
WELCOME TO THE TEAM

We are excited to have you join our Chick-fil-A family! We consider all of our team members a part of the Chick-fil-A family, because we have similar values and goals and we work as a team. Without each and every member of the team, we would not be able to pursue our primary mission, which is to Be America's Best Quick-Service Restaurant.

As a new member of the team, we want you to become familiar with the working environment very quickly. This Team Member Policy Manual (PM) is provided so that you can become acquainted with most of the policies and procedures associated with your job. There are many instructions that are not included in the PM that we will introduce you to at a later time. Right now, it is important that you understand what is expected of you with regard to your new job.

The policies of this Chick-fil-A restaurant are consistent; however, there are times that we discover new and better ways of doing things. These new methods often come from team members like you who are willing to share the things that they are learning on the job. We want your feedback. If a procedure does not seem to be working properly, let us know and help us to find a solution.

From time to time, you may need to refer back to this manual. This will ensure that you are ready to handle the different situations that arise each day.

We are looking forward to getting to know you better and having you contribute your skills and creativity to the success of our restaurant.

Welcome!

Damian J. Grana

Owner/Operator
Chick-fil-A Crocker Park

30115 Detroit Road
Westlake, OH 44145

FOREWORD

Effective Date: 01 February 2022

This Chick-fil-A (CFA) Restaurant Team Member Policy Manual is to be used in the day-to-day administration of our company personnel program. **The Manual is not intended for public display but is designed for internal use by CFA team members and management only.**

Our team members are employed by DJG Enterprise LLC and are not employees of Chick-fil-A, Inc. For ease of reference, however, we refer to DJG Enterprise LLC as Chick-fil-A or CFA throughout this Manual.

These written policies should increase your understanding, eliminate the need for personal decisions on matters of company-wide policy, and help to assure uniformity throughout the organization. It is the responsibility of each and every member of management to administer these policies in a consistent and impartial manner.

Procedures and practices in the field of Human Resources are subject to modification and further development in the light of experience. You can assist in keeping our personnel program up to date by notifying Damian J. Grana whenever it appears that improvements can be made in the administration of our personnel policies.

The policies set forth in this manual apply to all team members located in the Chick-fil-A restaurant located in **Westlake, Ohio**. No officer or leadership person(s) of Chick-fil-A is authorized to make any agreement with you inconsistent with the express language contained in this manual. Where a policy, practice, or benefit described in this manual is contrary to a specific law of the state in which you work, that law shall determine applicable policy. In addition, with special authorization, practices and policies described in this manual may be modified to accommodate local situations. All such modifications must have the written approval of DJG Enterprise LLC as deemed appropriate.

CORPORATE PURPOSE AND MISSION

Effective Date: 01 February 2022

Chick-fil-A, Inc. has established a corporate Purpose Statement and Mission Statement. It is important that you understand these goals and objectives because you are now a part of the process. Each day you should strive to provide service and effort that helps to achieve these critical ideals.

As members of the Chick-fil-A family, we are committed to making the spirit of our corporate purpose evident to everyone we encounter:

**"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."**

To succeed in a competitive industry, we must have a clear understanding of who we are, where we are trying to go, and how we plan to get there. Our vision leaves no doubt about what we want to become.

Shared Vision: "To Be the World's Most Caring Company."
We Do This By: Winning Hearts Everyday

MANAGEMENT PHILOSOPHY

Effective Date: 01 February 2022

Philosophy

In the interest of maintaining the highest possible degree of cooperation and harmony in the employer-team member relationship, the Restaurant Team Member Policy Manual (**PM**) is provided to acquaint you, the team member, with the various policies and work rules at Chick-fil-A Crocker Park. It is a reference tool that will assist you in understanding the organization's current position on topics related to our human resources and, as such, may change as conditions warrant.

CFA believes that effective management of our human resources is essential to productivity and growth. CFA selects individuals for employment on the basis of individual merit and the needs of CFA with the overall goal of obtaining those individuals best qualified to fill positions. One of the many strengths of our company is a working climate that encourages individual creativity, responsibility, and leadership.

1.1 EMPLOYEE AND MANAGEMENT RIGHTS

Effective Date: 01 February 2022

No Employee Contracts

This Manual does not constitute an expressed or implied employment contract with any team member, but rather is intended to provide guidelines as to CFA's general rules for the purpose of fostering a better work place while you are employed with our company.

Employee At-Will Relationship

It is explicitly understood that all employment with CFA is for no definite period of time and may be terminated, with or without cause, and with or without notice at any time. Your employment with CFA is at-will. This means that you may resign from your job at any time for any reason, and CFA can terminate your employment at any time for any reason in accordance with all applicable state and federal law. No officer or leadership person(s) of CFA (other than the Owner) may make any contrary agreement.

Management's Right to Make Changes

CFA shall have the sole right to: interpret, add, delete, change, or modify all provisions contained in the Manual; revise work rules and procedures relating to employment from time to time without prior notice to team members; direct, control and manage its operations as necessary and/or expedient; and to carry out the ordinary and customary functions of management.

The corrective action procedures in this policy shall not constitute a promise of just cause termination. CFA reserves the right to omit or change any or all of the corrective action steps when it deems appropriate. Further, by publishing a corrective action or disciplinary procedure, CFA is not relinquishing or limiting, in any way, the employment at-will relationship between CFA and its team members. The use of progressive corrective measures for any infraction will be decided by CFA in its sole discretion.

No leadership person, executive or representative of CFA, other than the Owner, has any authority to enter into any agreement for employment contrary to the foregoing. Any such agreement, to be enforceable, must be in writing and signed by DJG Enterprise LLC of Chick-fil-A Crocker Park.

1.2 CODE OF ETHICS

Effective Date: 01 February 2022

Policy

Maintaining the highest integrity and credibility is essential to CFA as we work to achieve our goals. Therefore, you must scrupulously avoid any activity that creates or even appears to create a conflict of interest.

As a team member, it is your responsibility to provide our customers with an excellent dining experience.

As in all other facets of your duties, when dealing with any person who seeks to do business with CFA, you are to act in the best interests of CFA and in the public interest that we seek to serve -- to the exclusion of consideration of personal preference or advantage.

Principles

1. **Customer Awareness** We seek to place complete attention on the customer's needs. This begins with a "Welcome to Chick-fil-A!" to every customer, and asking them if they have received assistance. Continue servicing the customer by engaging them in conversation rather than talking to your co-workers.
2. **Personal Appearance** All of our team members must properly represent CFA in a professional manner while at work. You are a professional and in order for customers to treat you as a professional, you must first look like a professional. Quality personal presentation validates the quality of CFA and emphasizes the quality of the team members we hire.
3. **Quality Atmosphere** We are dedicated to providing the best dining experience possible in clean, comfortable surroundings. Your smile is the first part of the quality environment. Team members contribute to the experience with their total attitude and actions.
4. **Professional Performance** A true professional seeks to earn their pay. When you are in the store working, you want to make sure you keep busy, earning the trust, confidence and respect of your supervisors and co-workers.
5. **Team Participation** Each team member is vital to the success of the restaurant. Accomplishing team goals requires that you make sure you are doing everything you can to help the team perform to its full potential. Without you, the team cannot function properly.

2.1 EQUAL EMPLOYMENT OPPORTUNITY

Effective Date: 01 February 2022

Policy

CFA, in accordance with Federal law and the laws of the jurisdictions in which CFA operates, does not discriminate against team members or applicants for employment on the basis of any characteristic protected by applicable law, including the following attributes: race, color, religion, national origin, age, sex, pregnancy or related conditions, marital status, sexual orientation, family responsibilities, physical or mental disabilities, genetic information or testing, or political affiliation. You have been or will be recruited, hired, trained, and promoted without regard to the above attributes. You are treated non-discriminatorily with respect to rates of pay, and terms, conditions, and privileges of employment that are established on the same basis of equal employment opportunity.

Americans with Disabilities Act

Title I of the Americans with Disabilities Act (ADA) of 1990 prohibits employers from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions and privileges of employment. CFA wholeheartedly supports the ADA and willingly complies by providing reasonable accommodations to all qualified current and prospective team members with disabilities, so long as the reasonable accommodations do not impose an undue hardship.

AIDS Policy

It is the policy of CFA not to discriminate against applicants and team members who have AIDS in accordance with the Americans with Disabilities Act of 1990. For the purpose of this policy, the reference to "AIDS" also includes persons who have tested HIV-positive or have AIDS-related Complex ("ARC").

- The contracting of AIDS by a team member will not be grounds for discontinuance of employment.
- A team member with AIDS is permitted to continue working, as long as his or her health does not adversely affect job performance, with any reasonable accommodation that CFA can make.

It is the policy of CFA not to require team member testing for AIDS. The HIV status of a team member shall be considered and maintained confidential as appropriate.

