attractive clothing and good grooming.

Remember that the customer is our “boss”. If we are displeasing to our customers, they may not return. Without them, there is no business. For this reason, anything that could be considered offensive, distracting, or not in the best interest of Chick-fil-A will not be permitted. Failure of a Team Member to adhere to these or any subsequently established or modified standards will result in disciplinary action up to and including termination of employment. The Managers, General Manager and/or Owner/Operator will decide what is considered inappropriate appearance. In most situations you will not be permitted to work (unless assigned to another work assignment) if you come to work inappropriately attired. Any work time missed, due to failure to comply with the dress policy, will not be paid time.

The appearance and guidelines stated address the majority of circumstances. However, this policy is not all-inclusive. There may be situations that will require management to make appropriate judgments concerning an employee’s specific dress and appearance not listed.

## **Uniforms:**

- All uniforms must be from suppliers specified by local Chick-fil-A management and fit properly, be clean, pressed, and in good condition.
- Team Members must be professional in their dealings with all others.
- Name badges are important and **required on all** Team Members
- Polo shirts must be worn with at least the bottom button buttoned.
- Chick-fil-A hats/visors are not required and will not be worn.
- When a Chick-fil-A jacket/sweater is worn, the name badge must be worn on the outside of the jacket.
- T-shirts must be worn with men’s Team Leader dress shirt.
- Uniform pants must fit properly and must be hemmed (cuffed and/or pegged pants are not acceptable).
- Uniform shirts must be tucked in.
- Uniform belt must be trimmed so that the end does not hang below the beltline. Shoes must be leather or man-made (non-cloth) uppers (navy/black/dark brown) with slip-resistant rubber soles. Shoes must be purchased from Shoes for Crews. Also, navy, black or dark brown non-cloth shoes must be worn during working hours.
- Women must wear dark socks or hose.
- Men must wear dark socks.
- Mock turtlenecks can only be worn under polo shirts.

Refer to Uniform Guideline addendum for further stipulations and details.

## **Grooming:**

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- Hair must be clean and worn in good taste—subject to leadership’s assessment.
  - Women: Hair that falls around a Team Member’s face must be tied back.
  - Men: Hair must not be below mid-point of collar.
  - Facial hair other than a neatly trimmed mustache is unacceptable.
  - Hair and nails must comply with local health requirements.
  - Fingernail polish and makeup must be worn in good taste.
  - Nails must be clean and trimmed.

### **Jewelry:**

- Jewelry must be modest in appearance and worn in good taste.
- Earrings on men Team Members are not acceptable.
- Dangling earrings, including hoops, are not acceptable.
- **Two sets of earrings can be worn in the lower lobe of the ear for Front Cashiers and three for Team Members working in the kitchen.**

### **Additional Standards:**

- General - Your attire must be clean, neat and professional at all times.
- Footwear - Shoelaces must remain tied at all times. No open toed shoes or sandals are permitted.
- Head Wear - If required, hats/visors must be worn level with bill facing forward.
- Nametags - Nametags will contain only approved information. Wearing nametags of other Team Members is prohibited. Nametags must be worn on the right side of the shirt/blouse, chest level, correct side up and level. Non-approved pins or adornments are prohibited.
- Hair - Hair must be neatly combed and arranged. Any extreme look, such as shaving the head or eyebrows, spikes, mohawks, etc., is not permitted. Extremes in dying, bleaching or tinting of your hair is not permitted.
- Facial Hair - Men must remain clean-shaven, except for a neatly trimmed mustache. Mustache hair may be no longer than ½ inch. Extreme-looking sideburns are prohibited.
- Make-up - Women wearing make-up should apply it so as to present a natural, fresh appearance. Excessive or extremes in make-up are not permitted. This includes the application of blush, eye make-up, lipstick and perfumes.
- Jewelry - Small rings, class rings, wedding sets, earrings, bracelets, and a wristwatch are permitted. Rings and bracelets are limited to a total of one each on each hand/arm. Visible body earrings/piercings are not permitted. Earrings must be worn in matching pairs. The shape and design of earrings must be in good taste. Earrings must be smaller than a quarter. Earrings on men Team Members are not acceptable. Necklaces must be kept tucked inside your shirt or blouse at all times.
- Sunglasses - Sunglasses are a hindrance to good interpersonal communication with our customers. It is important that the customers can see your eyes. Any glasses with coated lenses that prevent customers from seeing your eyes are not acceptable.

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- General Hygiene - Bathing before you come to work makes it more pleasant for everyone. Personal hygiene preparation for work also includes brushing your teeth, combing your hair neatly and using a body deodorant. A light perfume or cologne is permitted.
  - Fingernails - No extreme fingernail polish may be worn. Fingernails must remain clean (on top and underneath) and trimmed at all times. Fingernails may be no longer than  $\frac{3}{4}$  inch in length.
  - All Team Members must comply with all federal, state and local Health & Safety Department requirements.

