



Team Member Policy Handbook

130 Airport Road
Arden, NC 28704

Operator Bryan Strole

Chick-fil-A's Corporate Purpose:

**To glorify God by being a faithful steward of all that is entrusted to us.
To have a positive influence on all who come in contact with Chick-fil-A.**

Chick-fil-A Airport Road Purpose:

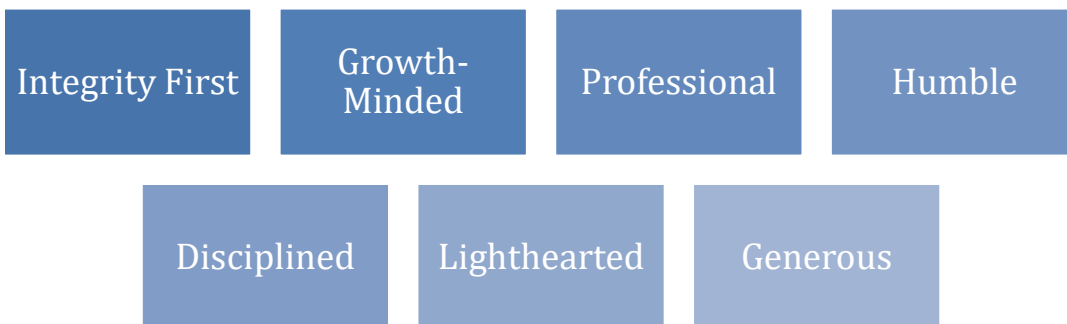
To glorify God by having a positive impact on all who come in contact with Chick-fil-A Airport Road. To show love and care through great relationships, great service, and great food.

Chick-fil-A Airport Road Mission:

We love people and serve chicken!

WHO ARE WE?

(Our 7 core values)



Welcome and Introduction

Welcome to Chick-fil-A at Airport Road! We are glad you have chosen to work with us, and we are excited to have you on our team. We hope that your employment here will be a challenging and rewarding experience.

This Team Member Policy Handbook is designed to acquaint you with some of the personnel policies, work rules and benefits here at Chick-fil-A Airport Road. The Handbook contains current information about various policies that have been established for this business. These policies apply to all employees at this Restaurant. **You should review this Handbook carefully.** As an employee at this restaurant, you will be expected to know and follow these policies. We encourage you to ask questions, make suggestions or express concerns. We appreciate your support of these policies.

Please note that these policies may be reviewed periodically and updated from time to time. The Company reserves the right to amend, modify, change, supplement or delete, as it deems necessary, any provision of this Handbook, in whole or part, other than the At-Will Employment policy statement that follows this section. Any changes that are made to this Handbook will be made known to you as soon as practicable through an updated Team Member Policy Handbook, postings on a bulletin board in our Restaurant, and/or a meeting led by the franchised Operator or a manager or other supervisor of this Chick-fil-A Restaurant. **We will try to keep this Handbook current, but there may be times when policies will change before this Handbook can be revised.** This Handbook replaces all prior conflicting published or unpublished policies regarding the matters addressed in these materials.

This Handbook cannot anticipate every situation or answer every question about employment. We must administer the policies and procedures contained in this Handbook with flexibility when it deems such action to be necessary. Our interpretation of these policies and procedures are final and binding.

At-Will Employment

Your employment at Chick-fil-A Airport Road is at-will, which means that either you or we may terminate your employment at any time with or without notice or cause, for any reason not prohibited by law. Nothing in this Handbook or any other team member policy document at our Restaurant is to be construed as an agreement between you and the Company regarding the duration of your employment or the circumstances under which your employment may be terminated. Additionally, please understand that nothing in this Handbook or in any other team member policy document or statement (written or unwritten) creates or is intended to create an express or implied contract, covenant or representation of continued employment. Nothing in this Handbook or in any other written or unwritten policy, document, or statement shall alter or limit the “at-will” nature of your employment.

Chick-fil-A, Inc. Background

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. Chick-fil-A, Inc. is still privately held and family owned.

Our Chick-fil-A Restaurant

This franchised Chick-fil-A Restaurant business is owned and operated by Operator Bryan Strole. Bryan first started working with Chick-fil-A in 2001 at the age of fifteen. He worked as a team member, team leader, and manager before enlisting in the United States Air Force in 2004. Since his separation in 2010, Bryan finished a Bachelor's Degree in Management (2010) and completed a Masters Degree in Business Administration (2015). Mr. Strole was selected as a Franchisee in September of 2016 as Operator of the Chick-fil-A located in the Asheville Mall. Mr. Strole was selected as Operator of Chick-fil-A Airport Road in 2021.

Commitment to Hospitality

Chick-fil-A Airport Road strives to maintain an atmosphere of hospitality for all customers and employees. We want to create a comfortable experience for all who visit or work at our Restaurant. We want to maximize the opportunity to build the business and to positively influence others by creating a welcoming environment. **We are hospitable to all customers and employees by treating them with honor, dignity and respect.**

2nd Mile Service

Chick-fil-A Airport Road strives to provide what we call "2nd Mile Service" to all our guests. This is defined as **going above and beyond** customer expectations. Our goal is that every customer, on every visit, will experience at least one element of 2nd Mile Service. There are unlimited ways in which we can deliver 2nd Mile Service to our customers. Many are as simple as a warm welcome, a heartfelt "My Pleasure" when the customer thanks us, and a fond farewell as the customer departs. **The key to providing 2nd Mile Service is showing honor, dignity and respect to all customers, so that they will feel cared for and special.** Providing 2nd Mile Service is important to all team member positions at our Restaurant. We trust you will enthusiastically embrace this concept, and display a 2nd Mile Service attitude not only toward our customers, but also to your fellow team members and others!

Closed on Sundays

Chick-fil-A restaurants are, and always have been, **closed** on Sundays. The chain's founder, Truett Cathy, wanted to ensure that everyone had at least one day a week as an opportunity for rejuvenation, rest and personal activities. At this Restaurant, we are always **closed** on Sundays. However, that does not limit us in other activities at the restaurant on Sundays. Occasionally we may have meetings, cleaning crews, parties, events, etc.

Civility, Equal Employment Opportunity & Non-Harassment Policy

Chick-fil-A Airport Road is committed to a civil and respectful work environment. Our Restaurant values all persons and is committed to the principle that we should treat one another and those who come into contact with our business with **honor, dignity and respect**. We highly value professional relationships, and we are committed to maintaining a work environment that is cordial, positive and professional.

Chick-fil-A Airport Road is an equal opportunity employer, and we make employment decisions on a non-discriminatory basis. It has been and shall continue to be our policy that we do not discriminate in employment decisions based upon sex, race, color, religion, national origin, ancestry, citizenship,

pregnancy, age, physical or mental disability, service in the uniformed services, genetic information, and/or any other protected status, classification or factor, in accordance with the requirements of all federal, state and local laws. This policy applies to all aspects of the employment process including, but not limited to, hiring, assignment, promotion, evaluation, compensation decisions and separation decisions. It is expected that all individuals will avoid any behavior, action, decision and/or conduct that is inconsistent with this policy.

Chick-fil-A Airport Road is committed to maintaining a work environment free from any form of harassment. It has been and shall continue to be the policy of our Restaurant that our work environment will be free from all forms of harassment including, but not limited to, sexual harassment, and harassment based on or because of race, color, religion, national origin, ancestry, citizenship, pregnancy, age, physical or mental disability, service in the uniformed services, genetic information, and/or any other basis protected by federal, state, or local law. We prohibit and will not tolerate any such harassing conduct, whether intentional or unintentional.

