



**Holcombe and Buffalo
Speedway**

OR

Main and Kirby

**Team Member
Handbook**

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Welcome!

We are very happy to welcome you to Chick-fil-A Holcombe/Main. Thank you for joining our team! We want you to feel that your association with Chick-fil-A will be pleasant, challenging, and rewarding.

You have joined an organization that has established an outstanding reputation for quality products and services. Credit for that goes to every Chick-fil-A Team Member throughout the country. We hope that you, too, will find satisfaction and take pride in your work here.

We believe that living by a set of core values gives proper guidance in all of our activities. So we've identified Chick-fil-A's core values below.

WHO WE ARE:

Chick-fil-A's Corporate Purpose

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

Chick-fil-A's Corporate Core Values

We're Here to Serve
We're Better Together
We're Purpose Driven
We Pursue What's Next

Chick-fil-A's Corporate Vision

Be the world's most caring company.

We extend to you our personal best wishes for your success and happiness at Chick-fil-A.

Sincerely,

Juli Salvagio Owner/Operator
Dogwinks, Inc.

Statement of Employment

Chick-fil-A Holcombe and Buffalo Speedway OR Chick-fil-A Main and Kirby are the guest facing names of restaurants located in Houston, Texas. While you will report to work and represent the brand of Chick-fil-A Holcombe and Buffalo Speedway OR Chick-fil-A Main and Kirby, an independently owned and operated franchise of Chick-fil-A, Inc., your employer is the holding company for Dogwinks, Inc.

Purpose and Scope of this Handbook

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

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

Chick-fil-A Holcombe/Main is committed to workplace policies and practices that comply with federal, state and local laws. In the event of an inconsistency between the Team Member Handbook and the law, the applicable law will apply.

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

This Handbook remains the property of Chick-fil-A Holcombe/Main.

Company History

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

Mission of Chick-fil-A Holcombe/Main

We believe that having a vision statement and core values gives us proper guidance in all of our activities and you should know what they are as you begin your association with Chick-fil-A Holcombe/Main.

Chick-fil-A Holcombe/Main's Vision

Pursue excellence in all areas of the business.

Chick-fil-A Holcombe/Main's Core Values

SERVE the guests and your fellow Team Members.

GROW continuously. Find something new to learn everyday.

CONNECT with guests and Team Members.

Commitment to Hospitality

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

Commitment to Operational Excellence

Chick-fil-A Holcombe/Main strives to maintain an atmosphere of Operational Excellence at all times. We develop trust with our guests through meeting the quality requirements all day every day by:

- Taste: Serving Crave-able Food
- Speed: Be surprisingly fast
- Attentive and Courteous: Enthusiastically fulfill "First Mile Service: Core 4":
 - Create eye contact

- Share a smile
 - Speak with a friendly tone
 - Always say “My Pleasure”
- Cleanliness: Offer a refreshingly clean environment

Second Mile Service: Create a Moment

Chick-fil-A Holcombe/Main strives to provide what Chick-fil-A calls “Second Mile Service: Create a Moment” to all our guests. This is defined as going above and beyond guest expectations. Our goal is that every guest, on every visit, will experience at all the elements of Second Mile Service. The 4 elements are:

- Offer a warm welcome and fond farewell
- Personalize with Guest’s name
- Check-in with Guest
- Find the “little things” to spread joy

There are unlimited ways in which we can deliver Second Mile Service to our guests. Many are as simple as a warm welcome, a heartfelt “My Pleasure”. We like to say “My Pleasure” when the guest offers a thank you for our service, and a fond farewell as the guest departs. Other ways of offering Second Mile Service are as simple as refreshing a beverage at the table, assisting a parent with young kids to their table, or carrying a meal out to someone’s car. At Chick-fil-A Holcombe/Main, Second Mile Service should be “Second nature”!

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

Recipe for Service

Just as we have recipes for the consistent preparation of our menu items, we also have a Recipe for Service to ensure that each of our guests experience a high level of consistent customer service. Team Members are to abide by the standards and expectations set by Chick-fil-A Holcombe/Main. Each individual will be expected to display and maintain a positive attitude, maintain a clean and organized restaurant, and create remarkable experiences for our guests. By combining the elements of First Mile Service: Core 4 and the elements of Second Mile Service: Create a Moment, our guests will become Raving Fans of Chick-fil-A Holcombe/Main. Raving Fans are guests that come more often, pay full price, and tell others about Chick-fil-A Holcombe/Main.

We create a clean, comfortable environment for our guests so that they see Chick-fil-A Holcombe/Main as the best place to come for a meal with their family, friends or business associates. We

constantly seek opportunities to grow and develop personally and professionally so that we can grow and develop as a team and be our best for our guests. We view every person that walks through our doors, or drives through our drive thru as a member of our family. We look for ways to make a lasting positive impression on them each and every time they visit.

What You Can Expect from Chick-fil-A Holcombe/Main

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

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

What Chick-fil-A Holcombe/Main Expects from You

By providing direction, proper training and the resources you need to do your job, we believe you will be a successful Team Member, working productively, efficiently and safely. One of the key ingredients to our success is providing quality food and service to our guests. We believe this can be done by applying the following commitments every day:

- To be honest and dependable.
- To be an efficient, cooperative, and productive Team Member.
- To strive for perfection in your job performance.