Pregnancy Disability Leave

CFA will provide leave for disabilities caused or contributed to by pregnancy and/or childbirth under the same terms as leave is provided for other temporary disabilities.

2.2 ADVANCEMENT AND PROMOTION

Effective Date: 01 February 2022

Philosophy

You are afforded the opportunity to be considered for position openings within CFA. We believe that an efficient and effective organization operates best when you are presented with the opportunity for personal and professional growth and development. Your opportunity for advancement and promotion is based upon your performance and CFA's business needs. When you consistently provide quality service to customers, enhance your team's performance with quality work, respond positively to instruction and criticism, and complete necessary training requirements, you may be a candidate for advancement. Greater responsibility and reward is available to you when you demonstrate a commitment to excellence in every aspect of your duties. We encourage you to discuss your career concerns with the leadership team or Damian J. Grana.

Performance

DJG Enterprise LLC, at the company's discretion, selects promotions to any position in the store. If you desire to be considered for leadership positions; it is recommended that you consider the following:

- Leaders make things happen; they see and seize opportunities.
- Leaders positively influence others and possess great attitudes.
- Leaders have excellent relationship skills. They work with their team-members not above or against their team.
- Leaders have an excellent track record. Past performance is the best indication of future performance.
- Leaders think differently, they see the big picture and think several steps ahead.
- Leaders continually grow and plan to improve themselves.
- Leaders demonstrate loyalty by their willingness to be a team player.
- Leaders make those around them perform to their potential.
- Leaders are organized.

3.1 CLASSIFICATION OF PERSONNEL

Effective Date: 01 February 2022

Nonexempt Classification

All personnel are paid by the hour and are considered Non-Exempt personnel. Non-exempt team members shall be paid overtime wages for hours worked in excess of 40 hours per week. When overtime is worked, those hours in excess of 40 in a workweek are compensated at a rate of one and one half times the normal hourly rate of pay. (See Section 4.3 OVERTIME)

3.2 EMPLOYMENT RECORDS

Effective Date: 01 February 2022

Personnel Files

The contents of your personnel file are confidential and access to that file is restricted. A leadership person may be permitted to review certain documents on a need-to-know basis as determined by DJG Enterprise LLC>

You may request to view your own personnel file by arranging an appointment with Damian J. Grana. The contents of all personnel files are the property of CFA and the administration, maintenance and access to those files is handled by DJG Enterprise LLC. Personnel files and/or documents contained therein will not be available to team members on a walk-in basis, nor will original files be taken outside the office under any circumstances.

References and Third Party Inquiries

It is the general policy of CFA not to release any confidential information concerning a present or past team member to any third party. The following exceptions apply:

1. Information requested by law enforcement agencies, or information required to be released by statute, regulation, or in response to a lawfully issued judicial or administrative order or process will be made available after consultation with legal counsel.
2. In response to a validated request, approved in writing by you (the team member), salary, job title, dates of employment, and address will be verified where such information has already been furnished.
3. Additional information requests by a third party must be submitted in written form to Damian J. Grana and must have the team member's signature attached. Such requests will be evaluated and the third party will be informed as to what, if any, information will be released.

3.3 HARASSMENT POLICY

Effective Date: 01 February 2022

Policy

It is the policy of CFA to provide an environment that is free from harassment and discrimination based on any category protected by applicable law. Sexual harassment is a form of sex discrimination and, as such, is a violation of Title VII (Civil Rights Act of 1964, as amended) and local laws.

Definition

Harassment is defined as unwanted, unwelcome and uninvited behavior, based on a protected category, which demeans, threatens or offends the victim and results in a hostile environment for the victim. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when submission to or rejection of this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment.

Harassment and sexual harassment can occur in a variety of circumstances, including but not limited to the following:

- The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.
- The harasser can be the victim's supervisor, an agent of the employer, and a supervisor in another area, a co-worker, or a non-team member.
- The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.
- Unlawful sexual harassment may occur without economic injury to or termination of the victim.
- The harasser's conduct must be unwelcome.

Procedure for Reporting Harassment

1. If you believe you have been a victim of or a witness to discrimination or harassment, you need to report the incident to a member of the leadership team immediately.
2. If a member of the leadership team is the alleged offending party, your report should be made directly to Damian J. Grana.
3. To whatever extent possible under the circumstances, the confidentiality of the individuals submitting or named in the report will be maintained.
4. A member of the leadership team and/or Damian J. Grana will undertake an investigation immediately.
5. The alleged offending team member will have the right to defend himself orally and/or in writing at any stage of the proceedings.
6. No team member will be retaliated against for reporting concerns of harassment and/or discrimination.

Penalty

Any team member who is determined, after an investigation, to have engaged in discrimination, harassment, and/or sexual harassment in violation of this policy will be subject to disciplinary action, up to and including immediate termination. In addition, because false accusations regarding harassment or sexual harassment can have serious effects on the person or persons accused, any knowingly false accusation will likewise result in disciplinary action up to and including termination.

3.4 DRUG-FREE WORKPLACE/SMOKING POLICY

Effective Date: 01 February 2022

Policy

It has been and continues to be the policy of CFA to maintain a drug-free workplace. We have a zero tolerance policy concerning controlled substances, including marijuana, and the improper use of alcohol. You are prohibited from the use, sale, distribution, possession or manufacture of controlled substances on CFA property. To the extent that you are prescribed a controlled substance by a physician and the terms of the prescription require that you possess or ingest such controlled substance while on CFA premises, such use and/or possession is not a violation of this policy. You are also prohibited from the use, possession, and being under the influence of alcohol while at work or on CFA premises. Team members will be subject to disciplinary action, up to and including termination, for violations of this policy.

Definitions

Controlled Substance A controlled substance is any substance whose possession, sale, purchase and/or ingestion or consumption is illegal as defined by law, unless such use or possession is within the parameters set by a valid and competent prescription issued by a physician.

Under the Influence A team member is considered to be under the influence of a substance when the team member's behavior is affected by the use of substance (including alcohol), as determined in the sole judgment and discretion of CFA.

Procedures

A leadership person who believes, in his/her sole discretion, that a team member has violated any aspect of this policy (including but not limited to apparent impairment on the job) will relieve that team member of his/her duties immediately. This includes the legitimate use of prescription drugs or over-the-counter medications that adversely affect the team member's ability to accurately and safely perform his/her job duties. After review and evaluation of the circumstances, CFA will determine what discipline, if any will be imposed on the team member, up to and including immediate termination.

Smoking and Vaping Policy

It is the policy of CFA to comply with all state and local laws regarding smoking and health. This policy applies to all team members and visitors to CFA premises. At CFA, smoking, including use of a hookah, and vaping are prohibited inside the building or on the property. Team members who smoke or vape must do so in a location that is not in view of the general public.

4.1 WAGES AND PERFORMANCE

Effective Date: 01 February 2022

Philosophy

CFA strongly believes that our greatest asset is our people. Accordingly, our wage and salary program must be designed to attract, motivate, and retain capable and productive team members.

In order to accomplish this, we offer pay rates that are attractive in comparison to the market. To keep our team members motivated, we recognize and reward each individual's contribution to the goals of CFA. This is accomplished in conjunction with our guidelines for equal opportunity employment. Given this wage and salary philosophy, our approach is:

- To appraise each position within CFA in fair and consistent terms, evaluating its importance to the organization through the application of equitable job evaluation systems.
- To maintain a pay structure that places CFA positions in a competitive wage and salary position within the relevant labor market.
- To establish and administer an effective system of performance evaluation based on each individual's performance relative to that individual's job objectives.
- To encourage team member initiative and professional development through promotional opportunities and alternative positions.

Wage and Performance Reviews

To accomplish these objectives, Damian J. Grana develops and maintains guidelines, ranges, policies, and objectives and records that assist the CFA leadership team in the equitable administration of performance reviews. Your performance is generally reviewed on an ongoing basis. Wage increases, if applicable, are granted on the basis of merit and business needs, and may or may not be associated with a performance review.

Completion of required training, extra effort in providing customer service, and excellence in contributing to your team performance are some of the ways that you may earn the right to have your wages adjusted. Your regular performance review takes all of your contributions into consideration and any adjustment to your wages reflects superior performance.

In addition to performance reviews, there are other circumstances under which wages may be reviewed and changed. These may include rewards for continued outstanding service and effort. You will receive a letter of notification or verbal notification indicating rate of pay changes.

Nothing in the foregoing paragraphs guarantees a team member the right to a wage increase. Wage increases are based on business needs and performance, in the employer's sole discretion, and they are not automatic, whether the team member remains in a particular job, or is promoted to another position.