Harassment that violates our policy includes any verbal or physical conduct that denigrates, demeans or shows hostility toward an individual, or any conduct that creates an intimidating, hostile, or offensive work environment for an individual, because of the person's sex, race, color, religion, national origin, ancestry, citizenship, pregnancy, age, physical or mental disability, service in the uniformed services, genetic information or any other protected classification. Harassment may include, but is not necessarily limited to epithets, slurs, jokes, or other verbal or physical conduct relating to an individual's sex, race, color, religion, national origin, ancestry, citizenship, pregnancy, age, physical or mental disability, service in the uniformed services, or any other protected classification.

- Prohibited sexual harassment can include, but is not limited to:
 - Unwelcome sexual advances, propositions or statements;
 - Unwelcome physical conduct such as touching, or impeding or blocking movements;
 - Verbal conduct such as making or using derogatory comments, explicit jokes, or comments about a person's body or dress; *and/or*
 - Any other visual, verbal, or physical conduct of a sexual nature by any employee, supervisor, manager or other person.

Same-sex harassment is also prohibited by the law and by our policies. Accordingly, inappropriate harassment by males toward or against a male, or by females toward or against a female, is prohibited.

Our policy prohibiting harassment applies regardless of the parties' relationship to our Restaurant. This policy prohibits harassment not only by or toward a co-worker, subordinate or a supervisor, but also harassment by or toward persons doing business with or for our Restaurant (including but not limited to customers, vendors, contractors, suppliers, etc.).

Everyone is accountable for reporting concerns or perceived violations of this policy. Every individual has responsibility for ensuring compliance with this policy. ***Chick-fil-A Airport Road cannot resolve matters that are not brought to the attention of an appropriate member of management.*** Accordingly, anyone who believes he or she is being subjected to prohibited discrimination, harassment or retaliation by a co-worker, manager or any other individual (whether the individual is employed at our Unit), or anyone who believes he or she has witnessed or learned about such conduct, is directed to ***immediately report*** such incidents and/or information to the Operator, Bryan Strole, and/or the manager on duty.

Chick-fil-A Airport Road will respond appropriately if concerns or issues are reported. Our Restaurant takes any concerns or reports implicating this policy seriously. We will conduct or direct a prompt and thorough investigation of any report, observation or complaint of discrimination, harassment or retaliation. We will take corrective action as may be appropriate based on the results of any such investigation. Since allegations of this nature are very serious for all concerned, employees will be expected to cooperate fully with any efforts to conduct investigations and otherwise enforce this policy. For the same reasons, all reports or complaints will be handled as confidentially as possible. Information related to a report or investigation will be shared only on a limited “need to know” basis.

Chick-fil-A Airport Road will not condone retaliation against anyone who makes a good faith report or complaint. It has been and shall continue to be our policy that we will not tolerate any form of retaliation against anyone who, in good faith, makes a report or complaint of harassment or discrimination; cooperates in a harassment or discrimination investigation; or participates in any aspect of the equal employment opportunity enforcement process.

Violations of this policy will be taken seriously and will result in appropriate corrective action. Any employee determined to have violated this policy will be subject to appropriate disciplinary action, up to and including termination of employment. Violations of this policy include, but are not limited to, discriminatory, harassing or retaliatory conduct; failure or refusal to participate in an investigation concerning reported incidents of potential policy violations; or other actions contrary to this policy.

Our policy also provides for “reasonable accommodation” of disabilities on a case-by-case basis, in accordance with applicable law. As part of Chick-fil-A Airport Road’s commitment to equal employment opportunity, it is and has been our policy to ensure that all individuals are provided equal employment opportunities without regard to disability. Accordingly, we will make reasonable accommodation for the physical and/or mental limitation(s) of an otherwise qualified individual with a disability – whether an applicant or a current employee – unless undue hardship would result.

If an individual believes that he or she needs a reasonable accommodation due to a disability, it is the individual’s responsibility to inform the Operator or manager and request a reasonable accommodation. Requests for an accommodation and other inquiries, reports or information provided pursuant to this policy will be maintained as confidentially as possible, with information being disclosed only on a need-to-know basis. Upon notification that a disability may exist, Chick-fil-A Airport Road will engage in an interactive process with the individual to determine whether a reasonable accommodation can be made without resulting in undue hardship. We may need information from an employee’s physician(s) or other health care provider(s) to determine whether an appropriate reasonable accommodation can be implemented.

Determining whether a reasonable accommodation exists and is appropriate is an individualized process. Decisions will be made on a case-by-case basis, depending upon the individual involved, the essential functions of the job in question, and any other relevant factors. Although we cannot guarantee that we will provide any accommodation or an accommodation that has been requested by the individual, we will do our part to ensure that individuals with disabilities have an equal opportunity to compete in the workplace.

Employment Eligibility Verification

As required by law, Chick-fil-A Airport Road verifies the identity and work authorization of all employees. Each new employee, as a condition of employment, must complete a Form I-9, Employment Eligibility Verification form and present valid documentation sufficient to satisfy the Form I-9 requirements. In addition, Chick-fil-A, Inc. participates in the federal ***E-Verify*** program, and the I-9 documentation provided by employees will be verified through ***E-Verify***.

Compensation

Your pay rate will be explained to you at the time you start work. If your pay rate changes during your employment (for example, if you are awarded a raise or if your pay rate should be decreased for some reason), any change generally will be communicated to you by the Operator.

Pay rates for team members may be different because of factors or circumstances which apply to each individual, including but not limited to experience in our Restaurant, experience in the restaurant industry, job performance, attitude and other factors.

Pay raises are based on business factors including, but not necessarily limited to, job performance, merit, attendance and attitude.

Pay Periods

- The pay period for our Restaurant ends bi-weekly on Saturday.
- Employees will receive a paycheck once every two weeks.
- Normally, your paycheck will be available on the Friday after the pay period ends.
- You cannot receive your check in advance of the end of the pay period.
- You cannot cash your check in the Restaurant.
- Direct Deposit is available for all employees.

Overtime Premium Pay

- 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 our Restaurant begins on Sunday at 12:01 a.m. and ends on Saturday at 12:00 a.m. In addition, the "workday" is defined as beginning at 12:01 a.m. each day and ending at midnight that evening.
- **You are directed not to work any overtime unless it has been specifically approved by your Operator and/or management.**
- State or local law may set forth different, additional or conflicting requirements. In that event, our Restaurant complies with all laws and follows the law most favorable to the employee.

Scheduling

The work schedule for our Restaurant generally will be posted for the following week by Friday. You are responsible for working your scheduled hours. If there is an emergency or if for any other reason you cannot work your scheduled shift, you are responsible for finding a replacement with the approval of your manager. **You should never change the schedule without the approval of the Operator or a manager with approval by the operator to change the schedule.**

Hours of work will be assigned based on a number of business factors taken into consideration by management at our Restaurant including, but not necessarily limited to, skills, availability, productivity, performance, attitude, and punctuality.

Requesting Time Off

- Please submit any requests for time off on or before **the Thursday @ 4PM of the preceding week** (in other words, the Wednesday before the Friday on which the following week's schedule is posted. We will attempt to accommodate reasonable scheduling requests if possible, consistent with the need to staff our Restaurant appropriately to meet business and customer needs.
- If you need time off after the schedule has been posted, it is your responsibility to make arrangements with another appropriate team member to work your scheduled shift. This change, to be effective, must be approved by the Operator or the Operation Director.
- Requests for vacation should be submitted at least one month in advance.
- Requests for time off that are not made in accordance with this policy may be denied unless the time off is for leave mandated by federal, state or local law and you are both qualified and have complied with all procedural requirements in requesting the leave.