Accuracy of Employment Related Documents

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

Employment at Will

Your employment relationship with Chick-fil-A Holcombe/Main is at-will. The policy of at-will employment means that employment with Chick-fil-A Holcombe/Main is voluntarily entered into, and you are free to resign at-will at any time, with or without notice or cause. The policy also means

that Chick-fil-A Holcombe/Main may terminate your employment at-will at any time, with or without notice or cause. At-will employment also means that Chick-fil-A Holcombe/Main may make decisions regarding other terms of employment, including but not limited to demotion, promotion, transfer, compensation, benefits, duties, and location of work at any time, with or without cause or advance notice. No representative of Chick-fil-A Holcombe/Main other than the Owner/Operator has the authority to enter into any agreement for employment for a specified duration or to make any agreement for employment other than at-will. Any such agreement must be by individual agreement, in writing, and signed by the Owner/Operator.

Equal Employment and Nondiscrimination

Equal Employment Opportunity Policy

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

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

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

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

Reasonable Accommodations Policy

Chick-fil-A Holcombe/Main stands committed to fulfilling its obligations under the Americans with Disabilities Act and all other applicable federal, state, and local statutes and regulations governing the work place. In that vein, and consistent with applicable law, Chick-fil-A Holcombe/Main will provide reasonable accommodations to enable qualified individuals with a disability to perform the essential functions of their jobs, and to enable individuals to enjoy benefits and privileges of employment equal to those enjoyed by Team Members without disabilities, unless doing so creates an undue hardship, in accordance with all legal requirements. Every good faith effort will be taken by Chick-fil-A Holcombe/Main to fulfill the objectives of this policy.

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

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

Policy against Sexual Harassment and Other Workplace Harassment

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

Coverage

This policy and the law forbid any Team Member, Supervisor, Officer, Director, supplier, vendor, guest, or any other third party that a Team Member encounters in connection with Chick-fil-A Holcombe/Main business to harass, discriminate, or retaliate against any Team Member, applicant, or contractor, intern, or volunteer, on the basis of any legally protected status or activity. This policy also prohibits offensive conduct that does not rise to a violation of the law, as explained below.

Prohibited Conduct

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

Sexual Harassment

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

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

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

Team Member Responsibility

Everyone at Chick-fil-A Holcombe/Main can help assure that our workplace is free from prohibited discrimination or harassment.

Avoiding Prohibited Conduct

Everyone is expected to avoid any behavior or conduct that could reasonably be interpreted as prohibited harassment; no Team Members, or even the highest ranking individuals at Chick-fil-A Holcombe/Main, are exempt from the requirements of this policy. Every Team Member is expected to inform management and/or the Owner/Operator of any person in the workplace whose conduct the Team Member finds unwelcome.

Reporting Procedures

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

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

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

Company Response

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

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

Policy Against Retaliation

Chick-fil-A Holcombe/Main forbids that any Team Member treat any other Team Member or former Team Member or applicant adversely for reporting discrimination, retaliation, or harassment, for assisting another Team Member or applicant in making a report, for cooperating in an investigation, or for filing an administrative claim with the EEOC or a state governmental agency. All Team Members who experience or witness any conduct they believe to be retaliatory should immediately follow the reporting procedures stated above.

Confidentiality

In investigating and in imposing any corrective action, Chick-fil-A Holcombe/Main will attempt to preserve confidentiality to the extent that it is allowable under applicable law.

Application of the Policy to Non-Team Members

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

Open Door Policy

Chick-fil-A Holcombe/Main has adopted an Open Door Policy for all Team Members. This means that every leader, Supervisor, or Director's "door" is open to every Team Member. The purpose of our Open Door Policy is to encourage open communication, feedback and discussion about any matter of importance to a Team Member. Chick-fil-A Holcombe/Main's open door policy means that Team Members of Chick-fil-A Holcombe/Main are free to talk with any leader, Supervisor, Director and/or the Owner/Operator at any time.

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

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

No Team Member will be disciplined or otherwise penalized for raising a good-faith concern. Chick-fil-A Holcombe/Main will attempt to keep confidential all such expressions of concern, their investigation, and the terms of their resolution. At the same time, however, some dissemination of

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

Pay Practices

Team Member Classifications

Classification Status

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

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

Regular Full-time Team Members

A regular full-time Team Member is a Team Member who is normally scheduled to work and does work a schedule of 30 hours or more per week, subject to applicable legal requirements.

Regular Part-time Team Members

A regular part-time Team Member is a Team Member who is normally scheduled to work and does work a schedule of less than 30 hours per week. Part-time Team Members are not eligible for some company benefits that may now or in the future be available to full-time Team Members, subject to applicable legal requirements.

Non-exempt Team Members

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

Exempt Team Members

Team Members who are not subject to the provisions of federal and state law requiring the payment of overtime are considered exempt. Exempt Team Members are paid a salary intended to compensate them for all of their hours of work each week. Chick-fil-A Holcombe/Main intends to maintain the salary basis of all of its salaried exempt employees. Notwithstanding any other provision of this Handbook, Chick-fil-A Holcombe/Main's policies are to be interpreted in accordance with the salary basis requirements of the Fair Labor Standards Act and state law.