4.2 TIMEKEEPING AND PAYCHECKS

Effective Date: 01 February 2022

Timekeeping

Accurate recording of your work hours ensures that you are paid for every hour that you work. In light of this, it is your responsibility to clock in and out appropriately for every shift so that your time records reflect all hours that you have worked. The following guidelines are provided so that you understand the expectations and proper procedures:

- You should not clock in before you are scheduled to begin work, unless authorized by a leadership person
- Make sure that you clock in so that your working hours are recorded properly
- During shift changes it is important that you ascertain your tasks and responsibilities as rapidly as you can so that the store can continue to operate with minimal interruption
- When you go on a break (see Section 4.6s Breaks) be sure you clock out and clock in at the appropriate times
- Do not clock in or clock out any other team member other than yourself. Doing so can result in immediate termination

Paychecks

Your paycheck will be available every other Thursday for you (to pickup if you are a new employee) or a direct deposit stub emailed to you every other Thursday. Direct deposit and DocuSign paperwork is required to be submitted within 14 days of your start date. Each paycheck represents compensation for the two weeks prior to the week of the paycheck. CFA does not hold any of your compensation for any unauthorized reason.

When you receive your paycheck, examine it closely to make sure that all of the information on it is accurate. Pay particular attention to your Social Security number, your rate of pay and the number of hours you worked. Notify Damian J. Grana immediately with any concerns you may have.

No one is eligible to receive your paycheck on your behalf without your direct authorization. You must be present to receive your check. If you lose or destroy your paycheck, CFA may require a stop payment fee before a new check will be issued.

Pay Advances and Loans

CFA does not provide team members with pay/cash advances or loans of any type.

Pay Rates

Pay rates are confidential and should not be discussed with other employees. Disclosure of pay rates between employees is grounds for immediate termination.

Raises

Raises are based solely on performance and are determined by Damian J. Grana. Raises are confidential and not to be discussed between employees. Disclosure of raises between employees is grounds for immediate termination.

Employee Referral Program

People are the single most important asset for any company. Chick-fil-A's success is made possible by the hard work and dedication current employees display on a daily basis. Current team members are my most valuable resource in helping find new employees to join our team. I would like to reward those individuals who help me in the recruiting process. The following bonuses will be awarded to those individuals who recommend an employee to us and he or she becomes employed at the unit.

Recommendation of a new team member: \$100 bonus

The hired employee must be employed for 90 days for the team member who recommended that individual to receive the bonus. The recommendation must be brought to Damian's attention when the new team member has been hired. If the recommendation is not brought to his attention, the raise will not be received. A new team member writing a current team member's name on their application as a reference does not qualify as a recommendation.

Paid Time Off/Personal Days

Listed below are the eligibility requirements for paid time off/personal days.

1. Must be a member of the leadership team and or a full time employee. You must average at least thirty-two hours per week for the previous six-month period.
2. Must be employed by the Damian J. Grana for six months in a leadership position and or full time position.
3. You will be compensated an average of your hours worked based on the previous six month period.
4. The above criteria are subject to change without notice.

Compensation for vacation/ sick/personal days will be given to each eligible employee as listed below:

- **Vacation pay** One consecutive work week (up to 40 hours) of paid wages based on current hourly rate
- **Sick/personal days** One day of paid wages (8 hours) based on current hourly rate
- **If you do not use your week/weeks of vacation or any of your sick/personal days by December 31st of the current year, they will be lost and not carried over to the following calendar year.**

4.3 OVERTIME

Effective Date: 01 February 2022

Overtime is considered to be time that you work in excess of 40 hours in a work week. When you work overtime, you will be compensated at one and one half times your normal hourly rate for the hours in excess of 40.

Overtime is only available when you have direct and prior authorization from Damian J. Grana or a leadership person or scheduled accordingly. If another team member asks you to fill in for them, and doing such would force you to work overtime, you must have Damian J. Grana's or a leadership person authorization before you are authorized to work the shift. If you are age 14 through age 17 you should make sure that you do not violate the laws governing your employment. (See Sections 5.3 and 5.4)

Overtime Pay

Non-exempt team members shall be paid overtime wages for hours worked in excess of 40 hours per workweek. When overtime is worked, those hours in excess of 40 in a workweek are compensated at a rate of one and one half times the normal hourly rate of pay.

EXAMPLE: Team member A normally makes \$8.00 per hour. If Team member A worked 45 hours between Monday and Saturday, Team member A would be paid \$8.00 per hour for each hour up to 40, and \$12.00 per hour (\$8.00 X 1.5) for the additional 5 hours.

Workweek Definition

A workweek is defined by CFA as 12:00 a.m. on Sunday through 11:59 p.m. on Saturday. Since we are always closed on Sunday, your working days in a given workweek will be Monday through Saturday.

4.4 PAYROLL DEDUCTIONS

Effective Date: 01 February 2022

When you receive your paycheck you will notice a certain number of deductions (including federal, state and local taxes, Social Security, and others) from the gross amount of your earnings. These deductions are required by law and are implemented automatically. At the end of the calendar year, you will receive a W-2 form from CFA which will inform you of your total earnings for the year and your total deductions. This information is postmarked for delivery to you on or before 31 January and should be used when you complete the filing of your taxes with the Internal Revenue Service.

4.5 TRAINING REQUIREMENTS

Effective Date: 01 February 2022

Each team member is responsible for achieving established training requirements. Orientation is the first step in your training program. Pathway outlines any additional training processes that are available once initial training has been successfully completed. Continuation in the training program is self-initiated and requires you to be diligent in seeking to improve your contribution to the team.

Team members are required to complete initial training as soon as possible after they are hired. Basic training focuses upon the area for which you have been hired.

Once initial training has been completed you should consider pursuing additional training. The potential opportunities for your personal growth with CFA continue to increase as you become more familiar with CFA operations and continue to develop your skills and abilities.

4.6 BREAKS

Team members age 17 or under are mandated to take a 30-minute unpaid non-working break during any work shift of over four and a half continuous hours. Federal Law requires this provision. A second break, also 30 minutes unpaid, non-working, is required for all team members age 17 or under while working a shift of greater than 8 hours in duration.

Team members age 18 and over must take an unpaid nonworking break when instructed to do so by leadership during any shift of over four and a half continuous hours. Any employee 18 years or older should take a second 20 minute break for any shift that is over 8 hours.

Employee Break Policies

The following guidelines are designed to help control food cost, eliminate employee abuse of break time, and to give each employee the opportunity to taste what a customer tastes when they dine with us. Thank you in advance for adhering to these guidelines; please do not hesitate to ask any questions.

1. When an employee is assigned to go on break by a manager he or she must:
 - Clock out for break
 - Order your break meal in line as a guest
 - Not take your break in the dining room
2. Employees will receive a 50 % discount for break meals up to \$12. Leadership employees receive 100% discount for break meals up to \$12.

3. Any items, with the exception of the Market, Spicy Southwest, and Cobb Salads as well as any Wraps, are eligible for any employee to have a 50% discount for their employee break food on a given shift.
4. **If you are late to work for any reason, even if you call to notify the store, you will be required to pay full price for your meal.**
5. All employees will have to clock in and clock out on the registers for their breaks. You will not be paid for the time you are on break. However, if you extend your break past the time you have been allotted you will have that time deducted from your hours. **Please clock out for your break before you have ordered your food.**

Reminders

1. If you are working a shift and you do not receive a break (a shift that is less than 4 and a half hours) you may bring food home with you by adhering to the above guidelines.
2. If you choose not to eat on your break but would like to take food home with you, that is acceptable. You must follow the above guidelines to do so.
3. If you come to the restaurant on a day you are not on the schedule, you are entitled to receive 50% off of your entire purchase. The employee must be present and place the order themselves to receive the 50% discount. Only the employee is eligible for the discount.
4. All employees receive a 25% discount on any Chick-fil-A tray they order. The employee must place the order, not a friend or family member.
5. Food that is left over at the end of the day or waste made during a workday is NOT PERMITTED to be taken home by any employee. Even food that is going to be discarded is NOT PERMITTED to be taken home. This is considered stealing and will result in immediate termination.
6. If you are working a shift greater than 8 hours, you are permitted to eat on two separate occasions following the above guidelines each time you go on break.
7. You must bring from home your own CUP in order to receive your free drink on shift. Without either of these items, you will have to purchase your drink at full menu price.

4.7 WORKER'S COMPENSATION INSURANCE

Effective Date: 01 February 2022

Policy

As mandated by state law, CFA provides team members with Workers' Compensation Insurance to protect them in the event of bodily injury on the job or work-related occupational disease.

Eligibility

All team members are covered in accordance with the State Workers' Compensation Laws in the state of Ohio.

Benefit

1. The cost of this coverage is paid for by CFA.
2. If you are injured, you are eligible for medical care made necessary as a result of a work-related injury or occupational disease. Only the costs of those charges directly related to your on-the-job injury or occupational disease are covered by Workers' Compensation.
3. After a specific waiting period, if you remain disabled, you are eligible for cash disability payments as set forth by Ohio State law.