### **Arrests and Incarcerations:**

It will be the right of management, in their judgment, to respond to any Team Member being arrested and/or incarcerated. Depending on the offense and the possible negative impact on the store's position in the community, management reserves the right to apply the disciplinary process as it deems proper.

### **Attendance/Absences from Work:**

Chick-fil-A Powdersville requires all Team Members to report for work on time as scheduled and to work all scheduled hours and any required overtime. Tardiness and poor attendance disrupt the workflow, inconvenience co-workers, and affect customer service. Attendance records are part of your permanent personnel record/file. Unauthorized absences or tardiness will result in disciplinary action up to and including termination.

Each Team Member is scheduled for definite hours of work. These will be communicated to you in advance of your scheduled time of work. To make changes in the schedule, or if you know of personal needs prior to completion of the schedule, you are expected to let your supervisor know as early as possible. Attempts will be made to accommodate you but no guarantees will be made. The needs of our customers and business have priority.

Team Members are expected to report to work during inclement weather conditions unless the Owner/Operator or supervisor declares an emergency closing or possible changes in your report time.

Team Members must obtain permission from supervision when they have a need to leave store premises during normal working hours. Team Members who are absent from work for non-emergency reasons without giving proper notice will be considered as having voluntarily quit.

Refer to Absentee Addendum for further clarification.

### **Community and Political Activities:**

Chick-fil-A Powdersville encourages Team Members to participate in community service affairs of charitable, educational, religious, and civic organizations, provided Team Member participation in community activities does not adversely affect the Team Member's job performance; is detrimental to the store's interest; or places the Team Member in the position of serving conflicting interests. Time spent on



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community affairs, when not undertaken at the request of management, should be outside of the Team Member's regular work hours.

Chick-fil-A Powdersville reserves the right to identify certain community activities in which it wants to be represented and designate the Team Members it will sponsor for participation or membership. Designated Team Members will represent the company's interest in these circumstances. Time away from work for participation in these activities will be paid time.

### **Confidentiality of the Store's Business Affairs:**

It is the policy of Chick-fil-A Powdersville that internal business affairs, particularly those of a confidential nature, are valuable assets just like tangible assets, and that all Team Members have a continuing obligation to protect both. Confidential information is not to be discussed with anyone outside of the store and only discussed within the store on a "need to know" basis. In addition, Team Members have a responsibility to avoid unnecessary disclosure of information that could inadvertently impact customer or supplier relations or aid competitors. All media inquiries and other inquiries of a general nature should be referred to the Owner/Operator.

### **Conflicts of Interest:**

It is the policy of Chick-fil-A Powdersville to prohibit Team Members from engaging in any activity, practice, or act which conflicts with, or appears to conflict with the interests of the store, its customers, or its suppliers. Since it is impossible to describe all of the situations that may cause or give the appearance of a conflict of interest, the prohibitions included in this policy are not intended to be all-inclusive and only include some of the more clear-cut examples.

Team Members are expected to represent the store in a positive and ethical manner and have an obligation both to avoid conflicts of interest and to refer questions and concerns about potential conflicts to the Owner/Operator or other management personnel as deemed appropriate. Team Members are not to engage, directly or indirectly, either on or off the job, in any conduct that is disloyal, disruptive, competitive, or damaging to the store.

Team Members may not have any employment relationship while working for the store with any organization considered being a competitor. This includes serving as an advisor or consultant unless that activity is conducted as a representative of Chick-fil-A Powdersville.

### **Customer Relations:**

It is the policy of Chick-fil-A Powdersville to be customer and service-oriented. "**The customer comes first**". Customers are our primary source of income and, therefore, the ultimate source of each Team



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Member's job security and income. Team Members are required to treat customers in a friendly, courteous and respectful manner at all times. Team Members also have an obligation to handle customer transactions in a prompt manner and to represent the store in a positive fashion. Whether you are speaking with a customer on the telephone or in person, please follow these customer-relations rules:

- If you know their name, address them by name (endeavor to learn customer's names).
- Identify yourself to them.
- Smile as you speak with our customers, even if talking on the phone (a smile can be sensed).
- Listen and concentrate on what they need/want.
- Either give them the assistance they need/want or get the help for them with a minimum of delay.
- Always be courteous and polite.
- Use specified Chick-fil-A greetings and salutations. e.g. Next Guest, My Pleasure

Team Members are responsible for handling customer complaints in an amiable manner and should never allow the issue to turn into an altercation. All customer complaints should be handled with the customer having the "benefit of the doubt." Always err on the side of compassion for the customer.