A Team Member's exempt or non-exempt status may be changed only upon written notification from the Owner/Operator. Questions about your Team Member classification should be directed to the Owner/Operator.

Overtime Pay, Non-Exempt Team Members

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

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

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

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

Salary Basis / Safe Harbor Policy

The Fair Labor Standards Act (FLSA) is a federal law which requires that most employees in the United States be paid at least the federal minimum wage for all hours worked and overtime pay at time and one-half the regular rate of pay for all hours worked over 40 hours in a workweek.

However, Section 13(a)(1) of the FLSA provides an exemption from both minimum wage and overtime pay for employees employed as bona fide executive, administrative, professional or outside sales employees. Section 13(a)(1) and Section 13(a)(17) also exempt certain computer employees. To qualify for exemption, employees generally must meet certain tests regarding their job duties and be paid on a salary basis at not less than \$684 per week (of which non-discretionary bonuses and incentive payments (including commissions) paid on an annual or more frequent basis may be used to satisfy up to 10% of the minimum salary). Some state laws also provide for exemptions from both minimum wage and overtime pay, which have different requirements than the FLSA. Job titles do not determine exempt status. In order for an exemption to apply, an employee’s specific job duties and salary must meet all the requirements of the Department’s regulations, as well as any applicable state law requirements.

Salary Basis Requirement

To qualify for exemption, employees generally must be paid at not less than \$684 per week on a salary basis. State law requirements may be higher. Being paid on a “salary basis” means an employee regularly receives a predetermined amount of compensation each pay period on a weekly, or less frequent, basis. The predetermined amount cannot be reduced because of variations in the quality or quantity of the employee’s work. Subject to certain exceptions delineated by the United States Department of Labor, an exempt employee must receive the full salary for any workweek in which the employee performs any work, regardless of the number of days or hours worked. Exempt employees do not need to be paid for any workweek in which they perform no work. If the employer makes deductions from an employee’s predetermined salary because of the operating requirements of the business, that employee is not paid on a “salary basis,” unless the employee

receives paid time off for the partial-day absence. If the employer makes deductions from an employee's salary in a partial-day increment, the employee generally is not paid on a "salary basis." If the employee is ready, willing and able to work, deductions may not be made for time when work is not available.

Company Policy

It is our policy to comply with the salary basis requirements of the FLSA and state law. Therefore, we prohibit all Company Supervisors from making any improper deductions from the salaries of exempt Team Members. We want Team Members to be aware of this policy and that the Company does not allow deductions that violate the FLSA or state law.

What To Do If An Improper Deduction Occurs

If you believe that an improper deduction has been made to your salary, you should immediately report this information to the Owner/Operator.

Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made. The Company does not tolerate any retaliation against those who make such reports.

Hours and Days of Work

Business hours are generally Monday through Saturday, 6AM to 10PM. For safety reasons, all Team Members who are scheduled to close must exit the restaurant at the same time, and no one will be permitted to wait inside or outside the restaurant after that time. If you are closing and have asked someone who is not closing with you to pick you up, please ensure that your transportation will arrive before the time the closing Team Members are ready to leave the restaurant.

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

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

Schedules

Unless otherwise required by law, work schedules will be posted by Sunday at 12 PM for the workweek beginning Monday. Generally, Team Members are required to work three Saturdays each month.

Schedule change requests should be made before Saturday evening of the preceding 2 weeks. Once the request deadline has passed, you must work your scheduled shift or find a qualified Team Member to take your place, subject to legally-protected exceptions. Any changes must be authorized by the scheduler, any Supervisor, or Owner/Operator.

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

Meals and Breaks

Team Members who work a scheduled shift during a single day lasting at least 5 hours are provided one 30 minute unpaid break. Team Members must punch out for unpaid break(s) and are strictly prohibited from working during unpaid break(s).

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

Paid breaks must be taken inside the restaurant. Team Members may not leave the premises while clocked in, unless approved by their immediate Supervisor. You are responsible for cleaning up after yourself at the completion of your break, including washing any dishes you may have used.

When on the floor, your leaders must know where you are at all times. Therefore, if you ever need to step away from your work, such as for a restroom break or water break, etc., you must first notify your leaders. This will prevent work areas from being left unattended.

Employee Meals & Drink Policy

The employee meal discount is a benefit of working for Chick-fil-A Holcombe/Main and is a form of gratitude by the Owner/Operator for the loyalty and commitment of employees to the business and Chick-fil-A brand. Any questions related to this policy should be directed to the Owner/Operator.

QUALIFICATIONS

1. Team Member must be in good standing. Meaning they are not currently suspended for policy violations.
2. Team Member must be clocked out and placed their order at the front counter as a guest.
3. Meal must be approved by a Supervisor prior to finalizing the order.