Procedure for Reporting Injuries

1. Team members are required to notify a member of the leadership team immediately when injured on the job. Failure to notify Management, within 24 hours, of an on-the-job injury, may jeopardize eligibility for benefits.
2. If your injury requires medical attention, you should seek out a doctor or medical facility that treats work related accidents (and accepts Workman's Comp). Notifying the health care provider that this is an on-the-job injury may eliminate the necessity of having to give out your personal health insurance information.
3. All on-the-job injuries that occur at CFA are to be reported to the Owner.
4. Team members may not be discharged or otherwise discriminated against for the filing of a Workers' Compensation claim.

5.1 ATTENDANCE

Effective Date: 01 February 2022

Policy

CFA has established shifts and working hours for all team members. Failure to be at work and on time as scheduled impairs CFA's ability to perform its functions and imposes unnecessary inconvenience upon fellow team members and potentially impacts the customer experience in a negative way. As a condition of employment, CFA expects you to be reliable in your attendance. This means being at work and on time as scheduled each day assigned. On holidays and on Fridays and Saturdays, everyone must work either a day or night shift, unless out of the area.

General

You are responsible for maintaining a satisfactory attendance and punctuality record. Excessive tardiness and absence reflects unfavorably upon you and may adversely affect the morale of the other staff members as well as the productivity of CFA. CFA may take disciplinary action up to and including termination when a team member fails to meet expectations regarding attendance and punctuality.

You are encouraged to arrive ten (10) minutes before your shift is scheduled to begin.

5.1 a WORK SCHEDULES

Effective Date: 01 February 2022

All team members are scheduled according to availability, performance, attendance, and the demands of the business, in the sole discretion of CFA. If your availability or ability to work the required shifts changes, you should contact a leadership person immediately. Changes in availability may place your employment in jeopardy.

Schedule Posting

The schedule for each week will be emailed no later than Friday of the preceding week. It is in your best interest to check the schedule by Friday rather than wait until Monday. Once the schedule has been posted, changes will only be made with a leadership person's approval initialed on the schedule. Changes are reviewed and granted on a case-by-case basis and are not guaranteed. You are responsible for following the procedures for absence if you are unable to work your scheduled shift.

Requesting Off

If you need to request not to be scheduled for work, you must submit your request through Hot Schedules two weeks prior to the scheduled week you are requesting. Every effort will be made to accommodate your request; however, there are times when this may not be possible and you will be required to work the posted schedule.

Schedule Changes

If you are unable to report for work, it is your responsibility to find another team member who is eligible and willing to fill in for you. You must then complete the shift trade through Hot Schedules with the approval of leadership personnel.

If you are unable to find a suitable alternate and your situation is of a non-illness or non-emergency type, you are expected to fulfill your commitment to CFA and work your shift.

It is imperative that you notify a leadership person as soon as you become aware of the potential absence. That gives everyone the greatest opportunity to find a suitable resolution to the situation.

Occasionally a leadership person may waive your responsibility to work based upon the total number of team members working and volume of business. This will be at the sole discretion of the shift leadership person(s), on a case-by-case basis, and should not be expected.

5.2 ABSENCE

Effective Date: 01 February 2022

Policy

You are expected to work each day of your assigned work schedule. An absence from work impairs the efficiency of CFA and may be an inconvenience to fellow team members and customers. Therefore, it is the policy of CFA to identify each absence, categorize it consistently with the policies in this section, and take action appropriate to that category.

Excused Absences

Excused absences are those for which you have obtained prior approval or are required by law.

Unexcused Absences

Unexcused absences are considered unacceptable. If you do not show up for work when you are scheduled, and you have not received proper approval regarding your absence, you should expect to encounter disciplinary action. This disciplinary action may include any of the following:

Warning Owner or leadership person(s) may warn the team member that further absence may result in loss of hours and or termination

Suspension Owner or leadership person(s) may restrict the team member from scheduled work for a period of time

Termination Owner or leadership person(s) may inform team member that their status as a team member has been terminated due to poor attendance

The foregoing statements do not represent a progressive discipline policy. CFA reserves the right to terminate a team member for any reason, including absence from work. This is in accordance with the terms of your at-will employment.

5.2 a EMERGENCY ABSENCE

Effective Date: 01 February 2022

When circumstances dictate an absence from work due to an emergency, you should notify the Owner or leadership person as soon as possible. Emergencies are considered to be a death in your immediate family, accident or sudden illness to yourself, or other severe circumstance that prevents you from reasonably attending work. In such case, CFA will seek to accommodate your request and will seek to assist you in finding a suitable alternate. Normally you will need to provide the Owner or leadership person with the details of the situation as well as a prospective date for your return to work. You should continue to update the Owner or leadership person regularly as the circumstances evolve and the time of your availability to return to work nears. In some situations, the Owner may require you to obtain authorization and/or documentation prior to your return to work.

5.2 b EXTENDED LEAVE POLICY

Effective Date: 01 February 2022

When you have an event or occasion that requires extended absence from work you must receive prior approval from a leadership person. You should never assume that your leave request would be granted. The leadership person will evaluate the request based upon your attendance record, store priorities and other factors. In light of this, the more notice you can provide, the better.

In case of emergency where prior notice is not feasible, you should contact a member of the leadership team as soon as possible indicating the reason for your absence and you should keep the leadership team informed as to your condition and expected return date. CFA may require you to certify the reason for your absence.

Policy

CFA recognizes that on occasion you may be unable to report to work for a few days due to illness or injury. It is your responsibility to notify the leadership of any condition that will prevent you from reporting to work. It is extremely important that the leadership have the opportunity to discuss any items that may need to be worked on in your absence. Only in emergency situations, in which you are totally incapacitated, should someone else call on your behalf.

CFA reserves the right to request documentation in the form of a doctor's statement certifying that you have been under treatment and/or that you are able to return to work, along with the date you are able to return to work, in the following circumstances:

1. When absent two or more consecutive scheduled shifts
2. If you have been suffering from an illness that can be transmitted to fellow team members through casual workplace contact
3. Your illness is or has been diagnosed as contagious and could thereby pose a threat to our patrons through your participation in food service
4. If hospitalized for any reason

5.2 c FAMILY AND MEDICAL LEAVE

Effective Date: 01 February 2022

CFA will grant family and medical leaves of absence to eligible team members in accordance with the requirements of the federal Family Medical Leave Act ("FMLA") and any applicable state law concerning this subject. (Where state law provides for family or medical leaves, FMLA and state law leave will, to the extent allowed by law, run concurrently.) No greater or lesser leave benefits will be granted than those set forth in the applicable state or federal laws. In any case, eligible team members will be provided the most generous benefits available under either federal or state law, where state law applies. A team member should contact his or her Owner, or leadership person, as soon as the team member becomes aware of the need for a family and medical leave. This policy sets forth a summary of our policy in this regard, and our team members' rights to family and medical leave.

Employee Eligibility

To be eligible for family and medical leave benefits, a team member must: (1) have worked for CFA for a total of at least 12 months; and (2) have worked at least 1,250 hours over the previous 12 months.

Leave Available

Eligible team members may receive up to a total of 12 workweeks of unpaid family or medical leave during a 12-month period. The 12-month period begins on the date of the first absence qualifying for FMLA leave, and rolls forward from that date.

Qualifying Reasons for Leave

Qualifying reasons for family or medical leave include: (1) to care for a newborn child (birth through 12 months of age); (2) the birth or placement of a child for adoption or foster care; (3) to care for an immediate family member (spouse, child, registered domestic partner or parent) with a serious health condition; (4) when the team member is unable to work because of a serious health condition.

A serious health condition is defined as: (1) any injury, illness, or impairment that involves inpatient care in a hospital, hospice, or residential medical care facility; (2) continuing treatment by a health care provider which includes a period of incapacity for three or more consecutive calendar days, requires two or more treatments (visits) to the health care provider, or requires at least one visit to the health care provider followed by a regimen of continuing treatment under the supervision of the health care provider. Chronic conditions are also covered by the FMLA.

Under some circumstances, team members may take family or medical leave intermittently, meaning that they may take leave in blocks of time, or may take leave via a reduced work schedule. Intermittent leave, if approved, may be taken in hourly increments and will be counted toward the team member's annual 12-week leave allotment.

Notice & Certification

A team member needing family or medical leave may be required to provide:

- 30 days' advance notice when the need for the leave is foreseeable (e.g., for childbirth or elective surgery), or notice as soon as practical where unforeseeable circumstances necessitate leave without the possibility of 30 days' advance notice. Failure to give timely notice may affect the ability to take leave as requested.
- Medical certification from a health care provider (both prior to the leave and prior to reinstatement);
- Periodic re-certification; and
- Periodic status reports during the leave.