If you are unable to satisfactorily resolve a customer complaint, advise them that your Supervisor or Owner/Operator will contact them (you must complete the Operator Contact Form with the customer's name, address and telephone number and brief description of the issue), or they may contact your Supervisor or Owner/Operator at the store (give them the store telephone number and a specific time to call). Any inappropriate treatment of a customer by a Team Member will result in disciplinary action up to and including termination.

### **Team Member Ethics and Integrity:**

It is necessary to conduct ourselves in a fair and ethical manner. This holds true in our dealings with each other as Team Members, with our vendors and our customers. Further, we expect ethical behavior to guide our business decisions. In addition, interpersonal relationships with each other should be guided and strongly influenced by ethical conduct. Honesty and integrity in statements, decisions and confidentiality must be obvious and evident. Any statement, basis for decision, or breach of confidentiality to the contrary will result in disciplinary action up to and including termination.

### **Falsification of Records/Facts:**

Falsification can be considered not stating the truth, omission of important details and deception in statement. Such behavior will very possibly cause immediate termination, even after the employee has gone to work, or the event has passed.

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### **Gratuities, Gifts and Favors:**

In conjunction with our Ethics and Integrity Policy, we do not allow Team Members to accept tips, gifts or favors. Further, we do not make the same to our suppliers, customers or government employees/officials. Team Members should politely decline any offer of a tip, gift, favor, etc., and report any request for free products, services, swapping of products, etc. to their Supervisor or Owner/Operator immediately.

### **Handguns/Firearms/Weapons:**

Chick-fil-A Powdersville prohibits Team Members from possessing or carrying weapons of any type on store property while on duty. This policy extends to vehicles and offices as well. Weapons include but are not limited to: handguns, shotguns, rifles, knives (other than those provided by Chick-fil-A Powdersville), clubs, ammunition and explosives. Failure to comply with this policy and its intent will result in disciplinary action up to and including termination.

### **Insubordination:**

Willful disregard for instructions and/or reasonable directives by management, disobeying one's supervisor, committing actions that could negatively impact our service to customers, abusive language and/or actions toward a supervisor are examples of insubordination which will not be tolerated. Appropriate disciplinary action up to and including termination will result from acts of insubordination.

### **Misconduct:**

Misconduct can occur by numerous miscellaneous unacceptable behaviors. The examples below are of conduct that is not permitted but is not an all-inclusive list of actions that will result in disciplinary action up to and including termination:

- Reporting to work under the influence of alcoholic beverages and/or illegal drugs and narcotics, and/or the use of or personal possession of alcoholic beverages and/or illegal drugs and narcotics on store premises and property.
- Using profanity, sexual or racial slurs, or other abusive language.
- Possession of firearms or other weapons in or on store property.
- Fighting or assault, as well as altercations, on/with a Team Member or customer.
- Insubordination or refusal to follow management's instructions concerning a job-related matter.
- Theft, destruction, defacement or misuse of store, customer or Team Member property.
- Theft of time, i.e. not working while on the job.
- Allowing non-employed friends or relatives to help with your work duties.
- Working off the clock.

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- Consuming without first paying for, or giving away food or beverages or any store property/assets.
  - Permitting or participating in lengthy visits or phone calls.
  - Gambling on store property.
  - Using any tobacco products on store property.
  - Threatening or intimidating any member of management, Team Member, customer or vendor.
  - Falsifying any store document, record or report.
  - Failure to wear assigned safety equipment or failure to follow safety rules and policies.
  - Not opening or closing at designated times when you are responsible for doing so.
  - Engaging in any form of harassment (verbal, physical or sexual).
  - Reporting to work in improper or inappropriate attire, or having an inappropriate personal appearance for work.
  - Allowing non-employees behind sales counter.
  - Reading or studying material that is not job related, or sleeping while on duty.
  - Being behind sales counter out of proper, full uniform at any time.
  - Clocking someone else in/out, or allowing someone to clock you in/out.
  - Excessive absenteeism or tardiness
  - Rudeness to customers, or refusal to provide service to a customer without valid cause.
  - Participating in or initiating horseplay, pranks, practical jokes, etc. which may result in interference with customer service, injury to oneself or others.
  - Any display of physical affection, whether privately or publicly noticeable, while on store property.

### **Moonlighting/Outside Employment:**

It is the policy of Chick-fil-A Powdersville to allow Team Members to engage in outside work or hold other jobs, subject to certain restrictions as outlined below:

- Team Member's activities and conduct away from the job must not compete or conflict with the store's best interest, or adversely affect job performance and the ability to fulfill all job responsibilities. Team Members may not solicit or conduct any outside business during paid working time.
- Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. If outside work activities cause or contribute to job-related problems, such employment must be discontinued; and if necessary, normal disciplinary procedures will be followed to deal with the specific problems.
- Team Members may not have any employment relationship while working for the store with any organization considered being a competitor. This includes serving as an advisor or consultant unless that activity is conducted as a representative of Chick-fil-A Powdersville.