Break Policy

General Guidelines

- You should take your break(s) only at a time approved by the Operator or the manager on duty
- A break is not a right, it is a privilege and may not be given depending on the current situation **(except if you are under 16 years of age)**.
- If a sudden rush occurs, you may be called back to work from a break **(except if you are under 16 years of age)**. If this occurs, and your break is 20 minutes or less, you will be paid for your break
- Please note that if your break time exceeds the time permitted, you are not entitled to be paid for excessive break time. Moreover, if your break time exceeds the time allotted and permitted, you may be subject to disciplinary action
- You are required to clock out for your break(s) and clock in when you return from your breaks
- There are no smoking breaks allowed
- State or local law may set forth different, additional or conflicting requirements. In that event, Chick-fil-A Airport Road follows all laws and will provide the benefit most favorable to the employee

Team members 16 years of age or older

The North Carolina Wage and Hour Act (WHA) does not require mandatory rest breaks or meal breaks for employees 16 years of age or older. At Chick-fil-A Airport Road, we also are not required to provide a break but will try to accommodate requests when available. For team members who are 16 years of age and older who work a single shift is given the option (when available) to take one unpaid break for at least (22) minutes, up to thirty (30) minutes. In addition, team members who are 16 years of age and older who work ten (10) hours or more during a single day are given the option (when available) to take a second unpaid break for the same allotted time. These breaks can be combined into a one hour break if time permits. In either option, the team member must clock out fully until their return.

Team members under 16 years of age

The WHA requires breaks only for youths under 16 years of age. Youths under 16 years of age must be given at least a (30) minute break after 5 consecutive hours during a single day for a minimum of (30) minutes.

Employee Meals

As a team member, you will be provided with a budget for food and beverage at no cost to you which includes any menu board option, except the following:

- Prohibited break items – All desserts, iced & frosted drinks, bottled water, and lemonade.
- If your order goes over the budget, you must pay for the remainder, and you may use your employee discount.
- The budget amount for breaks may vary depending on performance

Employee Break Area

Please utilize the employee meeting area or dining room when on break. Drinks must be stored in the designated drink areas. Drinks must never be stored in any other areas in the store.

Employee Break Procedure

- Before your shift - To obtain a meal before your shift, please go to the front counter as a customer and order your food.
- During your shift - To obtain a meal during your shift, clock out first. Then please notify management to ring up your break food on the register
- After your shift (non-closers only) - To obtain a meal after your shift, please go to the front counter as a customer and order your food. This does not include night shift, please see note below.

Closers. Because night shift ends after closing time, you may never take food home. If you are on night shift and would like something to eat, please arrive before your shift or schedule a time during your shift. Excess food at the end of the night must be saved for the store for other uses. If food is taken at the end of the night, this is considered stealing and is grounds for termination.

Please note that the employee meal policy may change and be revised at any given time

Attendance and Punctuality

Team members are expected to report to work at least 5 minutes before their scheduled work time and must be prepared to start work at the scheduled time. Late arrival, early departure or other deviations from scheduled hours are disruptive and must be avoided. If you arrive after your scheduled time, you must notify the Operator or the manager on duty immediately. Team members also are expected to remain at work for their entire work schedule, unless released early by the Operator or manager on duty.

If, for any reason, you will be tardy or unable to report for work on a scheduled workday, you must call the Operator or the manager on duty at least two hours, or as soon as is practicable, before the time you are scheduled to begin work and provide management with a valid reason or explanation, as well as the expected duration of any absence. Similarly, if you need to leave work early for any reason, you must first obtain the permission of your immediate supervisor or the Operator. Failure to notify your supervisor of any anticipated or unanticipated absence, the need to leave work early, or delay in reporting for work may be grounds for disciplinary action, up to and including termination, except as may be provided by applicable law.

Excessive absenteeism or tardiness may result in disciplinary action, up to and including termination of employment. If you fail to report to work without any notification to the Operator or the manager on duty and your absence continues for a period of three days, we will consider that you have abandoned your employment and have voluntarily terminated your employment.

Time Recording

- Please adhere to the following procedures concerning recording your work time:
- You must clock in on the cash register timekeeping system at the beginning of your shift and when you are ready to work. **Not when you arrive at the store but when you are ready to work.**
- You must clock out on the cash register timekeeping system at the end of your shift.
- You must clock out when you go on a break and clock back in when you return.
- Your time punch must show the hours that you actually worked to include paid breaks pursuant to our policy. **Do not work "off the clock." This means that team members may not perform any work at any time when not clocked-in to work.**
- You must record your own work hours. **Do not clock in or out for another team member.**
- If you believe that you need to begin work early (prior to the start of your scheduled shift), or stay late (after the time your shift is scheduled to end), you must obtain approval of the Operator, or the manager on duty. You should obtain this approval **before** you perform any work during any time in which you are not scheduled to work.
- Notify the Operator or the manager on duty immediately of any timekeeping error, any error on our timekeeping system, or any error on your paycheck, so that we can look into the matter and make any necessary corrections promptly.
- If you fail to clock out at the end of your shift, notify your manager or team leader as soon as possible, and before you attempt to clock in for your next shift, at the latest.
- Additional procedures you will need to follow about time recording will be explained.

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 our Restaurant.

- **Customer Service.** Your main responsibility as a team member is to help provide our customers with efficient, courteous service, quality food, and a clean, pleasant environment for their dining. Therefore, the following are required of all team members:
 - Please remember to always smile at the customer and be friendly.
 - Please remember to treat every customer (and all individuals) with honor, dignity, and respect.
 - Although we strive for fast service, please do not rush the customer.
 - Remember that the customer is always right. Please do not argue with a customer.
 - Remember to use the HEARD model when a negative situation arises. If you have a situation with a customer that you cannot handle or that the customer feels has not been handled adequately, then notify the Operator or team leader immediately.
 - Always stay at your assigned position, unless otherwise directed by the Operator or the manager on duty.

Other General Responsibilities. The following responsibilities also are a part of most jobs at our restaurant and are vital to providing our customers with the best possible experience every time they visit our Restaurant.

- When you are working as a cashier or otherwise providing food orders to customers, always double-check the order to ensure it is correct before giving it to the customer.
- When you are working 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 (FIFO).
- Everyone is responsible for helping to ensure that the Restaurant is as clean as possible.
Remember, if there is time to lean, there is time to clear
- Avoid wasting food, paper products, cleaning supplies, etc.

These lists are not all-inclusive or exhaustive. Other responsibilities apply to every job at our Chick-fil-A Restaurant. Your supervisor(s) will familiarize you with your responsibilities during training.

Youth Employment, Hours and Age-Restricted Activities

For team members who are 14-17 years old, the law provides that certain tasks in our Restaurant are prohibited. In addition, there are certain hours of work restrictions that apply to employees who are under age 18, particularly those who are 14-15 years old. Information concerning age-restricted activities and hours of work can be found in the employment postings of the Restaurant. If you have any questions in this regard, please see the Operator or the manager on duty.

If you are in doubt as to whether a particular activity or time of work is prohibited for a team member of your age, then you should refrain from performing the task or working at the particular time until you have consulted with management and obtained proper guidance and direction.

Youth Employment Certificates

- According to the North Carolina Wage and Hour Act (WHA), No youth under 18 years of age shall be employed by any employer in any occupation without a youth employment certificate (YEC) unless specifically exempted ([YEC Application Process](#))
- An employment certificate is required for each employer.