When leave is needed to care for an immediate family member or the team members' own serious health condition, and are for planned medical treatment, team members must try to schedule treatment so as not to unduly disrupt their restaurant's business operation.

Compensation During Leave

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

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

Job Reinstatement Upon Return From Leave

Under most circumstances, upon return from family or medical leave, the team member 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, upon return from a family or medical leave, the team member has no greater right to reinstatement than if the team member had been continuously employed rather than on leave. A team member returning from leave due to his or her own illness or serious health condition must provide certification from his or her health care provider that he or she is able to resume work. If a team member has exhausted family and medical leave 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, CFA will attempt to provide a reasonable accommodation if possible.

5.3 EMPLOYEES AGE 17 AND UNDER

Effective Date: 01 January 2013

The State of Ohio and the Department of Labor have established regulations regarding the employment of individuals who are age 17 and under. If you are under age 14, you are not permitted to work for CFA. If you have not celebrated your 18th birthday, the following information applies to you:

Minors age 14 through 17 years of age may only work with a work permit. This permit must be in CFA's possession before the minor is permitted to work. There are significant restrictions on the work duties and hours of a 14 through 17 year old in addition to the restrictions above. It is your responsibility to be aware of all of the restrictions and to refrain from forbidden activities.

Minors age 17 and under are forbidden from participating in the following activities:

- Cleaning, oiling, or wiping of machinery.
- Operating a motorized vehicle for the employer for the purpose of transporting, storing, or delivering any materials on behalf of CFA.
- Riding in the back of a pickup truck to assist in work duties.
- Working with power driven food mixers or food cutters.
- Accompanying the employer on a delivery.
- Handling hot oil (changing the oil in a Henny Penny).

At this CFA restaurant, we have developed these requirements, which may or may not be more restrictive than the state law. In any case, you are obligated to follow the more stringent of the restrictions.

5.4 STORE CLOSURES

Effective Date: 01 February 2022

Holidays

Chick-fil-A restaurants are closed on Thanksgiving Day and Christmas Day.

During these holidays, the restaurant will be closed. On Christmas Eve, the Fourth of July, Memorial Day, Labor Day, New Year's Eve and New Year's Day, the store may operate with a modified schedule. Your employment schedule will require you to work on other national holidays. When you work on a holiday, your compensation will be the same as any other non-holiday workday. If school is not scheduled on a given day or holiday, it is assumed that you are available to work unless otherwise requested in writing, as required.

Religious Holidays

CFA may honor your desire to receive time off for religious holidays that you regularly observe. You need to request this accommodation in advance and receive approval from the Owner.

Weather Emergency/Catastrophic Event

In the event of severe weather or other catastrophic conditions, the open/closed status of CFA will vary depending on several factors. Your safety is paramount, but CFA's opening/closing is usually dictated by many factors. All team members should call the store to verify whether or not to report if conditions are hazardous or impending. You should not assume that the restaurant is either open or closed in the event of severe weather or other severe event. For more information, refer to the Security Tool Box and/or the Unit Crisis Response Plan.

6.1 EMPLOYEE SEPARATION

Effective Date: 01 February 2022

Policy

As stated in the Employee and Management Rights policy (Section 1.1) of this Team Member Policy Manual, all employment within CFA is at-will, for no definite period of time and may be terminated by you or CFA, with or without cause, and with or without notice, at any time.

Voluntary Terminations

If you desire to terminate your employment with CFA, a two-week written notice is appreciated. This allows your supervisor to prepare for your departure and gives CFA the opportunity to prepare for your transition. This will also allow you to debrief and complete the necessary paperwork. Failure to do so may make it difficult to process the paperwork necessary to render a final paycheck and complete other arrangements in a timely fashion.

Rehire

If you have a satisfactory performance record and resign with adequate notice, you may be eligible for consideration for rehire.

Involuntary Terminations: Performance/Discipline

CFA makes every effort to ensure that the appropriate leadership person or management staff counsels team members when there is a problem that may lead to disciplinary action or discharge. Such counseling is not required, however, prior to termination.

CFA specifically retains the right to discharge a team member at any time, at CFA's sole discretion. Examples of situations when termination may occur include, but are not limited to the following: the team member demonstrates inadequate or improper work performance, behavior that significantly impairs the efficiency or productivity of the team, or behavior toward the public, customers, or other staff members which could damage the organization's reputation or effectiveness. In addition, certain kinds of activities that may have no direct relation to the team member's performance, division, or department, may result in disciplinary action or termination.

CFA will not tolerate and may terminate team members immediately for certain actions including, but not limited to, the following:

- Time clock fraud
- Fighting or assault
- Theft of property or cash of either CFA or a coworker
- Unauthorized charging, discounts, or misuse of coupons and specials
- Having possession of, or being under the influence of, alcohol or drugs not prescribed by a physician while on the job
- Threatened or actual sabotage or intentional destruction of CFA or personal property
- Possession of weapons on CFA property
- Gross or willful neglect of duty
- Conviction for a felony
- Distribution/discussion of payroll information
- Violation of CFA food handling policy
- Sexual Harassment/misconduct
- Engaging in threats or workplace violence
- Insubordination
- Foul or abusive language
- Failure to comply with Scheduling and Absence policy

7.1 CORRECTIVE ACTION

Effective Date: 01 February 2022

Policy

If your performance is unsatisfactory or when CFA's rules and policies have been violated, disciplinary measures become necessary. CFA has developed Corrective Action policies and procedures to reduce disciplinary problems by informing you in advance of the consequences of your behavior. These policies also reassure you about the fairness of CFA and our willingness to protect you from the unacceptable behavior of others. They also provide a method for team members to improve behavior and thereby avoid possible termination of employment.

This policy applies to all team members. Procedures described in this policy are nondiscriminatory and will be carried out without regard to race, sex, color, disability, sexual orientation, national origin, religion, creed, age, and genetic information, marital status, or veteran status.

The corrective action procedure in this policy shall not constitute a promise of just cause termination. CFA reserves the right to omit any or all of the corrective action steps when it is appropriate. Further, by publishing this disciplinary procedure, CFA is not relinquishing or limiting in any way the employment-at-will relationship between CFA and its team members. The use of progressive discipline for any infraction will be decided by CFA in each individual case taking into consideration the seriousness of the infraction, facts and circumstances surrounding the case and the team member's work record.

While CFA endeavors to use Corrective Action procedures where appropriate, we reserve the right to dismiss team members at any time for any reason, with or without notice and with or without cause.

Procedure

If a team member is demonstrating poor performance or unacceptable behavior or is identified in a single incident or a series of infractions to have violated CFA policy, corrective action may be initiated. This action may include any or none of the following:

- **Oral Warning** The leadership person may counsel a team member, defining the problem and working with the team member toward identifying a solution.
- **Written Warning** The leadership person may utilize written warnings as follow-ups or if the problem recurs. A reminder may be issued that "further disciplinary action may be taken up to and including termination.**
- **Final Warning** This meeting may include the Owner. A specific disciplinary action will probably be taken. This action will depend on the nature of the violation and the record of the team member. The team member would be notified that further similar actions would result in immediate termination. **

****Disciplinary Action** The disciplinary action may include but is not limited to demotion, a delayed increase, release from work for the remainder of a shift, probation, suspension for a specified time, suspension of food discount, termination, special counseling with another leadership person or other appropriate action.

Team member counseling sessions are generally accompanied by the **Corrective Action Form**. This form provides protection for you and the leadership person documenting the nature of the conversation, the corrective action to be taken, and the timetable during which the improvement is to occur. You are entitled to a copy of all Team Member Corrective Action Forms entered into your file. Review of these documents and your entire personnel

file may be achieved by scheduling with the Owner and is subject to the provisions of Section 3.3 Employment Records.

7.2 EMPLOYEE PROFESSIONALISM POLICIES

Effective Date: 01 February 2022

It is the expectation of CFA that all team members will properly and appropriately represent themselves and CFA in an appropriate and professional manner. This expectation extends beyond the work place into any environment where the team member is known as or could be potentially tied to CFA. Although not an official representative of CFA when not on the clock, nevertheless, each team member should be aware of the impact or potential impact of their actions both to their own reputation as well as that of CFA. Therefore we have established guidelines for professional conduct by our team members, which will promote these ideals.

- **To fellow team members** You are required to treat your fellow team members with the utmost respect, looking for ways to help them, assisting with any task necessary, treating them in a manner which reflects the way you would like to be treated.
- **To customers** You must maintain a professional image before our customers, speaking to them in appropriate ways, attending to their personal needs and requirements, responding to inquiries and requests in a gracious manner, ensuring that their dining experience is the best possible.
- **To the general public** It is important that your conduct outside of the work environment be respectful of others and properly represents the ideals of CFA.