MEAL POLICY

1. Team Member may order most menu items and pay any balance above \$9.30.
2. These items are excluded from the meal policy and will be charged as a separate transaction at full price:
 - a. Any premium beverage
 - i. Iced Coffee

- ii. Milk Shake
 - iii. Orange Juice
 - iv. Bottled Water
 - v. Frosted Beverages
 - vi. Seasonal Beverages
- b. Any desserts

3. Special requests can be denied if it places an unnecessary burden on the kitchen. An example of this would be any item made with hot spicy grilled chicken or anything considered to be off-the-menu.

RULES

1. The meal policy is only available during your scheduled shift when you are sent on break. If your scheduled shift is not long enough to qualify for a break then you may redeem your meal before your shift begins or after your shift ends.

2. The discount is not available if you are not scheduled that day.

3. The discount is only available to employees. No one else including family and friends. Their orders will be charged separately.

4. No employee is allowed to place their own order using a register or make their own food in the kitchen.

5. Taking anything without it being charged at the register is considered theft and will lead to disciplinary action.

6. Owner/Operator reserves the right to change or revoke this policy at any time, for any reason and will give notice of changes or revoking of this policy to all employees.

7. If a Team Member is terminated by the Owner/Operator for any reason this policy is automatically revoked for that employee.

8. Owner/Operator can designate a Supervisor to act on their behalf regarding this policy.

Timekeeping Requirements and Recording Work Hours

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

All Team Members are required to record hours worked by using an assigned Team Member number to clock in and out. This time includes the beginning of the day, the beginning and end of meal periods, and the end of the workday. You may not clock in or work more than 5 minutes before the shift begins and you are expected to clock out and stop working no more than 5 minutes before or after your shift is scheduled to end, unless otherwise instructed. Working off the clock is prohibited.

All non-exempt Team Members must record their work time exactly as that time is worked – without exception. If a Team Member forgets to clock in or out or makes an error regarding his/her time worked, the Team Member should notify a Supervisor or Owner/Operator who must make the correction. Any Team Member who fails to follow these timekeeping policies may be subject to disciplinary action, up to and including termination of employment. If requested, it is the Team Member's responsibility to sign his or her time record to certify the accuracy of all time recorded. The Team Member's Supervisor will review and approve time clock reports.

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

Payment of Wages

Pay Days

Team Members will receive their paychecks every other week on a Saturday. If a Team Member is scheduled to work on a pay day, the Team Member may only pick up his or her check after completing his or her scheduled shift.

If a regular payday falls on a holiday, Team Members will be paid on the preceding workday. Chick-fil-A Holcombe/Main does not permit advances against paychecks.

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

Paychecks

Your paycheck will include an itemized statement of earnings, typically referred to as a "paycheck stub." The statement will show, for the pay period, gross wages earned, total hours worked, all deductions, net wages earned, the dates of the pay period, your name and part of your social security number, the name and address of the business, and the applicable hourly rate. Please assure that all personal information is true and correct. If changes need to be made, please contact your supervisor.

Chick-fil-A Holcombe/Main processes the payroll for each employee. Processing payroll requires the company to make many calculations for each employee, and it is possible that an error may occur. For this reason, we ask that you carefully review each paycheck stub for accuracy. If you have any questions, or if there is an error, please bring it to our attention immediately.

Reimbursement of Expenses

Team Members who are required to incur necessary and reasonable expenses as a consequence of their work will be reimbursed for such expenses, upon timely submission of receipts and a request

for reimbursement. Team Members must receive approval from their Supervisor before incurring the expense.

Team Member Rules and Performance

Job Duties and Responsibilities

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

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

Guest Service

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

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

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

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

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

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

Responsibilities

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

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

These lists are not all-inclusive or exhaustive. Other responsibilities apply to every job with Chick-fil-A Holcombe/Main.

Age Restricted Activities

Chick-fil-A Holcombe/Main complies with all federal, state and/or local laws regarding the employment of individuals under the age of 18. Minors are not permitted to operate or assist to operate power-driven bakery machines.

A Team Member age 16 or 17 has no restrictions on the number of hours or times of day they may work. You must be at least 18 years of age to operate the back of house trash compactor and/or cardboard bailer.

For Team Members age 15, hours worked are limited as follows:

- May only work a maximum of 8 hours per day;
- May only work a maximum of 18 hours per week when school is in session;
- May only work a maximum of 40 hours per week when school is not in session; and
- May only work between the hours of 7 a.m. and 7 p.m. (except between June 1 and Labor Day, the evening hour may be extended to 9 p.m.)

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

Code of Conduct

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

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

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

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

Team Members should understand that discipline is directed at the specific act, not the individual. Team Members who commit any of the following acts, which have been determined to be violations of acceptable work behavior, may be subject to disciplinary action. The nature of the disciplinary

action in any given case will depend upon the seriousness of the offense, the circumstances surrounding it and/or the prior work record of the Team Member(s) involved:

- Use of profanity or abusive language toward Team Members, guests or other persons on Chick-fil-A Holcombe/Main's premises or while performing company work.
- Outside employment or activities which interfere with regular working hours or productivity.
- Failure to maintain good housekeeping and sanitation on company premises.
- Failing to properly report an injury or accident or falsely claiming injury.
- Gambling on company premises, including lottery pools, sports pools, etc.
- Violation of or disregard of the rules and regulations stated in this manual or in other company policy.
- Failure to notify Chick-fil-A Holcombe/Main of your absences, vacations or other schedule variations which cause you to be away from work during your scheduled work hours, subject to legally protected exceptions.
- Failure to maintain satisfactory productivity and quality of work.
- Excessive absenteeism or tardiness, subject to legally protected exceptions.
- Violation of company policies, including any policies relative to equal employment opportunities.