Standards of Conduct & Disciplinary Actions

Chick-fil-A Airport Road does not believe it is necessary to list exhaustively every work rule or standard of conduct for our team members. All team members are expected to perform their jobs well, to conduct themselves in a professional manner at all times, and to treat others with honor, dignity and respect. Additionally, all team members are expected to comply with any rules applicable to employment in our Restaurant (including, but not limited to, the rules set forth in this Handbook).

In some instances of rule violations, improper conduct or unsatisfactory job performance, progressive disciplinary action may be appropriate. Serious instances of rule violations, improper conduct or unsatisfactory job performance, as determined by the Operator may result in severe forms of disciplinary action, up to and including immediate termination of employment, without prior progressive disciplinary action. The following are among the most common examples for severe disciplinary action, including immediate dismissal:

- Violation of our Civility, Equal Employment Opportunity & Non-Harassment policy;
- Violation of our policy prohibiting violence in the workplace;
- Clocking another team member in or out;
- Clocking in or out for a team member who did not work, or otherwise submitting to be paid for time not worked;
- Reporting to work under the influence of alcohol or illegal drugs;
- Insubordination or disrespect to the Operator or team leaders;
- Excessive unexcused tardiness or absence, or failure to notify the Operator or team leader of tardiness or absences in a timely manner;
- Dishonesty or falsification of employment or other records or documents including but not limited to the employment application or any I-9 documentation.
- Use of inappropriate language or other inappropriate behavior directed toward other employees, customers or third persons including, but not limited to, profanity, obscenity, cursing, or other foul or offensive language in the Restaurant and/or loud or disruptive language, fighting, or conduct;
- Failure to follow our procedures on cash and coupon accountability;
- Cash theft which includes, but is not limited to:
 - Taking money from the cash register (which may be revealed by a cash shortage);
 - Writing over rings for entries not made;
 - Failing to ring up a sale or a part of a sale;
 - Purposely giving too much change.
- Food theft which includes, but is not limited to:
 - Giving away food over the counter without receipt of the appropriate payment and/or coupons in exchange;
 - Giving away food to team members who are not working that shift without receipt of the appropriate payment;

- Intentionally over-portioning products;
- Taking food home without payment after closing or finishing your shift;
- Storing food for later pick-up without payment;
- Sharing break food with an individual who is not a team member;
- Signing for food or goods not delivered;
- Eating during your shifts while not on an approved break;
- Giving out unauthorized promotional material or discounts.

Where progressive discipline is appropriate, the following types of disciplinary action may be taken, in no particular order:

- Loss of hours
- Verbal warning(s)
- Written warning(s)
- Suspension without pay
- 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, the Company retains the right to skip any of these steps of progressive discipline if circumstances necessitate. The Company also reserves the right to discipline an employee at any time for inappropriate conduct or behavior, whether or not such conduct is referenced or mentioned in this policy.

Nothing in this policy is a guarantee that any particular disciplinary steps will be followed in any given case, or at all, and this policy does not reflect any contractual agreement or right of any team member that any particular disciplinary steps will be followed in any given case. **Employment at Chick-fil-A Airport Road remains at-will.**

Dating & Conflicts of Interest

In order to minimize the risk of conflicts of interest and promote fairness, Chick-fil-A Airport Road maintains the following policy with respect to romance in the workplace:

No person in a management or supervisory position shall have a romantic or dating relationship with an employee whom he or she directly supervises or whose terms or conditions of employment he or she may influence (examples of terms or conditions of employment include promotion, scheduling, position placement, termination, discipline and compensation).

Regardless of consent, there must never be inappropriate or intimate touching, kissing or sexual activity in the restaurant or on the premises of Chick-fil-A including the parking lot or other employee designated parking areas. This behavior (even with consent by both parties) is grounds for termination.

Theft Policy

Theft is the unauthorized taking or giving away of anything that does not belong to you. For example, but not limited to:

- Taking food home
- Giving food away including free upgrades
- Using coupons incorrectly or stealing coupons
- Swapping food for your own prosperity (break food or otherwise)

Chick-fil-A Airport Road Policy will be as follows:

- No food will leave the store without being paid for with cash, valid check, credit card or with a legitimate coupon.
- Break food is to be eaten in the store. It will not be taken home nor should it leave the premises.
- No leftover food may be taken home. This rule applies regardless of the condition of the food. Even if it is not suitable for sale.
- Any purchases of food by a Chick-fil-A employee will be done over the counter by another employee. You may not ring up your own sale.

Telephone and Electronic Communications

The telephone in our Restaurant (including any voice mail or voice messaging system) is the property of our business, and generally should be used only for calls involving the Restaurant's business and business-related activities. Accordingly, our policy is that any communications through the Restaurant's telephone and voice mail system at our Restaurant should generally have a business purpose. Occasional and minimal personal use is acceptable, but personal calls must be kept to a minimum and should be kept brief.

Similarly, the computer(s) or computer system(s) in the Restaurant are the property of our business, and should be used only for business purposes. Chick-fil-A Airport Road may access or monitor its electronic communications (including but not limited to the email and internet systems in our restaurant), and may obtain the communications and information contained within those systems without notice to users.

Team members should understand that there should be no expectation of privacy by any team member as to his or her usage of the restaurant's telephone, voice mail, computer, email, internet or other electronic communications device, system or mechanism.

A team member's cell phones or other personal electronic communications devices may not be used, worn or kept on the team member's person while the team member is on duty at the Restaurant.

Appearance

We 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. An attractive, professional uniform and overall appearance will communicate to customers that we care about customer service, quality, and cleanliness.

Uniforms

- Team members who work on average 30 hours per week or more will receive two uniforms at no cost. Team members who work on average less than 30 hours per week will receive one uniform at no cost. Your free uniform consists of pants, shirt, belt, and nametag. Other items, such as visors, may be provided depending upon your position.
- Shoes must be solid black and slip-resistant. Shoes for Crews are the superior choice for quality and slip resistance. Closed heel and closed toe styles required.
- All uniform items (including belts, outerwear and caps) must be from the Chick-fil-A TeamStyle collection.
- All garments should fit properly and be clean, pressed (as applicable) and in good condition (i.e., no holes, fraying, stains, discoloration, etc.).
- Proper undergarments must be worn by all team members.
- Team members must present a professional appearance (neat, clean and well groomed).
- Chick-fil-A name tags 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.
- Men's polo shirts must be worn with at least the bottom button fastened.
- All buttons must be fastened on women's short-sleeved woven (button-front) and ¾-sleeved woven shirts. Women's white long-sleeved shirt may have top button unfastened.
- Men must wear solid white or black t-shirts (no printing or graphics) under all shirts. T-shirts are optional for women. All t-shirts must be in good condition (with no holes, fraying, discoloration, etc.). t-shirt sleeve length should not extend below bottom edge of TeamStyle shirt sleeve.
- Mock turtlenecks, from the TeamStyle collection, may only be worn under polo shirts, woven (button-front) shirts or sweater vests.
- Pants must fit properly and must be hemmed to fall at midpoint of heel. Cuffed and/or pegged pants are not acceptable.
- TeamStyle belt must be worn and must be trimmed so that end does not hang below belt line.
- Shoes must fit properly with laces tied, unless limited by temporary medical conditions requiring corrective orthopedic devices (due to broken bones, surgeries, etc.).
- Females must wear solid black socks, black hose or flesh-toned hose. Males must wear solid black socks. No low cut socks, crew socks or longer.
- Chick-fil-A neckties must be worn with all long-sleeved men's shirts. Ties should be properly knotted and securely fastened and fall to the midpoint of the belt buckle. Ties must not be worn with short-sleeved, button-front shirts or with women's shirts.
- Chick-fil-A scarves may be worn with all women's ¾-sleeved or long-sleeved shirts.
- Chick-fil-A TeamStyle caps/visors may be worn at the Operator's discretion and/or in order to comply with local health department requirements. Caps/Visors must be clean and have no visible stains or discoloration. Caps/visors should be worn on the head with the bill facing directly forward and above the eyebrows so that eyes are clearly visible under brim of cap.