Disorderly Conduct

Team members who engage in or participate in disorderly or disruptive behavior during working hours or while on CFA property may be sent home at the discretion of a member of the leadership team or Owner, and may subsequently be terminated.

Disorderly or disruptive behavior is described as, but not limited to, the following:

- Heated arguments with co-workers, supervisors or customers
- Disruptive shouting
- Violent behavior toward co-workers or CFA property
- Similar behavior that causes disturbance or disrupts the operation of this business
- Other behavior deemed inappropriate by a member of the leadership team

Loitering and Visitors at the Restaurant

No unauthorized persons are permitted in the employee work stations of the restaurant during or after business hours. If an employee is not on the clock and in proper uniform he or she is not permitted in the employee work stations of the restaurant during or after business hours.

Objectionable Language

Language that may be construed as objectionable, abusive, obscene, or vulgar will not be tolerated by CFA. Team members must refrain from negative comments regarding fellow team members, members of the leadership team, or customers. Such language is offensive and unnecessary, can disrupt the working environment, and is inappropriate for communicating with customers or co-workers. Team members who use unacceptable language may be terminated.

Displays of Affection

Team members must always be mindful of the message that their behavior and actions are delivering. Public displays of affection by team members should be extremely limited while in uniform and/or on store property. Any type of prolonged physical contact generally is considered inappropriate. Team members generally should not find it necessary to engage in extended embraces, prolonged hand holding or kissing while in uniform and/or on restaurant property. The leadership team is responsible for ensuring that a professional image is maintained at all times.

Threats of Bodily Harm

CFA does not tolerate, under any circumstances, threats made between team members, clients and team members, and the general public and team members. Threats of violence, intimidation, harassment, stalking or coercion against another person's life, health, well being, family or property are strictly forbidden. A threat can be made directly or indirectly by words, gestures or symbols. No one is expected to work with any customer or team member who behaves in a threatening manner and any such behavior from any source should be reported to a leadership person and the Owner immediately.

If you have knowledge of or suspicion of the potential for violence against another team member, it is your responsibility to report this information immediately. A violence-free workplace requires that any and all acts or threats of violence must be reported. Perpetrators of violence or the threat of violence will be subject to disciplinary action up to and including termination.

Chick-fil-A One App Usage

You may only scan your Chick-fil-A One app or use your phone number for the app for your own personal orders. You may not scan your app or enter your phone number for any

customer orders to redeem app points. Doing so may result in termination. The Chick-fil-A One app is for your personal use only.

Social Media

CFA recognizes that many employees participate in online conversations and social media sites (such as, Facebook, YouTube, etc.), and may periodically comment on CFA-sponsored sites. This Social Media Policy applies to all employees and is intended to provide guidance on appropriate conduct when engaging in social media activity that identifies the employee's affiliation as a team member with CFA or relates in any way to the CFA's business, employees, customers, vendors, or competitors. "Social media activity," for purposes of this policy, includes all types of postings on the Internet, including but not limited to, postings on social networking sites such as Facebook and on-line journals and diaries; bulletin boards and chat rooms; microblogging, such as Twitter®; and postings of video or audio on media-sharing sites, such as YouTube. "Social media activity" also includes permitting, or failing to remove, posts by others where the employee can control the content of postings, such as on a personal page.

This Policy applies to all CFA team members and applies to social media activity when off duty, while using personal electronic resources, and whether or not the team member posts anonymously or using a pseudonym. Unless specifically authorized, team members are prohibited from using CFA's electronic resources to engage in social media activity. Team members who are expressly authorized to engage in social media activity on the CFA's behalf may be required to comply with separate guidelines.

Employees who engage in social media activity should be aware that their postings, even if done off premises and while off duty, could have an adverse effect on the CFA's business interests. To reduce that risk, team members must comply with the following guidelines whenever social media activity relates in any way to CFA's business, employees, customers, vendors, or competitors. In the event an area is not covered specifically by this policy, CFA relies on the professionalism and judgment of its team members to ensure that social media activity is used appropriately.

- CFA values its established brand reputation and good will relationships. These are important corporate assets. When you engage in social media activity that identifies yourself as a team member of CFA, or in any way relates to CFA, you must consider whether your comments are professional and beneficial, or damaging, to CFA's reputation. Consider using available privacy filters or settings to block any inappropriate, unprofessional, or overly personal information about you from co-workers, customers, vendors or competitors who may have access to your social media activity.
- You may not use CFA's electronic resources to engage in social media activity for non-business purposes.
- Your social media activity is subject to all of CFA's policies, including, but not limited to, the Code of Business Conduct, Protection of Confidential Information, Harassment & Discrimination Policy, Internet Use Policy and other personal conduct policies.
- Disclose your employment by CFA if your posting expresses opinions, beliefs, and findings or experiences concerning CFA's products or services.

- Do not defame or otherwise discredit CFA's or CFA, Inc.'s leadership, employees, products or services, or the products or services of its customers, vendors, or competitors. Do not mention customers, vendors, or competitors without CFA's prior written approval.
- Do not use CFA's logo, trademark or proprietary graphics, or photographs or video of CFA's premises, processes, operations, or products without CFA's prior written approval.
- Do not disclose personal or contact information, or post images or video, of CFA's team members, customers, vendors or competitors without their prior permission or the CFA's prior written approval.

The following policies also apply to your social media activity:

- Leadership persons should not gain access to the restricted social media page of a subordinate – for example, by sending or accepting a “friend” request – unless there is a valid CFA business purpose for doing so. Any such access to a subordinate's restricted social media page should be limited to that which is necessary to accomplish CFA's business purpose. Any employee may reject, without fear of retaliation, any request from any other employee that, if accepted, would permit access to a restricted social media page – such as a friend or connection request.
- You may not use CFA-sponsored sites to solicit for or promote personal businesses or any organization, including but not limited to outside business ventures, charities, political campaigns, religious groups, or other membership organizations. Use of CFA-sponsored sites to solicit for or promote CFA-approved activities requires the prior approval of a leadership person.
- CFA has the right to request, in its sole and absolute discretion, that you temporarily confine your social media activity to matters unrelated to CFA, if it determines this is necessary to ensure compliance with securities regulations or other laws.

Addressing Concerns

You are more likely to resolve complaints about work by speaking directly with your co-workers, or leadership team then by posting complaints on the Internet. You should consider using available internal resources, rather than social media activity, to resolve these types of complaints.

Enforcement

CFA will, in its discretion, review social media activity to the fullest extent permitted by applicable law. If you engage in social media activity anonymously or using a pseudonym, CFA will, in appropriate circumstances, take steps to determine your identity. Team members will be held accountable for engaging in social media activity that violates this Policy. Failure to comply with this Policy whether during or after employment, may result in disciplinary action up to and including, termination of employment, legal action, or criminal prosecution. CFA reserves the right to report suspected unlawful conduct to appropriate law enforcement authorities.

7.3 DRESS CODE AND UNIFORM REQUIREMENTS

Effective Date: 01 February 2022

As a professional, employed by CFA, you have the responsibility to maintain a professional appearance. Such appearance includes your personal hygiene, your clothing, your hair and any accessories on your person. Team members should arrive at work in full uniform and remain in full uniform at all times while in the restaurant. (See Section 6.2 BREAKS) The following guidelines dictate acceptable appearance for you and all CFA team members at this restaurant.

Uniforms

Every team member is required to come to work dressed in the appropriate uniform. Uniforms must be clean, neat, and pressed. You may not leave your uniform in the restaurant. If you arrive to work without the proper uniform, you may be required to correct the situation before clocking in for work. You are responsible for maintaining your own uniform.

All required uniform items will be purchased by the employee from Damian J. Grana. Method of payment will be withdrawn in 3-4 separate increments out of your paycheck. Prices for uniform parts are available for you to review during orientation.

Any article/item from the uniform that is lost or determined to be in poor condition must be replaced at the employee's expense. Failure to be in complete uniform during a shift will result in forfeiting your employee break meal discount for that work day.

Apparel

Food Safety Considerations

- All uniform items must be from the Chick-fil-A TeamStyle™ collection and be clean, pressed and in good condition at the start of each shift. Uniforms should be cleaned using the instructions on each garment.
- All garments should fit properly. Loose or hanging garments could come into contact with food.
- Avoid touching clothing or apron while working with food to prevent cross-contamination.
- Avoid allowing a soiled apron to come in contact with cooked/ready-to-eat food or clean dishes to avoid cross-contamination.

Shirts

- All: Polo shirts should have at least two buttons fastened. On other shirts, all buttons except the top button should be fastened. TeamStyle vests and sweaters are also available to wear over button-front shirts.
- Male Style: Shirts (except chef coats) must be tucked in.
- Female Style: Polo shirts must be tucked in. Maternity tops are never tucked in.
- Undershirts:
 - Undershirts are required under button-front shirts and blouses. Undershirts are optional under all other tops (Polo shirts, chef coats).
 - Undershirts should be solid white or black (no printing, graphics, patterns, or textured materials so as not to show through uniform shirt or blouse).
 - Undershirt sleeves should not extend below the bottom edge of shirt sleeves.