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

- Making or knowingly using a falsified document (e.g., time card, delivery receipt, etc.) or the filing of a fraudulent document or claim for benefits.
- Insubordination.
- Using, possessing, passing, selling, working, or reporting to work under the influence of, alcoholic beverages or any drug, narcotic or other controlled substance on Chick-fil-A Holcombe/Main premises at any time or while performing company work.
- Theft, misuse or unauthorized possession or removal of company, Team Member, vendor or guest property.
- Possession of dangerous weapons or firearms on company premises.*

* Nothing in this policy is intended to prohibit a Team Member who holds a concealed handgun license and lawfully possesses a firearm or ammunition from storing or transporting the firearm or ammunition in a locked, privately owned vehicle in a parking lot, garage or other parking area that the Company provides to the Team Member. However, an employee must disclose any lawful possession of firearms and/or ammunition to the Company and present a valid concealed weapons license for copying, prior to using the vehicle for Company business.

- Fighting, violence, or threatening behavior.
- Making false and disparaging statements or spreading rumors which might harm the reputation of our Team Members or guests.
- Exceeding your assigned authority, including disclosing or providing access to unauthorized persons (whether Team Members or third parties) confidential information regarding Chick-fil-A Holcombe/Main or its business.
- Abuse, damage or deliberate destruction of Chick-fil-A Holcombe/Main's or a guest's property or the property of Chick-fil-A Holcombe/Main's Team Members or vendors.
- Disorderly conduct on Chick-fil-A Holcombe/Main's property, such as horseplay, threatening, insulting or abusing any Team Member, guest or vendor or fighting or attempting bodily injury of anyone at any time on Chick-fil-A Holcombe/Main's premises or while performing company work.
- Violation of Chick-fil-A Holcombe/Main's Equal Employment Opportunity or Non-Harassment Policies.

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

Workplace Violence Policy

Chick-fil-A Holcombe/Main has adopted a policy of zero tolerance for workplace violence. This is because Chick-fil-A Holcombe/Main recognizes that workplace violence is a problem that needs to be addressed by all Team Members and employers. Consistent with this policy, Chick-fil-A Holcombe/Main will not tolerate acts or threats of physical violence, including intimidation, harassment, and/or coercion which involve or affect Chick-fil-A Holcombe/Main's Team Members, guests, vendors, or which occur on company property.

Acts or Threats of Violence Defined

“Threats or acts of violence” include conduct against persons or property that is sufficiently severe, offensive, or intimidating so as to alter the employment conditions at Chick-fil-A Holcombe/Main or to create a hostile, abusive, or intimidating work environment for one or more of Chick-fil-A Holcombe/Main's Team Members.

Specific Examples of Prohibited Conduct

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

- Hitting or shoving an individual.

- Threatening to harm an individual or his or her family, friends, associates, or their property.
- The intentional destruction or threat of destruction of property owned, operated, or controlled by any Team Member, leader, cashier, vendor, or by Chick-fil-A Holcombe/Main.
- Harassing or threatening an individual by making telephone calls, or sending letters or other forms of written or electronic communications.
- Intimidating or attempting to coerce an individual to do wrongful acts.
- Harassing surveillance, also known as “stalking,” or the willful, malicious, or repeated following of another person.
- Making a threat with intent to place the other person in reasonable fear of his or her safety.
- Making a suggestion or otherwise intimating that an act to injure persons or property is “appropriate,” without regard to the location where such a suggestion or intimation occurs.
- Unauthorized possession or inappropriate use of firearms, weapons, or any other dangerous devices on Chick-fil-A Holcombe/Main’s property.

Prohibited Conduct

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

Team Member Obligations

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

Fitness-For-Duty Evaluation

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

Cash and Coupon Accountability

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

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

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

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

Punctuality and Attendance

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

Team Members are expected to be punctual and regular in attendance. Team Members are expected to report to work as scheduled, on time and prepared to start work at the beginning of their shifts and at the end of meal periods. Team Members also are expected to remain at work for their entire work schedule, except for meal periods or when required to leave on authorized company business. Late arrival, early departure or other absences from scheduled hours are disruptive and should be avoided.

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

Absences and Tardiness

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

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

Reporting Absenteeism or Tardiness. If you will be absent from work for any reason, you, and only you, must call (not text) the restaurant at least three hours before the beginning of your scheduled shift to provide: (1) an explanation for the absence, and (2) a date/time when you will report to work. If the restaurant is not open, you must alert your colleagues on HotSchedules and release your shift, and you must also notify your Supervisor using the application. If you know you are projected to arrive late by more than 10 minutes, you are expected to call the restaurant number and inform the respective leader. Failure to provide this requisite notice will result in a no call/no-show disciplinary action against your employment status.