### **Outside Activities:**

Ordinarily we do not intervene in the private lives of our Team Members. However, should a conflict with a customer or an activity on a Team Member's part be of a nature that it could tarnish the image of our store or hurt our business position in the community, management reserves the right to enforce proper disciplinary action.

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## **Parking:**

In order to provide our customers with easy access to the restaurant, all employees must park in the back of the store furthest away from store entrances, if available.

## **Personal Telephone Calls & Visits:**

Participating in lengthy visits or phone calls is not permitted and any phone conversations and/or conversations with other personnel in the store must be stopped and full attention given to the customer. Phone conversations of a personal nature are not permitted unless in an emergency situation. Phone conversations of a business nature which are excessive will not be tolerated. Cellular phones are not allowed to be on Team Members while working.

## **Solicitation:**

Solicitation is prohibited on the premises in public areas and the sales area. Additionally, we do not allow commercial solicitation during work time. Generally, we frown on outside solicitation in the workplace. At no time will outsiders be allowed to solicit on store property.

## **Store Assets:**

It is the responsibility of all Team Members at all times to protect all store assets. In order to do so, Team Members are responsible for:

- Receiving the correct amount of money from customers.
- Returning the correct amount of change to customers.
- Paying immediately for any merchandise consumed, taken, or used for themselves, family or friends.
- Recording all sales accurately and appropriately per established store policies and procedures.
- Using and maintaining equipment in a safe, responsible manner.

Team Members who do not follow instructions or established store policies and procedures at all time when handling store assets are subject to repayment of losses caused by their actions and disciplinary action up to and including termination.

## **Time Clock/Time Recording Policy:**

All Team Members, both hourly and salaried, will enter all hours worked on the register time clock. Your manager will demonstrate how to enter time on the register. The following rules and procedures will apply to the proper use of the register time clock and the time sheets:

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- As scheduled, each Team Member will clock-in when ready to begin the shift and will clock-out immediately upon completion of the shift.
  - Under no circumstances will hourly Team Members be asked to, or on their own, work “off the clock.” Any time personnel are in the store performing store duties, they must be clocked-in. Each Team Member should enter his/her own time when clocking-in or out. Never clock-in or out for someone else or ask someone else to clock in or out for you. Team Members must report to management any request or encouragement by anyone to violate this policy.
  - All store Team Members, including management, must clock-in and out on the register time clock each day they work for any reason. Failure by any Team Member to clock-in or out will prevent him/her from being paid for those hours worked but not recorded.
  - Each Team Member must review his/her time sheet reflecting all hours worked. Any discrepancy found must be reported immediately to the Manager, General Manager or Owner/Operator. Failure to report any incorrectly recorded time will result in the Team Member being paid for only the time accurately recorded. Any errors brought to managements attention will be corrected as quickly as possible, often times requiring the correction to be made in the next payroll period. Each Team Member is responsible for reviewing his/her time after each shift.
  - All Team Members must work the shift hours to which they have been assigned. Changes in the work schedule must have the approval of management.

### **Unacceptable Language and Gestures:**

In your working relations with customers and other Team Members, professional language, actions and behavior are expected to be used at all times. Abusive, obscene, profane, threatening or hostile language and gestures are unacceptable in the workplace.

### **Use of Store Property:**

Use of store property for purposes other than those related to your job at Chick-fil-A Powdersville is prohibited without your Owner/Operator’s prior permission. Any property for which permission to use is granted must be returned immediately following its use. Any store property used for personal use that is damaged or destroyed may be the responsibility of the user to repair or replace. In such cases, Chick-fil-A Powdersville will assume no liability for any damage or injury which occurs.

## **SAFETY**

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Chick-fil-A Powdersville requires that all Team Members be fully committed to providing a safe and healthy environment for all Team Members and customers. You must constantly be alert to the two chief reasons accidents occur: **Hazardous Conditions** and **Unsafe Practices**.

Store safety is important to all Team Members because on-the-job accidents can mean lost wages, injury, or worse and our customers deserve a safe environment in which to shop. A safe work environment in the store does not happen by accident. It only happens when Team Members show the proper safety awareness, attitude, good judgment, knowledge and alertness.

Our Safety Program consists of training classes in safety, store safety meetings, regular safety inspections, legal reporting and filing, protective equipment, educational materials, suggestion and incentive programs. Unsafe actions by any Team Member which violates established safety practices will subject the individual to possible disciplinary action up to and including termination.