Nametag

- A metal Chick-fil-A brand nametag must be worn at all times. Other miscellaneous pins, buttons, stickers and/or ribbons may not be worn on the uniform or affixed to the nametag.
- The only allowed addition to the nametag is the nametag add-ons available on Supply Central for additional languages or training designation. Other miscellaneous pins, buttons, stickers and/or ribbons may not be worn on the uniform or affixed to the nametag (or uniform).
- Nametag must be on outermost garment, on Team Member's right chest. Nametag should be positioned using name tag eyelets when present. If wearing an apron that is not considered part of the uniform (for example, raw chicken apron or dishwashing apron), nametag should not be placed on apron.
- Nametag contents: Visual Identity Standards outlined in the Chick-fil-A Brand System document should be followed, including use of the Helvetica font and appropriate font size (24p). Title case (not all caps), regular weight (no bold or italics)
 - First names only are to be used on nametags.
 - No other personal information should appear on the nametag that could compromise Team Member safety.

Pants and Bottoms

- Pants:
 - Pants must fit properly. They should not be too tight or too baggy.
 - Pants must be hemmed to fall at midpoint of heel. Cuffed pants are not acceptable.
 - Team Members not working outside roles should wear standard uniform pants or skirts at all times.
- Skirts:
 - Skirts should not be modified or altered to change length.
- Belts:
 - Black TeamStyle belts must be trimmed so that the end does not hang below the belt line.
 - Colored belts should not be trimmed.

Footwear

- Slip-resistant shoes must be worn at all times when working inside the Restaurant.
- Team Member must wear black or navy socks (to complement bottoms), they must be higher than ankle socks.
- Shoes must be solid black and constructed of leather or non-cloth, man-made uppers with slip-resistant rubber soles with closed heels and toes.
- Shoes must fit properly with laces tied, unless limited by medical conditions requiring corrective orthopedic devices (due to broken bones, surgeries, etc.).

Safety Gear

- Yellow high-visibility, reflective safety wear with 360-degree coverage (e.g., drive-thru safety strap) is required for all front of house team members (working both inside and outside positions)

Outerwear

- The outermost garment should be a Chick-fil-A jacket/fleece. Personal jackets/fleeces are not to be worn over top of the Chick-fil-A uniform.

Hair

- Hair must comply with local health department requirements. Hair must be clean and hairstyles must be neat and professional in appearance.
 - Effective hair restraints (e.g., hair accessories, hats, hair nets, Chick-fil-A chef hats) must be worn to hold back any loose hair that could potentially fall into food.
 - Hair that falls around face must be tied back and restrained using a hair accessory that has no jeweled or beaded parts that could come loose.
 - Hair Color: Natural hair coloring is acceptable. Dying hair is allowed as long as it is a naturally occurring hue (e.g., black, brown, blonde, red, gray). Dying hair in unnatural hues (e.g., pink, purple, green, blue) is not allowed.
 - Distracting Hair Styles (e.g., Mohawks or shaven words, symbols, logos, etc.) are unacceptable.
- False eyelashes are not permitted.

Facial Hair

- Cleanly shaven facial hair is permitted.
 - 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 (No.4 standard trimmer guard).
 - Sideburns trimmed to no longer than bottom of earlobe and must be a consistent width, from top to bottom.

- Neatly trimmed means there is a defined line where hair ends. For example, with a beard, hair should end generally where the jawline meets the neck, above the Adam's apple.
- Beard nets are only required if beards exceeds ¼ inch in length

Jewelry

- Necklaces, bracelets and watches are not permitted (medical alert bracelet may be kept in pocket).
- Piercings: Piercings are allowed but limited to:
 - Ears, but limited to simple metal studs with no attached decoration or gemstones, and no dangling or hoop earrings
 - Nostrils, but limited to a single metal stud with no attached decoration or gemstone, or a single clear/flesh-toned retainer
 - No other visible piercings (facial or other) are allowed
 - Band-aids should not be worn to cover piercings
- Rings: Wedding rings are allowed, all other rings are not permitted. When worn in food prep areas, must be worn with gloved hands to avoid food contamination or catching on equipment.
- Makeup, perfume and cologne must be subdued and worn in good taste so as not to be distracting to Customers.
- Body modifications visible to Customers are not acceptable (for example, extended earlobes, ear gauges/plugs or any piercings other than traditional ear piercings or a single nostril piercing).
- Dental modifications must not be visible (for example, decorative dental grills, dental tattoos); orthodontic braces and bands must be in neutral colors.

Fingernails

- Fingernails must comply with applicable Food Code and local health department requirements. Additionally:
 - Fingernails must not extend beyond fingertips when viewed from the open palm.
 - False fingernails and fingernail gems are not allowed.
 - Fingernail polish is allowed in Customer service areas. When fingernail polish is worn in food prep areas, gloves must always be used.

Tattoos

- Visible tattoos are permitted, the following standards must be met:
 - Tattoos must not be visible on face.
 - Visible tattoos must not contain profanity or be racially offensive, sexually explicit, violent, vulgar or otherwise offensive to other Team Members and Customer.
 - 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.
 - It is at the Operator's discretion on whether or not a tattoo needs to be covered up.

Personal Hygiene

- Team Members are expected to present a professional appearance (neat and well-groomed) with good hygiene (e.g., clean and with appropriate application of body deodorant).

Stay home from work if you have a fever, sore throat with a fever, severe cough, severe cold symptoms, vomiting, diarrhea, or if you are jaundiced (yellowing of the skin). Notify your supervisor or Operator as soon as possible so your position can be covered. If you have jaundice, you cannot work until you have a note from your doctor stating that it is safe for you to handle food.

If you have seen a doctor in the past few days for any illness due to fever, sore throat with a fever, vomiting, diarrhea, runny nose, persistent coughing or sneezing that causes discharge from eyes, nose or mouth; notify your supervisor or Operator before coming to work. If you have been diagnosed by a health practitioner as having an illness from Salmonella Typhi, Shigella spp., shiga toxin-producing Escherichia coli, hepatitis A virus or Norovirus (sometimes referred to as stomach flu) within the past three months or if you live with someone who has been diagnosed with one of these illnesses you must report this to your supervisor or Operator before you work in the restaurant. Your Supervisor or Operator will then determine if you should report to work or not.

Let your Supervisor or Operator know immediately if you do not feel well while at work.

If you are well enough to come to work, and have no fever, but experience persistent sneezing, coughing or runny nose, you must not work with exposed food or in customer service areas.

If you accidentally contaminate food by coughing or sneezing, discard the contaminated food, clean and sanitize utensils and work surfaces and wash and sanitize hands.

Keep medications in a safe place and never open medications near any food preparation areas. Medications should only be opened in the employee break area.

If you have an infection or injury on your hands or arms (e.g., cuts, scrapes, burns or sores containing pus or boils due to infection) you must report this injury to your supervisor or Operator. If you are allowed to work with food, be sure to cover the injury/infection with a colored band-aid or finger cot and work with food service gloves on at all times. Be sure to let your supervisor or Operator know about any injuries or infections on your hands.

7.4 CELL PHONE AND STORE PHONE USE

Effective Date: 01 February 2022

Team members are not permitted to use personal cell phones while working or on the clock. Cell phones should be turned off while you are on duty.

When on break, you are permitted to use your cell phone; however, you must remain conscious of the potential impression that your conversation may create to leadership, coworkers, or customers. It is important that the volume of your conversation remains low and the nature and content of the conversation be appropriate. Leadership person(s) may be required to disallow cell phone use in an effort to maintain a professional environment, promote a positive customer experience, and maximize team cohesion.

Leadership Persons Use of Cell Phones

Leadership persons may have cell phones in their possession and turned on at all times. This is a requirement of the Owner to ensure that leadership person(s) can be contacted at any time and have their cell phones in hand for business and emergency situations. It is expected that leadership person(s) restrict cell phone use to proper times and appropriate purposes. Personal calls should be kept to a minimum and leadership should refrain from text messaging, etc.

Personal Use of Store Phone

The in-store phone is intended to be used for regular business purposes. Employees may only use the phone with authorization from a leadership person.

8.1 EMERGENCY RESPONSE AND FIRST AID

Effective Date: 01 February 2022

Anyone injured while working must IMMEDIATELY report the injury to a leadership person, even if medical attention is not required. When medical attention is required, the leadership person must contact the appropriate Leader who will file the proper claim forms under Workers Compensation. Failure to report injuries immediately may affect collection of benefits.