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

Obviously, if you know of a required absence from work in advance, you must inform your Supervisor as far in advance as possible, so that the Supervisor can adjust the work schedule accordingly. Any request for a leave of absence/personal time off must be made at least one week prior to the beginning of the requested leave and no later than Wednesday in order for it to be considered. If extended periods of time off are being requested, we ask that requests be placed at least a month in advance, to the extent practicable. In certain instances – and at the discretion of the Owner/Operator – an absence is to exceed one day, you must provide your Supervisor with an update at the beginning of each day of the absence, until a return to work date has been established.

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

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

Community Events and Activities

Chick-fil-A encourages Team Members to participate in community service activities, provided this participation does not adversely affect the Team Member's job performance or place the Team Member in the position of serving conflicting interests. Time spent on community affairs, when not undertaken at the request of management, should be outside of the Team Member's regular work hours.

Moonlighting

All employees will be held to the same standards of performance and scheduling demands, and we cannot make exceptions for employees who also hold outside jobs. If you are engaged in outside employment, whether or not you are a full or part-time employee, please report it to the Operator so that we can assess whether your outside employment presents a conflict of interest. Team Members may not solicit or conduct any outside business during paid work time. Furthermore, information, projects or opportunities on which you work as part of your job duties with Chick-fil-A Holcombe/Main are property of the company and may not be used for personal gain or as information for another company.

Employment of Relatives and Personal Relationships

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

“Supervisor” is defined as someone having the ability to hire, discipline, coach, assign work, terminate, and/or evaluate staff.

“Subordinate” is defined as any Team Member who reports to a leader or Supervisor, whether directly or through one or more additional layers of management.

“Personal Relationship” is defined as a social relationship between Team Members who have or have had a relationship of a romantic or sexual nature, including a boyfriend, girlfriend, or significant other.

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

Special mention is made for relationships between Team Members and leadership: Individuals in Supervisory positions or other influential roles are subject to more stringent requirements under this policy due to their status as role models, their access to sensitive information, their ability to influence others and to affect working environments or conditions of employment. To that end, all Supervisors, leaders, executives or anyone else in a sensitive or influential position are prohibited from engaging in a personal relationship (romantic, sexual, co-habitant, marriage) with direct subordinates, whether at work or on personal time. In circumstances where a Team Member is elevated to a Supervisory position, said Supervisor may not directly supervise any Team Member with whom he or she has engaged in a personal relationship (romantic, sexual, co-habitant, marriage) with.

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

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

Dress Code

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

Uniforms

All uniforms items (including belts, outerwear, and caps) must be from Chick-fil-A TeamStyle collection. All garments should fit properly and be cleaned, and in good condition (i.e., no holes, fraying, stains, discoloring, etc.). Team Members will receive 1 free shirt, pants, belt, name tag, and hat. Team Members who work in the kitchen will also receive an apron. Team Members who work an average of five shifts or more per week, will receive an additional shirt and pants. Other items may be provided depending upon your position.

Additional shirts, pants and parts of the uniform may be purchased by Team Members at their own personal expense, subject to legally protected exceptions.

Proper under garments must be worn by all Team Members. Undershirts are required to wear with button-front shirts and blouses and are optional to wear with polo shirts and chef coats. Undershirts when worn are required to be solid white or black and contain no graphics or textures that would show through the uniform shirt or blouse. The undershirt sleeve can not extend below the sleeve of the uniform shirt or blouse.

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

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

Polo shirts must have at least the bottom 2 buttons fastened. All other shirts and blouses must have all buttons except the top button fastened. Vests and sweaters are only allowed to be worn over button-front shirts and blouses.

Pants must fit properly, and must be hemmed to fold at mid-point of the heel. Cuff and/or pegged pants are not acceptable. Skirts should be no shorter than mid-knee.

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

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

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

Team Members must wear black socks that are crew length or higher.

Jewelry

Jewelry (including medical alert jewelry) must be modest in size and contain no gemstones or other attachments to help prevent the cross-contamination, and worn in good taste so as not to be distracting to guests, or fellow Team Members.

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

Rings must be limited to a wedding band with no gem stones.

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

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

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

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

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

Nose jewelry is limited to clear studs only.

Grooming

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

Hair and nails must comply with local health department requirements.

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

Hair that falls around the face must be tied back using a simple hair band or barrette without dangling parts. Hair may also be tucked under a uniform hat. Team Members who have hair longer than shoulder length must tie their hair back into a ponytail or bun or tuck their hair under a uniform hat. Team Members who work in the kitchen area are required to use a hairnet to secure their hair.

False eyelashes are prohibited.

Sideburns must be trimmed to no longer than bottom of earlobe and must be a consistent width from top to bottom.

Facial hair must meet the follow requirements:

- 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 inch in length (No. 4 standard trimmer guard).
- Neatly trimmed is defined as there is a defined line where hair ends.

Unacceptable facial hair styles include no undefined lines, shavings, carvings, designs, or extreme styles (e.g. no chinstraps, chops, handlebar, etc.).

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

Fingernails must not extend from fingertips when viewed from the open palm. False fingernails and fingernail gems or attachments are prohibited. Finger nail polish must not be worn when in the food preparation area; it is only acceptable in guest service areas. If worn, fingernail polish must be be subdued and worn in good taste so as not to be distracting to guests and fellow Team Members.