Jewelry

- Jewelry (including medical alert jewelry) must be modest in size to help prevent the cross-contamination of food and worn in good taste so as not to be distracting to customers 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 (none on thumbs). In food preparation areas, rings, if worn, must be worn with gloved hands to avoid food contamination or catching on equipment.
- Wristwatches and/or medical alert bracelets must be conservative in size and appearance; they should not have gemstones that could come loose. Other bracelets or wristbands (e.g., rubber or string, etc.) may not be worn.
- Earrings must be limited to plain stud earrings (no dangling earrings, including hoops of any size).

Tattoos, Piercings, & Body Modification

- Tattoos
 - Tattoos must not be visible on face or neck.
 - Visible tattoos must not contain profanity or be racially offensive, sexually explicit, violent, vulgar or otherwise offensive to other Team Members and Guests.
 - Tattoos that do not meet requirements above can be covered by approved TeamStyle uniform items (for example, long-sleeved polo or performance sleeve) and/or with waterproof makeup.
- Body modifications (e.g., piercings, extended earlobes, etc.) visible to customers are not acceptable.
- Jewelry in pierced body parts exposed to customers, other than female earlobe, is not acceptable. This includes tongue earrings, nose earring, nose rings, etc.

Grooming

Good personal hygiene is expected of team members when they report for work (e.g., clean-shaven, bathed and with appropriate application of body deodorant). Do not create an awkward situation where we have to confront you on this issue.

- Hair
 - 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 customers or fellow team members. Hairstyles must be neat and professional in appearance. Unnatural hair colors or eccentric styles (e.g., Mohawks, shaven designs, etc.) are not permitted.
 - Hair that falls around face must be tied back using a simple hair band or barrette that has no loose or dangling parts.
- Facial Hair
 - Cleanly Shaven or neatly kept facial hair is permitted. For facial hair, the following facial hair styles are acceptable:
 - Short neatly groomed mustaches.
 - Short, neatly groomed goatees with well-defined lines.

- Short neatly groomed beards with defined cheek and necklines.
- Short is defined as hair up to 1/2" in length (#4 standard trimmer guard)
- Neatly trimmed means there is a define line where hair ends. For example, with a beard, hair should end generally where the jawline meets the neck, above the Adam's apple.
- Fingernails
 - Fingernails must not extend beyond fingertips when viewed from the open palm.
 - Fingernail polish must not be worn in food preparation areas; if worn, elsewhere, it must be a solid color, worn in good taste, to the discretion of the Operator or manager on duty, and worn only in customer service areas.
 - False fingernails are not allowed in customer service areas or food preparation areas.
 - Fingernail gems must not be worn.
- Other grooming
 - Makeup must be subdued and worn in good taste so as not to be distracting to customers or fellow team members.
 - Perfume or cologne must be subdued in fragrance and not be distracting to customers or fellow team members.

Any other appearance or grooming issue not covered in this section may be addressed at the discretion of the Operator or team leader. The Operator may make case-by-case assessments on any other appearance related issues and can restrict work of a team member if any issues cannot be corrected in an acceptable period of time.

Chick-fil-A Airport Road will, consistent with the requirements of federal, state or local law, consider making reasonable accommodations with respect to dress or grooming requirements that are directly related to a team member's religion and/or ethnicity. If an accommodation of this nature is required, please notify the Operator and please be prepared to discuss potential reasonable accommodations.

No Smoking

Smoking is prohibited in all areas of the Restaurant, grounds, and/or in view of the customer, including outdoor areas such as the patio, entry points, landscaped areas, and dumpster pads. There will be no breaks for smoking. Smoking in the kitchen in any fashion is immediate grounds for termination.

Workplace Violence

To help create a safe workplace, and consistent with our commitment to treating every individual with honor, dignity and respect, Chick-fil-A Airport Road has a zero-tolerance stance concerning violence (or threats of violence) in the workplace. Absolutely no workplace violence or threats of violence will be tolerated.

For purposes of this policy, workplace violence is defined as the deliberate and wrongful violation, damage, or abuse of other persons, oneself, or property, and includes threats of violence. Prohibited conduct includes, but is not limited to:

- Fighting, or any act or threat made by a team member against another person's life, body, health, well-being, family or property, including but not limited to assault, battery, intimidation, harassment, stalking or coercion.

- Any act or threat of violence that endangers the safety of team members, customers, vendors, contractors or the general public.
- Any act or threat of violence made directly or indirectly by words, gestures or symbols.
- Any behavior or actions that carry a potential for violence (i.e., throwing objects, waving fists, destroying property, etc.).
- Use or possession of a firearm or any weapon by a team member on the Restaurant premises, including the parking areas.

All team members have a responsibility to help keep the workplace violence free. To help ensure a violence-free workplace, any and all acts or threats of violence must be reported to management. All team members are required to notify the Operator or the manager on duty immediately of any violent or threatening behavior, whether engaged in by or directed toward a team member, management member or third party. Additionally, team members should report any comments or suggestions from anyone concerning the possibility that someone might be planning to harm threaten or intimidate another person at or from work.

Any team member found to have engaged in conduct prohibited by this policy will be subject to disciplinary action up to and including termination of employment.

Workplace Safety

The safety of team members, customers and others who come into contact with our business is very important to Chick-fil-A Airport Road. Accordingly, we strive to maintain safe working conditions for all team members, as well as safe conditions for customers and third parties.

Team members are expected to perform their responsibilities in the safest possible manner. Team members should use all appropriate measures and precautions to protect themselves, customers and co-workers. Accordingly, the following non-exhaustive list of workplace safety rules applies:

- Team members are expected to report immediately any unsafe conditions or safety hazards to their immediate supervisor or the Operator.
- Team members should immediately clean up any spills or, if it is impractical to do so, should promptly notify their supervisor or the Operator that a spill has occurred and needs to be cleaned up. In either case a yellow warning sign indicating a spill should be placed over the spill immediately so customers or employees will be aware.
- Team members should be aware of the location of the Restaurant's first aid kit and fire extinguishers.
- Team members are expected to report any suspicious person(s) or activity to the Operator or the manager on duty as quickly as possible.
- **Team members must report immediately any accident or incident that occurs on the job and results in an injury or the possibility of an injury – no matter how minor it may seem at the time – to the Operator or the manager on duty.**
- Fighting or horseplay on the job is prohibited.

Security Policy

This list does not include all recommendations for security. Recommendations include:

- Open unit as a group. There should never be fewer than 2 team members opening the unit.
- All trash runs during non-daylight hours should be eliminated. Trash that accumulates at night should be taken to the dumpster the next morning. Space may necessitate a night drop, and if done must be done with at least two employees while notifying the rest of the team when they leave.
- At closing, all team members should exit in groups. No one should leave alone.
- The door should be locked at all times.
- All team members and visitors should go to the front counter to gain entry to the unit. Only visitors approved by the Operator are allowed to enter the unit through the back door. If team members are not on the schedule, the only reason they should be in the unit is to purchase a meal. Former team members should only be in the unit to purchase food.
- Always verify who is at the back door. Never open the back door during non-daylight hours. Anyone trying to gain entrance through the back door should check in at the front counter first!
- **Entry doors (front or back) should never be propped open.**

Team Member Health Policy

Chick-fil-A Airport Road is committed to ensuring the health, safety and well-being of our team members and customers by complying with all health department regulations.