There is a first aid kit at the unit and team members should use the supplies when necessary. Any injury sustained while working at CFA may be covered under our Worker's Compensation Insurance. When seeking medical attention for an injury sustained at work, you should inform the provider that the injury might be work related. This should prevent you from needing to provide any other evidence of insurance coverage.

Fire Response

Immediately upon discovery of a fire, you should sound an alarm by notifying co-workers and then locate the nearest fire-extinguishing device. CFA is equipped with automatic fire

monitoring and reporting equipment. When a fire alarm sounds, the Fire Department is notified immediately.

The Fire Department can be reached by dialing 911 at any time. You should familiarize yourself with the exits; fire extinguisher locations, ansul pull stations, and emergency escape routes. The Leadership team may schedule unannounced fire drills and inspections.

Panic buttons are strategically located throughout the restaurant to notify the authorities in case of emergency. You should be familiar with the location of all panic buttons, their function and the appropriate circumstances for activating them.

8.2 SECURITY

Effective Date: 01 February 2022

Personal Security

You need to be aware of the potential security risks involved in working normal business hours. If you are working late, you should take every precaution to insure your personal safety, as well as to maintain the security of the building. Doors should be locked after business hours. Someone outside the store should be aware of your plans and times for entering and leaving the premises. You should not open the door to unknown persons for any reason, and should you feel threatened or in danger, call the police. You will be provided an opportunity to move your personal vehicle close to the entrance of the store. Cars should be parked in designated areas and you should walk to the parking area with a recognized person or group of persons.

Doors and the Drive-Thru Window/Door should not be unlocked or opened after closing for any reason except:

- a) To allow customers to exit the restaurant
- b) To allow team members to exit who have clocked out and are awaiting a ride

Employees who are closing the restaurant are required to depart as a group.

Prevention of crime is essential to your personal safety. Many robberies are inside jobs committed by disgruntled former or current employees. You should be extremely careful when opening a locked door even to persons known by you. If you are unsure of their purpose, are unclear about what they want, are the least bit suspicious about their actions or

words, do not open the door. Allow the Leadership person to decide if the person truly has a need to enter the restaurant.

Your awareness of your surroundings is considered your greatest tool in the prevention of crime against your person. While CFA takes every reasonable measure to insure the safety of all team members working on company property, it is not possible to assure security under conditions beyond the company's control. Any team member who has questions regarding this policy or feels he/she is being compelled to work in unsafe circumstances should contact a member of the leadership team or the Owner immediately.

Facility Security

You should make every effort to ascertain the purpose of unknown persons who may be found in CFA team member areas. Further, company telephones are not to be made available to outside callers for any reason. All handbags and other valuables should be locked in appropriate locations at all times.

All deliveries, especially those made by delivery services, should be delivered to the Owner or leadership person on duty. Suspicious packages should not be accepted and in case of a potential emergency, the proper authorities should be contacted.

All doors and access to the restaurant should be locked as appropriate particularly once the store has closed. Your attention to these details helps to protect yourself, the store, and your co-workers.

9. HEALTH INSURANCE

Effective Date: 01 February 2022

Health Insurance

All employees have the opportunity to apply for health insurance during the first thirty days of your employment. Any time after the first thirty days of your employment, you must wait for the next open enrollment period to apply for coverage. The cost of the insurance will be deducted from your paycheck. Please ask the Owner about health insurance if you are interested.

ADDITIONAL OHIO POLICIES

Effective Date: 01 February 2022

Military Leave

Ohio law extends the protections of the federal Service Members Civil Relief Act of 2003 (formerly the Soldiers' and Sailors' Civil Relief Act of 1940) and the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) to members of the Ohio National Guard and Ohio Defense Force as follows:

- The Service members Civil Relief Act applies when members of the Ohio National Guard or Ohio Defense Force are ordered to military duty under state or federal authority for a period of fourteen consecutive days or longer.
- USERRA applies when members of the Ohio National Guard or Ohio Defense Force are ordered to military duty under state or federal authority for any period of time.

Time off to Vote

CFA encourages team members to fulfill their civic responsibilities and to vote in all public elections. Most team members' schedules provide sufficient time to vote either before or after working hours.

If you have less than two consecutive hours before or after work to vote, you may take up to two hours off from work, without loss of pay, to vote. Any additional time off will be without pay.

CFA asks that team members request time off to vote from a Leadership person at least one day prior to Election Day so that the time off can be scheduled to minimize disruption to normal work schedules. Proof of having voted may be required.

Jury and Witness Duty

CFA will not take any adverse employment action against any team member who is absent from work in order to respond to a jury duty summons or to a subpoena requiring the employee to appear in court as a witness. A team member requiring time off for these purposes must provide CFA with reasonable advance notice. In addition, verification from the court clerk of having served may be required.

Leave for Victims of Court

A team member who is the victim of a crime may take time off from work to attend any proceeding relating to the crime provided the employee has the right to appear. A team member is eligible for leave under this policy if he or she is:

- The victim of the crime or juvenile delinquent acts at issue in the proceeding;
- The victim's next of kin or guardian when the victim is deceased or disabled; or
- The victim's representative appointed by the court.

Time off under this policy will be without pay.

Leave for Volunteer Emergency Workers

Any team member who is a member of a civil air patrol, civil defense organization, volunteer fire department or volunteer rescue squad will be provided with time off to respond to events declared by the governor to be an emergency. The team member must make every effort to notify CFA on each occasion that he or she will be late or absent from work to respond to an emergency.

CFA will not terminate a team member for taking time off under this policy provided the employee submits written proof that his or her participation was required.

Lactation accommodation

CFA will not prevent a team member from expressing breast milk during any meal period or other break period. Where additional time is required, the team member should work with her supervisor regarding scheduling. CFA will provide team members with the use of a room or a private area, other than a bathroom or toilet stall, that is shielded from view and free from intrusion from coworkers and the public. CFA will make a reasonable effort to identify a location within close proximity to the work area for the employee to express milk. Team members should discuss with the Owner during pregnancy or prior to return to work the location for expressing milk and storage of expressed milk.

UNIFORM AGREEMENT

All uniforms will be purchased by the employee. Lost or damaged uniforms must be replaced at the employee's expense. The following lists uniform item prices:

Prices for all uniforms are listed below (Prices are subject to change)

Shirts

(Front of House) Female or Male Polo	\$19
Fleece Jacket	\$32
Unisex Chef Coat	\$30

Pants

Flat Front Pants	\$27
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Accessories

Shoes for Crews	\$35
Name Tag	\$4.50
Belt	\$12
Hat	\$5
Apron	\$11

Store Name: Crocker Park FSR Restaurant # 04766

CASH AND COUPON ACCOUNTABILITY POLICY

The important and sensitive nature of your job as a cashier requires that we ask you to review this policy for both your protection and ours. Please read this carefully and be certain that you understand it fully.

1. Before your shift begins, you are encouraged to verify the beginning cash total in your cash drawer. If you fail to count the drawer, it is assumed that you agree with the beginning cash total determined by the shift leader.
2. Only you are to use your drawer. Only managers and team leaders are permitted to access an employee's cash drawer.
3. You will be held accountable for all cash overages, shortages, and for irregular keystrokes (e.g. over rings, deletions, and premiums). Therefore, any cash or coupon amount short from your cash drawer over \$2.00 will be your responsibility to pay back to the store through payroll deductions.
4. When you need change for your cash drawer you are to ask a manager or team leader for change. Cashiers should never make change with other cashiers.
5. Should it be necessary to skim your drawer, both the cashier and shift manager should verify, record, and initial the amount of the skim on the Cashier Summary Ticket.
6. When you finish your shift, the shift manager will count your drawer. You are encouraged to ask if your cash drawer balances and question any discrepancies.
7. It is illegal and against store policy to undercharge, rings up an unauthorized discount, or pass food across the counter without payment. Any such incident may result in immediate termination and possible prosecution.
8. Never put cash or coupons in your pockets. This is a violation of cash and coupon handling procedures and can result in immediate termination or possible prosecution.
9. All cashiers should use sound judgment when leaving their cash drawer unattended for an extended period of time. Please sign out of your register when you are not readily accessible to your cash drawer, this will eliminate the option of anyone being able to ring sales on your register.

You are responsible for the cash, credit card transactions, and coupons processed during your shift. Actions contrary to this policy will result in action up to and including termination. Negligent or purposeful losses may result in forfeiture of pay to the extent allowed by law. Chick-fil-A at Crocker Park may investigate all losses for prosecution by the Owner or any authorized agency. All team members, as a condition of employment, are required to cooperate with any investigation conducted by the owner or any authorized agency.

THIRTY DAY PROBATION PERIOD

I understand that a thirty day probation period will be administered to determine if job requirements can be met. I can be terminated after the first thirty days of employment if my Operator does not feel that I am performing up to required expectations. I understand all terms stated in regards to the probation period and I am aware of all consequences that follow if I do not perform to required expectations.