### **Age Restrictive Laws:**

There are state and federal laws prohibiting individuals who are under the age of 18 from performing certain jobs. All Team Members who are under the age of 18 are responsible for following all age-restrictive laws, i.e., under no circumstances shall they perform any of the below listed job functions for which your age group is prohibited:

#### **Ages 14 and 15:**

- When school is **out** (June 1<sup>st</sup> until Labor Day) can work during the period from 7 a.m. to 9 p.m., up to 8 hours per day and up to 40 hours per week.
- When school is **in** (Labor Day until June 1<sup>st</sup>) can work during the period from **7 a.m. to 7 p.m., up to 3 hours per day** and up to 18 hours per week. If no school is scheduled, can work up to 8 hours per day and up to 40 hours per week. No one (including home school students) can work during public school hours.
- Can **not** do any work in walk-in freezer or refrigerator, except to briefly place or retrieve items.
- Can **not** cook foods, handle or change any hot cooking oils.
- Can **not** use a power driven outside pressure washer, power compactor, lawn mower or cutter.
- Can **not** put goods into or take goods out of trucks.
- Can **not** bake foods.
- Can **not** perform maintenance or repair of the store, machines or equipment.
- Can **not** do any work that involves the use of ladders or scaffolds.

#### **Ages 17 and under:**

- Can **not** drive a car, truck or motorcycle for the employer.
- Can **not** ride in the back of a pick-up truck to assist pick-up or delivery for the employer.
- Can **not** work with a power driven food mixer or food cutter or operate a freight elevator.

### **Alcohol & Drug Policy:**

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To provide a safe work environment for Team Members and customers, Chick-fil-A Powdersville prohibits the illegal manufacture, use, distribution, possession, transportation, promotion, dispensing, storage, purchase or sale of drugs, drug paraphernalia or simulated drugs and the use of alcoholic beverages during working hours.

Team Members must not report for duty under the influence of any drug, alcoholic beverage, intoxicant or other substance, including legally prescribed drugs and medicines which will in any way affect work ability, alertness, coordination, response, or present a risk to the safety of others. Team Members possessing alcoholic beverages/illegal drugs on the property or working under the influence of alcohol/drugs will be terminated immediately.

The Owner/Operator for Chick-fil-A Powdersville reserves the right to conduct reasonable searches, investigations, and/or substance abuse screening for any of the above mentioned items. Searches may include all areas of store property and all personal areas/items on or within store property including, but not limited to, vehicles, lockers, desks, purses, jackets, lunch boxes, as well as personal searches along with the proper authorities. Failure to comply with this policy and its intent will result in disciplinary action up to and including termination.

### **Chemicals and Hazardous Materials:**

Performance of work duties requires that Team Members come into contact with a variety of chemicals and cleansing agents. All Team Members should be familiar with their proper uses, potential hazards and instructions for emergency care.

Material Safety Data Sheets (MSDS) are available on all hazardous materials. These can be found in the notebook entitled “Material Safety Data Sheets (MSDS)” located in the break room. The Material Safety Data Sheets contain information on chemicals that we use in our work that you could be exposed to. You will be given instructions on how to use these chemicals safely and to avoid accidents with them. By following the instructions on proper labels and being cautious, it is unlikely that you will ever have a hazardous exposure incident.

However, should you be improperly exposed to a chemical, fumes or vapors, immediately alert others and your supervisor, and immediately look at the MSDS for instructions on how to respond to the material. The MSDS will show you how to handle the hazardous chemical exposure and to care for yourself or others.

### **Team Member Injury & Illness at Work:**

All work-related injuries or illnesses, regardless of severity, must be reported immediately to management who will handle the required reports. We will assist you in getting proper medical attention. In the case of extreme emergencies, someone will get you to, or you should go, to the nearest emergency facility.

Our highest priority is to help anyone suffering an illness or injury to get the proper medical attention. By law, we may be required to maintain a record of your illness/injury and to document the facts involved in

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your illness or injury. These records will be maintained confidentially in a file separate from your personnel file.

Management will be responsible for completing an Employee Injury Report. However, if any on the job injury or illness occurs, you must complete your portion of the Employee Injury Report form to assist your supervisor in making a final report.

### **Fire Safety:**

In the event of an out of control fire, Team Members are expected to evacuate all Team Members and customers to a safe area and call the local fire department. Fires that cannot be contained or extinguished with available equipment will be left to the local fire department. Team Members will be given instruction on the location, proper use and maintenance of extinguishers.

Smoking (or use of any tobacco products) is prohibited in and on the premises of Chick-fil-A Powdersville. The prohibition of smoking in all areas is to ensure maximum protection, and comfort, to the general public, Team Members and store facilities. A Team Member violation of this policy may be subject to disciplinary action up to and including termination.

### **Vehicle Requirements:**

Team Members who drive their own vehicle for store business reasons (deposit to bank, store-to-store transfer, catering, etc.) must have liability insurance and a valid driver's license. No one should drive a vehicle for store business while impaired through sickness, drugs, alcohol, etc. All vehicles driven for store 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 of the vehicle and/or the safety of its occupants.