The purpose of this policy is to ensure that all team members know that they must notified the manager or person-in-charge when they experience any of the following conditions so that we can take appropriate steps to prevent the transmission of foodborne illness or communicable diseases.

Team members must report to the manager or person-in-charge if they are experiencing any of these symptoms:

- Diarrhea
- Fever
- Vomiting
- Jaundice
- Sore throat with fever
- Lesions on the fingers, hand or any exposed body part. Such as, boils, cuts or wounds, regardless of size.

In addition, team members must notify the manager or person-in-charge whenever they have been diagnosed by a healthcare provider as being ill with any disease that can be transmitted through food or person-to-person casual contact. These include but are not limited to:

- COVID-19
- Influenza
- Salmonellosis
- Shigellosis
- Escherichia coli
- Hepatitis A virus

- Norovirus

Exclusion and Restriction from Work

- If you have any of the symptoms or illnesses listed above, you may be excluded or restricted from work.
- If you are excluded from work you are not allowed to come to work.
- If you are restricted from work you are allowed to come to work, but your duties may be limited.

Returning to Work

- If you are excluded from work for having diarrhea and/or vomiting, you will not be able to return to work until more than 24 hours have passed since your last symptoms of diarrhea and/or vomiting.
- If you are excluded from work for illness diagnosed by a healthcare provider, you will not be able to return to work until Health Department approval is granted.
- If you are excluded from work due to COVID-19, you must provide verification of a negative diagnosis, or wait until the appropriate time has passed per CDC requirements.
- If you have tested positive for COVID-19, you must wait until the appropriate time has passed per CDC requirements

Food Safety Policy

Three greatest threats to contaminating food at Chick-fil-A and ways to prevent these threats are listed below.

Time & Temperature

- Keep hot foods hot and cold foods cold (above 140F & below 40F)
- Foods kept in the warming drawers should be held at 170F for no more than 20 minutes
- Foods kept in the refrigerators should be held between 35F and 38F
- Use day dots for all prepped and prepared foods
- If you can't keep these foods out of the temp danger zone, limit the time they are in the danger zone (Maximum of 4 hours total)
- Refrigerate produce until it can be prepped
- Do not leave raw chicken out of refrigeration when not prepping
- Bring foods through the danger zone as quickly as possible

Observe Good Personal Hygiene

Everyone carries bacteria and viruses on their bodies. Harmful bugs are found in mucous membranes, nasal passages, mouths, throats, hands, fingernails, hair, scalp, and most predominately in our large & small intestines. When these "bugs" find their way to food, they multiply and cause illness & sometimes result in death.

Reduce contamination by washing hands!

Wash hands, wash hands, wash hands

- before beginning shift
- after using restroom
- after taking a break

- after coughing, sneezing, touching unsanitary parts of the body
- after handling raw products
- after cleaning activities (trays, dining room, etc.)
- after touching unclean areas of unit (money, telephone, etc.)

Avoid Cross-Contamination

- Chick-fil-A uses disposable gloves for prep
- Gloves become contaminated the same as hands
- Dispose/change gloves as often as hands would be washed
- While handling raw chicken (breeding table, filleting, marinating, etc.)
- While handling raw produce (cleaning, prep, assembling salads, etc.)
- While cutting or squeezing lemons
- Never use utensils that have had contact with raw chicken to touch cooked products (raw grilled to cooked grill, etc.)
- The breader does not stir or close the Henny, set timer, etc.
- All dishes should be submerged in sanitizer for a minimum of 1 minute
- Wash all produce before prepping
- Keep all raw chicken products in either the thawing cabinet, breeding cabinet. Master's cabinet. Do not place ready to eat products in any of units listed above.
- Avoid contamination of sanitary surfaces with raw chicken or other products of this nature

Care and common sense will protect our customers and team members from what could result in a terrible situation of food poisoning

Workers' Compensation

In accordance with state law, Chick-fil-A Airport Road provides insurance coverage for employees in case of work-related injury. The workers' compensation benefits provided to injured employees may include medical care, cash benefits to replace lost wages, and/or vocational rehabilitation to help qualified injured employees return to suitable employment.

To ensure that you receive any workers' compensation benefits to which you may be entitled, you will need to:

- Immediately report any work-related injury to the Operator or the manager on duty.
- Seek medical treatment and follow-up care if required.
- Provide the Operator with a certification from your health care provider regarding the need for workers' compensation disability leave and your ability to return to work from the leave.

In most circumstances, upon submission of a medical certification that a team member is able to return to work from a workers' compensation leave, the team member will be offered the same position held at the time the leave began or an equivalent position, if available. If the same position or its equivalent is not available, an employee's return to work will depend on job openings existing at the time of her/his scheduled return. A team member returning from a workers' compensation leave has no greater right to reinstatement than if the team member had been continuously employed rather than on leave.

The location of the facility that provides medical treatment to team members who are injured in a work-related incident at our Restaurant is listed on informational posters that are on display in our Restaurant, or is otherwise available from the Operator. All team members will be referred to the indicated location. Team members who do not pre-designate their own physicians will be treated by the physician within the Medical Provider Network. After this initial treatment, you will be able to choose your physician within the Medical Provider Network.

We must notify the workers' compensation insurance company of any concerns of false or fraudulent claims. **Any person who makes or causes to be made any knowingly false or fraudulent material statement or material misrepresentation for the purpose of obtaining or denying workers' compensation benefits or payment may be guilty of a felony.**

Team members who are ill or injured as a result of a work-related incident, and who are eligible for family and medical leave under the federal Family and Medical Leave Act ("FMLA") and/or state law, will be placed on FMLA leave (and/or state medical leave) during the time they are unable to work, as applicable, up to a maximum of 12 weeks in a 12-month calendar year. Leave under the FMLA and applicable state law (if any) runs concurrently.

Team Member Property & Workplace Searches

Chick-fil-A Airport Road reserves the right to conduct workplace searches when we feel we have a legitimate business reason. Team members should not have any expectation of privacy with respect to any aspect of the Restaurant premises including, but not limited to, any locker or other storage area that may be provided for the use of the team member. Additionally, team members should not have any expectation of privacy with respect to any property brought onto or received at our 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 employees from bringing prohibited items (such as weapons or illegal drugs) to work.

Any personal items brought onto our property by a team member may be subject to search by management, security or law enforcement. Although certain situations may arise in which searches of team member property may not be made without the team member's consent, failure to provide such consent may be considered cause for disciplinary action up to and including discharge.

Team members should not have any expectation of privacy where Restaurant 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 may 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.

Cashier 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:

- At the beginning of your shift, you should verify the beginning cash total in your cash drawer and record the amount on the POS system. If you fail to count the drawer, it will be assumed that you agree with the beginning total determined by the team or shift leader, or the Operator.
- You should not allow any other team member (including team leaders) to use your cash drawer.
- 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.**
- Should it be necessary to skim your drawer, both the cashier and Operator or manager on duty should verify, record, and initial the amount of the skim on the Cashier Summary Ticket.
- When you finish your shift, you may only count your drawer in the presence of the Operator or manager on duty. If you decide not to count your drawer with the team leader, the team leader will count the drawer and it will be assumed that you agree with the ending cash and coupon total determined by the team leader.
- It is against Restaurant 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.
- Team members should never store or place cash or coupons in their pockets or otherwise on their persons.