Tattoos must meet the following requirements:

- Tattoos must not be visible on face or neck.
- Visible tattoos must not contain profanity or be racially offensive, sexually explicit, violent, vulgar, or otherwise offensive to other Team Members and guests.

- Tattoos that do not meet the above requirements can be covered by approved TeamStyle uniform items (e.g. long-sleeved polo shirts or performance sleeve) and/or with waterproof makeup.

Chick-fil-A Holcombe/Main will reasonably accommodate Team Member's religious dress and grooming practices and/or disabilities in terms of dress code, personal appearance, and grooming standards, unless the accommodation creates an undue hardship. Reasonable accommodations will be determined by using an interactive process. For questions regarding appropriate workplace attire and/or reasonable accommodations, please see a Supervisor or the Owner/Operator for details.

Store Property and Assets

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

Receiving the correct amount of money from guests.

Returning the correct amount of change to guests.

Paying immediately for any merchandise consumed, taken, or used for themselves, family or friends.

Recording all sales accurately and appropriately per established store policies and procedures.

Using and maintaining equipment in a safe, responsible manner.

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

Tools and Equipment

Tools or equipment necessary to the performance of a job shall be provided and maintained by Chick-fil-A Holcombe/Main. Personal use of company property, including tools, vehicles and other equipment is strictly prohibited. In addition, employees are prohibited from using tools and equipment on which they have not received training.

No Solicitation

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

Gratuities, Gifts, and Favors

Team Members may not offer to or accept tips, gifts or favors from suppliers, guests or government employees/officials. Team Members should politely decline any offer of a tip, gift, favor, etc., and report any request for free products, services, swapping of products, etc. to their Supervisor or Owner/Operator immediately.

Confidential Information

All non-public information concerning intellectual property of any kind, and client/guest, agent, vendor, and/or distributor lists are to be regarded as confidential information. In addition, all information concerning Chick-fil-A Holcombe/Main's Team Members, including without limitation personal or private information, is confidential in nature. Documents or recordings containing such information are not to be taken from Chick-fil-A Holcombe/Main's premises and the information contained therein is not to be divulged to persons outside Chick-fil-A Holcombe/Main. Disclosure of confidential information will result in termination of employment and possible prosecution. However, for purposes of this policy, "confidential information" does not include wages, hours, benefits, or other terms and conditions of employment, or a Team Member's own personnel information. Further, this policy does not prohibit Team Members from discussing their own personnel information with one another or with a government agency.

Confidentiality of Team Member Medical Information

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

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

Any Supervisor who receives medical information of any kind about a Team Member, including information obtained in connection with a Team Member's absence from work or request for a leave of absence, must disclose such information immediately to the Owner/Operator. In order to assure confidentiality, the information should be communicated to the Owner/Operator in a face-to-face

communication, by telephone from a secure, private location, or in a writing placed in a sealed envelope delivered directly to the Owner/Operator. Confidential medical information should not be transmitted by e-mail.

Progressive Discipline

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

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

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

Nothing in this policy constitutes a contract of employment based on any specified conditions, implied or otherwise, and in no way alters Chick-fil-A Holcombe/Main's policy of at-will employment.

Performance Reviews

Chick-fil-A Holcombe/Main will strive to provide you with on-the-job feedback and counseling regarding your performance and reserves the right to formally evaluate work performance at any given time.

Performance evaluations may review factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your work attitude and your attitude toward others. The performance evaluation should help you become aware of your progress and areas for improvement.

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

Your employment at Chick-fil-A Holcombe/Main is expressly at the will of you and Chick-fil-A Holcombe/Main. Either you or Chick-fil-A Holcombe/Main may terminate the employment relationship with or without cause and with or without notice at any time. Nothing in this policy alters at-will employment.

30 Day Probationary Period

On the first day you report to work, you will begin a Probationary Period to last 30 calendar days. This period will be a time for learning the tasks associated with your job position. You will also become familiar with our company rules and regulations of employment. All employment is at-will and can be terminated without notice or cause for any reason not prohibited by law.

During the first 30 days of your employment, you will be required to work all scheduled shifts unless a doctor's note is provided. You will be unable to switch shifts or have other Team Members cover your scheduled shift.

Your leadership team will work closely with you on all aspects of your training and understanding your responsibilities during this period. After your first 30 days of employment, you will receive an evaluation of your performance. The Probationary Period may be extended based upon the results of this evaluation or at the discretion of the company.

Changes to Personal Information

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

Technology Utilization

Social Media Policy

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

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

Express Only Your Personal Opinions

Never represent yourself as a spokesperson for Chick-fil-A Holcombe/Main. If Chick-fil-A Holcombe/Main is a subject of the content you are creating, be clear and open about the fact that you are a Team Member and make it clear that your views do not represent those of Chick-fil-A Holcombe/Main, fellow associates, members, clients, suppliers or people working on behalf of

Chick-fil-A Holcombe/Main. If you do publish a blog or post online related to the work you do or subjects associated with Chick-fil-A Holcombe/Main, make it clear that you are not speaking on behalf of Chick-fil-A Holcombe/Main. It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of Chick-fil-A Holcombe/Main.”