### **Work Area Safety:**

The following practices are required to ensure a safe, clean and orderly work environment:

- Always wear the appropriate protective equipment (back belt, slip-resistant shoes, etc.) when required.
- Keep First Aid kits available and supplied. (Be knowledgeable of their contents and uses). When you see that kits and/or supplies need to be updated, discuss with your manager.
- Complete your task by cleaning up and disposing of waste.
- Clean up what you spill, pick up what you drop, close what you open, move back what you move, repair (or have repaired) what you notice broken.



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- Keep floors and aisles clean and dry. Use “wet floor” signs when mopping or whenever the floors are wet. Do not leave “wet floor” signs up when the floor is dry. Mop in one small area (10’ x 10’) at a time.
  - Clean up oil spills in the parking lot immediately. Promptly remove any tripping obstacles.
  - Extension cords are to be used for temporary functions, work duties, etc. Never use extension cords permanently or in ceilings. When in use, make sure the cords are not placed as to be a tripping hazard.
  - Store equipment properly to prevent tripping.
  - Clearly mark tripping hazards and holes in the asphalt until maintenance can get them repaired. Report them immediately to management.
  - Properly segregate, mark, and store all chemicals and flammable materials.
  - Check all ladders before using. DO NOT use a defective ladder under any circumstance.
  - DO NOT use crates, shelves, cartons, homemade ladders or any other object in place of our approved ladders or stools. Use of the items in place of ladders will result in disciplinary action up to and including termination.
  - Set straight ladders at a distance from the wall ¼ the height. Secure it at the top or have someone hold it steady.
  - Do not use metal ladders while working on electrical equipment.
  - One person on a ladder at a time.
  - Keep your body straight on the ladder; do not lean to the sides.
  - Never stand on the top step of a ladder.
  - Do not carry heavy objects up or down the ladder. Pass them to someone else.
  - Lift properly, according to your training instructions. Get help with heavy or bulky objects.
  - Follow all age restrictive laws and policies.
  - Do not overload handcarts.
  - Keep only approved chemicals in spray bottles, and keep them properly labeled. Never mix chemicals or use chemicals from an unlabeled container.
  - Use, clean and maintain all equipment properly.
  - Be aware of your surroundings at all times.
  - Watch out for each other. Work in teams.
  - Remain knowledgeable of and follow all safety practices and policies.

## **SECURITY**

The security of all customers and Team Members is a top priority at all times. Security risks are real and must constantly be addressed to avoid harm to people and assets. Chick-fil-A Powdersville has developed specific policies and procedures which must be followed at all times by all Team Members to ensure a safe and secure working environment. Failure to do so will result in disciplinary action up to and including termination of employment.

Our Security Plan encompasses many topics, which are categorized as either a Crisis Level I (fire, robbery, natural disaster, workplace violence, etc.) or a Crisis Level II (standard security issues, cash handling,

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inventory controls, vandalism, injury, theft, threats, etc.). Team Members must remain fully aware of all security-related policies and procedures and their specific, individual action plans.

You will be trained on what to do, how to act, which information to gather and record, who to contact, when to react, etc. for most types of security issues. It will be this training, once learned, that will help you both avoid potential breaches of security and protect yourself and others should one occur. Take your training very seriously. Since most security breaches are unexpected, your knowledge and understanding of all security practices is paramount to your safety and the safety of others, as well as the protection of all store assets. Our goal and expectation is zero security occurrences.

Refer to the store Security Notebook during and after training for security related policies, procedures and forms to be used.

## **COMPENSATION AND BENEFITS**

Listed below is a brief explanation of benefits provided to you. Please be advised the benefit information provided in this handbook is not a detailed explanation of each benefit. There may be more detailed explanations of these benefits in separate documents governing a specific benefit. Be advised that any plan document describing a specific benefit(s) will always overrule any statements in this handbook where there may be conflicting statements or concepts.

During employment, credit for some benefits may accrue based on the number of weeks worked, hours per week worked, and/or other possible considerations. However, Team Members are not eligible to use, take or be paid for the accrual of any benefits until completion of the designated requirements in accordance with each particular benefit.

**Bonuses:** Additional pay and bonuses may be paid at the discretion of the Operator.

### **Breaks:**

**If you take a break, it must 30 MINUTES or LONGER, regardless of the situation (DO NOT CLOCK BACK IN TO WORK UNTIL 30 MINUTES HAS EXPIRED ON THE REGISTER).** We recognize that Team Members work better and enjoy their work more when they are rested and refreshed. Your manager may authorize short paid rest periods from time to time as work schedules and periods of business activity permit. If your manager authorizes a short rest period, she/he will advise you when it is to be taken. In addition to any authorized short rest periods, **if you are scheduled for at least six hours you will receive a thirty minute unpaid break.** If you are scheduled to work for more than eight hours you will receive an additional ten minutes every two hours.