You are responsible for the cash and coupons that you process during your shift. It is necessary in our business that we take this 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. Negligent or purposeful losses may result in forfeiture of pay to the extent allowed by applicable law. Additionally, you should understand that the Company may investigate all losses for possible prosecution. All team members, as a condition of employment, are required to cooperate with any investigation conducted by the Operator, another authorized representative of Chick-fil-A Airport Road, or any authorized law enforcement agency.

Military Leave and Reinstatement Rights

Chick-fil-A Airport Road will provide a military leave of absence to team members who must take time off from work to fulfill military obligations and will comply with all laws pertaining to reemployment of team members upon return from military obligations. For more information in this regard, please review the Uniformed Services Employment and Re-Employment Rights Act ("USERRA") informational poster that is posted in our Restaurant.

Family and Medical Leave

Chick-fil-A Airport Road will grant family and medical leaves of absence to eligible employees in accordance with the requirements of the federal Family and Medical Leave Act (“FMLA”) and **[any applicable state or local law concerning this subject]**. (Where state law provides for family or medical leave, FMLA and state law leave will, to the extent allowed by law, run concurrently.) Eligible employees will be provided the most generous benefits available under either federal or state law, where state law applies.

An employee should contact the Operator, or the manager or duty, as soon as the employee becomes aware of the need for a family and medical leave. This policy sets forth a summary of our policy in this regard, and employees’ rights to family and medical leave.

Employee Eligibility

To be eligible for FMLA leave, an employee must: (1) have worked for the Operator for a total of at least 12 months; (2) have worked at least 1,250 hours for the Operator over the previous 12 months; and (3) work at a location where there are at least 50 employees employed by the Operator at the location within a 75-mile radius.

Reasons for Leave and Amounts of Leave

An eligible employee may take up to twelve (12) workweeks of unpaid leave during a 12-month calendar year for the following reasons:

Birth, Adoption or Foster Care – because of the birth of a child and care of the newborn, the adoption of a child, or the placement of a foster child with the employee;

Employee’s Own Serious Health Condition – because of the employee’s own serious health condition;

Family Member’s Serious Health Condition – to care for a son or daughter, parent, or spouse with a serious health condition; or

Active Duty Exigency – because of qualifying exigencies arising out of the fact that the employee’s spouse, child, or parent is on, or has been notified of an impending call to, active duty with the Armed Forces (if the spouse, child or parent is a member of the National Guard or Reserves or is a retired member of the Armed Forces or Reserve). Qualifying exigencies are: (1) short notice deployment, (2) military events and related activities, (3) childcare and school activities, (4) financial and legal arrangements, (5) counseling, (6) rest and recuperation (limited to five days), (7) post-deployment activities, and (8) other activities, provided that the Operator and the employee agree that the activity qualifies.

A “serious health condition” means an injury, illness, impairment, or physical or mental condition that involves either (1) inpatient care (i.e. an overnight stay) in a hospital, hospice, or residential medical care facility (including any period of incapacity or any subsequent treatment in connection with the inpatient care), or (2) certain types of continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of his or her job or prevents the family member

from participating in school or other daily activities. Subject to certain conditions, “continuing treatment by a health care provider” includes: (a) a period of incapacity for a health condition lasting more than three consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment; or (b) incapacity due to pregnancy; or (c) incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

An eligible employee may take up to twenty-six (26) workweeks of unpaid leave during a single 12-month period for the following reason:

Serious Injury or Illness of a Covered Servicemember – to care for a current member of the Armed Forces (including a member of the National Guard or Reserves) who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties and for which the servicemember is undergoing medical treatment, recuperation or therapy or is otherwise in outpatient status or on the temporary disability retired list, if the employee is the spouse, son, daughter, parent, or next of kin of that servicemember.

During the single 12-month period in which leave is granted for a serious injury or illness of a covered servicemember, an employee shall only be entitled to a combined total of twenty-six (26) workweeks of leave for both that leave and any FMLA leave taken during that period for any other reason.

Intermittent and Reduced Schedule Leave

Eligible employees may take family or medical leave intermittently (e.g., in blocks of time) or by reducing their work schedule in certain circumstances. If leave is taken to care for a child after birth, adoption or foster care, an employee may take the leave intermittently or on a reduced work schedule only with the Operator’s permission. If leave is taken because of the employee’s own serious health condition, a family member’s serious health condition or a serious injury or illness of a covered servicemember, an employee may take the leave intermittently or on a reduced work schedule only if it is medically necessary. Employees who are on an approved family or medical leave of absence may not perform work for any other employer during that leave.

Notice of Need for Leave

An employee who needs to take family or medical leave (except for leave due to an active duty exigency) ordinarily must provide his or her supervisor with at least 30 days’ notice of the need for leave, if the need is foreseeable. If the employee’s need for family and medical leave is not foreseeable, the employee should notify the Operator as soon as practicable (but generally at least two hours before the time scheduled to begin work). Requests for leave (or for an extension of leave) should be submitted in writing to the Operator. When leave is needed for planned medical treatment, the employee must try to schedule the treatment in such a way as to limit disruptions of the employee’s schedule.

Employees must provide sufficient information for the Operator to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the Operator if the requested leave is for a reason for which FMLA leave was previously taken or certified.

Certification

Employees who need leave for the employee's own serious health condition, a family member's serious health condition or a serious injury or illness of a covered service member must provide medical certification of the serious health condition or injury from a health care provider. We may, at our own discretion, also require a second or third opinion (at our expense), periodic re-certifications of a serious health condition, and, when the leave is the result of the employee's own serious health condition, a fitness for duty report to return to work. Employees who need leave due to an active duty exigency will also be required to provide a certification of such need. If the employee fails to provide proper advance notice or certification for leave, the leave may be delayed or may not be designated as family and medical leave under this policy.

When an employee requests leave, the Operator will inform the employee whether he or she is eligible under the FMLA. If the employee is eligible, the notice will specify any additional information required and the employee's rights and responsibilities. If the employee is not eligible, the Operator will provide a reason for the ineligibility. The Operator will also inform eligible employees whether or not their leave will be designated as FMLA-protected and the amount of leave counted against the employee's FMLA leave entitlement.

Compensation and Benefits during Leave

Family and medical leave is unpaid. Depending on individual circumstances, an employee may be eligible for short-term disability, long-term disability or workers' compensation insurance coverage while on FMLA leave.

An employee's use of family and medical leave will not result in the loss of any employment benefit that the employee earned or to which the employee was entitled before using family and medical leave.

Job Reinstatement upon Return from Leave

Under most circumstances, upon return from family and medical leave, an employee will be reinstated to his or her previous position, or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions. However, an employee on family or medical leave does not have any greater right to reinstatement than if the employee had been continuously working during the leave period. [Certain highly compensated "key employees" (as defined by the statute) may be denied reinstatement when necessary to prevent "substantial and grievous economic injury" to the Company's operations.]

An employee returning from leave due to his or her own serious health condition must provide a fitness-for-duty certification from his or her health care provider that he or she is able to resume work. If the employee is returning from family and medical leave taken due to his or her own serious health condition, but is unable to perform the essential functions of the job because of a physical or mental disability as defined by law, we will attempt to provide a reasonable accommodation if possible.