For procedural and health purposes some of the Break Requirements for Team Members are:

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- You must clock out/in for all breaks.
  - All breaks will be given by the Team Leader on duty or management to make sure that the necessary number of Team Members is on duty at all times.
  - Your break time starts when you leave your work assignment to go on your break, not when food, if any, is ordered.
  - Food must be paid for before consumption and ordered from the front of the counter just as a customer orders. When on a break, food should not be eaten in the dining room. A break room is provided where you can eat when on the premises.
  - Unfinished food cannot be saved to take off the store property.
  - Out of courtesy to other Team Members and to maintain a clean, safe environment, clean-up in the break room before ending your break.
  - Also, food or store beverages are not to be consumed by Team Members while performing their work assignments. Water will be provided for you to drink.
  - Upon returning from a break and after clocking in, report back to the Team Leader or management on duty for your job assignment.
  - You must wash your hands thoroughly before returning from your break.

### **Food Discount during Break:**

You will be allowed one discounted (50% of total price) meal up to the value of \$6.750 per work day schedule with no minimum hours required in order to receive a discounted meal.

MISC: Drinks are free at all times but you **must** use a personal cup instead of the traditional Chick-fil-A paper cups in order to reduce paper cost.

### **College Scholarship:**

Chick-fil-A, Inc., under the Leadership Scholarship Program, offers \$1000 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 S. Truett Cathy Scholar Award, an additional \$1000 scholarship, is also awarded to selected Leadership Scholarship winners. More than \$16 million has been awarded since 1973 by Chick-fil-A, Inc. See the scholarship brochure or contact Chick-fil-A, Inc. for details.

### **Family Medical Leave Act:**

Under the Family medical Leave Act (FMLA), employees are eligible for up to 12 weeks of unpaid, job protected leave for certain family and medical reasons during any 12 month period. A 12-month period is defined as a rolling 12-month period measured backward from the date of leave.

Team Members are eligible if they have worked for at least one year for Chick-fil-A Powdersville and have worked for at least 1,250 hours over the previous 12 month period prior to the date leave commences.

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Leaves under the act are available for birth of a child of the employee and to care for the child; placement of a child with the employee for adoption or foster care; to care for a spouse, child or parent of the employee due to a serious health condition; an employee's serious health condition that prevents the employee from performing the functions of the job.

Vacation time, which the Team Member has available at the time the leave begins, will be paid up to either the maximum vacation days available or the length of the Family Medical Leave taken, whichever occurs first. Any remaining portion of Family Medical Leave taken after vacation pay runs out will be unpaid.

Team Members are required to give 30 days written notice if the reason for the leave is "foreseeable". Leave time used under the vacation time policy will run concurrently with any unpaid leave provided by the Family Medical Leave Act.

Certification (documentation) is required for all leaves under the FMLA. Team Members returning to work after a leave for a personal serious health condition must provide the Owner/Operator with a written physician's release to return to work on the Chick-fil-A Powdersville Employee Release to Work Form.

### **Health Insurance:**

Health insurance is available for all Team Members who become eligible for their particular plan:

- For salaried, manager positions, employee and dependent health insurance is available through BlueCross BlueShield through payroll deduction. BlueCross BlueShield is a Preferred Provider Organization (PPO) and it includes, among other items; doctor visits, hospitalization, drug discounts, vision discounts and dental benefits.
- For all part-time and full-time hourly employees, employee and dependent coverage is available through Starbridge Sickness & Accident Plan. This plan provides two (2) options of medical coverage and can be payroll deducted.

See the Owner/Operator for details about your particular plan, its costs to you, and your eligibility requirements.

### **Holidays:**

Chick-fil-A will be open for business every day except Sundays, Christmas Day and Thanksgiving Day.

### **Military Leave:**

A military leave of absence will be granted to any employee who is not considered a temporary employee, or is not in a temporary position, who enlists, is inducted, or is recalled to active duty in the Armed Forces of the United States for a period of up to four (4) years (plus any involuntary extension for not more than one (1) year). In addition, any employee who is a member of a Reserve component of the Armed Forces or the National Guard who must leave employment to perform active duty for training, or inactive duty for training

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for less than three (3) months, will be granted a military leave of absence upon request provided he/she gives adequate notice.

Chick-fil-A Powdersville will reinstate employees who satisfactorily complete his/her military training and service to his/her previous position or to a position of like status, and pay, if still qualified to perform the duties of his/her former position or if able to become re-qualified with reasonable effort or accommodation. After satisfactory completion of military obligation, employees must apply for re-employment within ninety (90) days after being released from duty in order for this paragraph to apply. Documentation of military training or service will be required.

### **Pay Classifications:**

For pay and benefits purposes, all employees are classified as full-time or part-time employees. Any employee who averages 30 or more hours per week throughout the year will be considered full-time. Any employee averaging less than 30 hours per week will be considered part-time.

As required by Federal Wage and Hour Laws, every employee is classified as either exempt or non-exempt. An exempt employee is one in a salaried position of managerial, administrative or professional nature. Exempt employees are not paid overtime. A non-exempt employee is usually in an hourly paid position of a service, clerical or technical or nature. Non-exempt employees are eligible for overtime pay whenever they work over 40 hours in a calendar week.

### **Pay Policies:**

Listed below are key pay policies of Chick-fil-A Powdersville:

- We are an equal pay employer. We will not discriminate in pay policy and amounts on the basis of age, religion, color, sex, gender, national origin or disability.
- All Team Members are paid by check on a bi-weekly basis. Pay periods begin at 12:01 a.m. on Mondays and end at 12:00 midnight on Saturdays, every other week.
- The officially scheduled payday for all Team Members is the following Friday after each pay period for hours worked during the preceding two workweeks.
- Paychecks will be made available at the store for delivery **to you in person by 2:00 p.m. on FRIDAY.**
- **No one other than yourself will be given your paycheck without producing a written, signed statement by you, naming them and instructing us to give them your paycheck.** This should be done only when unavoidable.
- Team Members who discover a mistake in their paycheck should notify the Manager, General Manager or Owner/Operator immediately. Team Members who lose their paychecks or have it stolen should report it immediately to management.
- Team Member pay is a confidential matter. All Team Members are prohibited from discussing past, current and future pay with others. If you have any questions about pay rates, contact the General Manager or Owner/ Operator.

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- Some jobs receive additional pay. These various differentials and extra amounts are determined on a “need” basis to recruit and retain Team Members for these designated positions. These differentials may be modified, increased, decreased or eliminated by management as the need for them changes.
  - All records for payment of wages are important documents. You will be asked to complete certain records involving your pay. Accurate and timely completion is expected to assist us to legally maintain the required records. Your help and compliance is appreciated.
  - Certain deductions from your pay will automatically and routinely be withheld. These withholdings are: FICA and Federal Income Tax. Other payments that may be deducted from your pay are: legally required garnishments, insurance payments, accounts receivable owed to the business, uniforms, or others that may become official deductions as approved by the Team Member and the General Manager or Owner/Operator.
  - For non-exempt employees, any hours worked over forty (40) in a calendar week will be paid as overtime at one and one-half times your hourly rate for that pay period. While overtime hours are not routinely scheduled for non-exempt employees, it is to be understood that you may occasionally be required to work additional time in excess of our normally scheduled hours - other approved commitments notwithstanding.
  - Team Members can not receive payroll checks in advance of the end of the pay period or check disbursement time.
  - Payroll checks can not be cashed in the restaurant.
  - No cash advances against future paychecks will be given.

### **Personnel Records:**

Each Team Member shall have reasonable access to their personnel file. All personnel records and files are the property of Chick-fil-A Powdersville. You may see your file after making an appointment with the General Manager or Owner/Operator for a reasonable time during normal working hours, and you will be allowed to review it only in the presence of the General Manager or Owner/Operator. Non-employees of Chick-fil-A Powdersville will not be allowed access to your personnel records. Information in your personnel file will only be released by legally required release orders, or by your written permission.

Each Team Member is required to ensure the following information is always current; official name, address, marital status, telephone number and information on your dependents (if required). Should any of the above listed information change, please inform your Manager, General Manager or Owner/ Operator.

### **Pay Raises:**

Increases in your salary or hourly wage will be considered based upon:

- Your satisfactory completion of each phase of training, and
- Merit, including performance and attitude.

Raises, therefore, will vary from Team Member to Team Member as training, performance and attitudes vary. All Team Members should keep their pay rate and raises confidential.

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## **Uniforms:**

Because of our commitment to providing quality service to our customers, projecting a positive image and ensuring compliance with all Health Department regulations we have established Team Member uniform guidelines.

The Uniform (Shirt, Pants, Cap and Belt) requirement is:

- Part-Time (work schedule of less than 30 hours per week) Two Uniforms
  - EXCEPTION: For first-time hires you will be issued two uniforms even though considered part-time.
- Full-Time (work schedule of 30 hours or more per week) Two Uniforms

At the beginning of your shift you should be properly dressed and ready to begin your work assignment. If you are not in the required uniform, you will not be permitted to begin work and will not be paid while retrieving uniform items. Do not leave uniforms in the store as it is your responsibility to maintain and have a clean uniform whenever your work assignment begins. (Additional information on Uniform Requirements is found in the Appearance Standards section of this Handbook)