Additional Employee Rights under the FMLA

The FMLA makes it unlawful for any employer to interfere with, restrain or deny the exercise of any right provided under the FMLA or to discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA. If employees have any concerns regarding their FMLA leave or their rights under the FMLA, they should feel free to talk with the Operator about those concerns. An employee also may file a complaint with the U.S. Department of Labor or may bring a private lawsuit to enforce FMLA rights. The FMLA does not affect any Federal or State law prohibiting discrimination or supersede any State or local law which provides greater family or medical leave rights.

Jury Duty Leave

Chick-fil-A Airport Road allows team members to take leave to serve jury duty in accordance with state law. Team members summoned for jury duty should notify the Operator as soon as they receive a jury summons and plan with the Operator concerning their schedule. When team members serve jury duty, they generally are expected to return to work if excused from jury duty during their regular work hours, unless state law provides otherwise.

Resignation

When an employee resigns from employment, it may be considered customary to provide at least two weeks advance notice of resignation where practicable. Some employees may give a longer notice in order to allow their employer to plan accordingly before the resigning employee departs. If you choose to resign from your employment at our Restaurant, we would appreciate your providing us with as much advance notice as is practicable for you under the circumstances -- although you are not required to provide any length of advance notice at all. Please return any company property following resignation (uniforms, etc.).

Please remember that, whatever notice you are able and choose to provide, your employment with Chick-fil-A Airport Road remains at-will, which means you have the opportunity to resign your employment at any time you choose. Upon receipt of notice of a team member's resignation, the Company reserves the right to choose to release the team member immediately or at some date prior to the team member's requested or designated last day of work, rather than waiting for the end of the notice period.

Termination of Employment

Consistent with our at-will employment policy, Chick-fil-A Airport Road reserves the right to terminate any team member's employment on an at-will basis at any time with or without notice or cause, for any reason not prohibited by law. In the event of termination, team members will be provided with their final paycheck in accordance with applicable law. Upon termination of employment (whether by voluntary resignation or involuntary discharge or otherwise), team members are expected to immediately return any and all Company property in the team member's possession, custody or control.

How To Handle Inquires on Sensitive Issues

As Chick-fil-A continues to grow, there may be some topics or issues in the news that require additional guidance or an official response from the corporate Public Relations Department. Should you receive a call or visit from local media, including television, newspaper, online or other requests, please refer them to the PR Hotline: 1-800-404-7196

If you receive requests from media to photograph, video or interview customers in the Restaurant, please refer them to the Team Leader, Supervisor, and/or Manager on duty who will direct them contact the Corporate PR Department for permission. All in-store photography and customer interviews must be approved by Corporate PR. If you receive a request, please notify your Team Leader, Supervisor, and/or Manager on duty. Refrain from addressing the media directly on the issues(s) present. Always be cordial and respectful when handling all interactions with media. Direct all customer concerns, comments, etc. to Team Leaders, Supervisors, and/or Managers.

Crisis Management

A Crisis is defined as an event involving workplace violence, natural or other disaster that has the potential to endanger the health and well-being of customers and Team Members, jeopardize the reputation of Chick-fil-A, cause damage to equipment, property and facilities or may result in the future inability to continue the operation of one or more Restaurants and/or the Corporate Headquarters (home office).

Things to do when someone shows signs of losing control:

- Stay calm and alert. Keep others calm by staying calm yourself.
- Prepare to act quickly if trouble starts.
- Alert your Operator or manager on duty and others if trouble is detected.
- Select an escape path. Avoid being backed into a corner. Maintain a safe distance, but be ready to escape quickly.
- If the offender has a weapon, seek safety at the first opportunity. Do not confront or argue with the person.
- Speak slowly and calmly. Use a firm but not angry tone. BE clear, concise and don't threaten.
- If appropriate, offer the offender choices. Suggest ways to solve the problem.
- Be flexible. Do what you can to safely help the person.

Things to do in the event of violence:

- Each situation is unique. The response will depend on the particular situation, your training and judgment.
- Take immediate action to protect yourself. Stay calm. If you can, leave the area and call for help.
- Do not make sudden movements that can be seen as threatening.
- Sound the alarm when it is safe to do so, alert others and contact the police.
- Give the person what he/she wants, if possible; e.g., if their person demands money, give it. Don't get into an argument or interfere.
- Do not attempt to restrain or disarm the offender.
- Do not leave the Restaurant with the offender.

Social Media Disclaimer

Team members are personally responsible for the content they publish on-line (such as social media, Facebook, Twitter, blogs, etc.). Public disrespect or maligning of the Operator or restaurant leadership on a social media forum may be used as grounds for dismissal. You are not to provide confidential or other proprietary information and should not post customer or vendor information or pictures without permission. All postings and comments about Chick-fil-A or those that represent Chick-fil-A should be in keeping with these policies and that of our Commitment to Hospitality to treat all individuals with Honor, Dignity, and Respect.

Chick-fil-A App Abuse Disclaimer

Team member abuse of the Chick-fil-A App is grounds for disciplinary action that could include suspension, loss of privileges, or termination. Abuse (theft) by the Chick-fil-A App by a team member is defined as, but is not limited to:

- Scanning personal phones on a guest order to obtain points
- Using guest receipts for the “forgot to scan” point redemption
- In general, any means of gaining points to a personal account from another unknowing guest account, without purchasing to legally obtain these points.

**TEAM MEMBER ACKNOWLEDGMENT OF RECEIPT OF HANDBOOK
AND
AT-WILL EMPLOYMENT POLICY**

By signing below, I acknowledge that I have received a copy of the Team Member Policy Handbook for Chick-fil-A Airport Road, and I understand that this Handbook sets forth many of the personnel policies applicable to my employment. I have read the Handbook carefully, and understand that I am expected to abide by the rules, policies, and standards set forth in the Handbook.

I also acknowledge and agree that my employment with Chick-fil-A Airport Road is at-will, meaning that my employment is not for any specified period of time, that I can resign my employment with the Company at any time for any reason, and that the Company may terminate my employment at any time, with or without cause or advance notice, for any reason not prohibited by law. I acknowledge and agree that no oral or written statements or representations regarding my employment can alter the foregoing.

I also acknowledge and agree that, except for the At-Will Employment policy statement in the Handbook, Chick-fil-A Airport Road the right to revise, amend, modify, delete and/or add to the provisions of the Team Member Policy Handbook.

I also acknowledge and understand that no oral statements or representations can change the provisions of this Team Member Policy Handbook, and that no implied contract concerning any employment-related decision or term and condition of my employment can be established by any other statement, conduct, policy or practice.

Finally, by signing below I also specifically acknowledge that I have reviewed the Cash & Coupon Accountability Policy in this Handbook. I understand that I may be held responsible for negligent or purposeful losses in violation of that policy.

Team Member Name (Print)

Team Member Signature

Date

**TEAM MEMBER ACKNOWLEDGMENT OF
CIVILITY, EQUAL EMPLOYMENT OPPORTUNITY &
NON-HARASSMENT POLICY**

By signing below, I acknowledge that I have received, read and understand the Civility & Non-Harassment Policy of Chick-fil-A Airport Road that was provided to me as part of the Team Member Policy Handbook I received on the date indicated below. I understand that I am expected to comply with all of the terms of this Policy. I understand that I have a responsibility to report immediately any discrimination, harassment, or retaliation that I believe I have experienced, witnessed or otherwise become aware of to the leadership individuals identified in this Policy. I further understand that any team member determined to have engaged in conduct of any nature that violates this Policy will be subject to appropriate disciplinary action, up to and including suspension or termination of employment.

Team Member Name (Print)

Team Member Signature

Date