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

Retaliation is Prohibited

Chick-fil-A Holcombe/Main prohibits taking negative action against any Team Member for reporting a possible violation of this policy or for cooperating in an investigation. Any Team Member who retaliates against another Team Member for reporting a possible violation of this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Team Member Telephone Calls

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

Cell Phone and Other Personal Electronic Devices

Unless otherwise authorized by the Owner/Operator, cell phones and other personal electronic devices may not be used, worn, or kept on you while you are working. Please inform friends and family that if they call your cell phone or text you while you are working that you are only able to respond during your break periods. Cell phone calls and texting during break periods are only permitted in designated break areas.

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

Team Member Health and Welfare

Team Member Safety

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

Your safety is extremely important to us. Good housekeeping is a natural part of safety. Keep your eye out for and pick up all trash and debris and any other foreign objects regardless of where they

are located. If you notice an unsafe condition that you cannot correct yourself, report it immediately to your Supervisor. In the event of injuries to Team Members, notify your Supervisor at once.

In the performance of work duties, Team Members may come into contact with a variety of chemicals and cleansing agents. All Team Members should be familiar with their proper uses, potential hazards and instructions for emergency care. Material Safety Data Sheets (MSDS) are available on all hazardous materials.

In the event of an out of control fire, Team Members are expected to evacuate all Team Members and guests to a safe area and call the local fire department. Fires that cannot be extinguished with available equipment will be left to the local fire department.

You will receive training on the location(s) and operation of all silent alarm push stations. If you are not sure how the silent alarm push stations operate, ask your manager. While Team Members should use the silent alarm in appropriate emergency situations, you should take precautions to avoid creating a false alarm. Each false alarm costs Chick-fil-A in fines and takes our police away from performing other duties. Employees will be disciplined for intentional false alarms.

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

It is a violation of company policy to fail to report any work-related injury or illness to management. Team Members are required to immediately report any work-related injury or illness to management, or any suspected work related injury or illness to management as soon as the Team Member becomes aware of the injury or illness. Reporting work-related injuries and illnesses is critical to the wellbeing of company Team Members, and enables Chick-fil-A Holcombe/Main to ensure appropriate medical care and treatment are provided to injured or ill Team Members and to investigate and correct potential hazards in the workplace. Team Members are subject to discipline for violations of these safety rules. Please note that it is a violation of company policy for any Team Member who reports an injury or illness to be retaliated against because the Team Member has reported a work-related injury or illness or filed a workers' compensation claim.

Workers' Compensation

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

Parking

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

Vehicle Requirements

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

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

Smoke-Free Workplace

Tobacco use, as well as the use of nicotine and vapor delivery systems such as e-cigarettes, in the workplace is prohibited.

Team Members are prohibited from smoking anywhere on company premises, including outside areas and in company vehicles. Team Members who violate this policy will be subject to disciplinary action up to and including discharge. Smoking means inhaling, exhaling, burning, carrying or possessing any lighted tobacco product, including cigarettes, cigars, pipe tobacco, and any other lit tobacco products.

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

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

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

Drug and Alcohol Policy

Chick-fil-A Holcombe/Main is committed to providing a drug-free workplace. It is the policy of Chick-fil-A Holcombe/Main that illegal drugs (as defined by applicable law) and controlled substances are not permitted on the premises of Chick-fil-A Holcombe/Main for any reasons. This

guideline does not apply to any Team Member using prescription medication on the orders of a physician.

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

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

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

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

Team Members have the responsibility to consult with their doctors or other licensed health care professionals about the effect of prescribed medications on their ability to perform their specific job duties in a safe manner, and to promptly disclose any work restrictions to the Owner/Operator.

Team Members should not, however, disclose underlying medical conditions, impairments or disabilities to the Owner/Operator unless specifically directed to do so by their doctors or other licensed health care professionals.

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

Each Team Member is responsible for reporting to management any incidents or cases where suspected violations of this policy occur. Management personnel receiving such reports are accountable for taking or recommending disciplinary action, if appropriate, and/or referral for rehabilitative services as well as possible notification of law enforcement agencies.

By enactment of this policy, Chick-fil-A Holcombe/Main does not intend to create any contract with any Team Member or applicant for employment. This policy is subject to modification, interpretation, and revision upon the prerogative of Chick-fil-A Holcombe/Main, and with or without notice to Team Members or applicants.

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

Consequences

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

Drug Testing

Chick-fil-A Holcombe/Main reserves the right to conduct reasonable suspicion and other drug and alcohol tests in accordance with the requirements of applicable law.

Inspection

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

To facilitate enforcement of this policy, Chick-fil-A Holcombe/Main reserves the right to conduct inspections, at Management's discretion, of: (1) the contents of all packages, bundles, boxes, tote bags, knapsacks, purses, suitcases, briefcases, lunch pails, tool boxes, or other containers taken into or out of Company premises; (2) all offices, desks, lockers, and work stations; and (3) all motor vehicles on Company premises. Whenever practicable, Chick-fil-A Holcombe/Main will conduct the inspection in the presence of the Team Member working in the particular location involved. However, in emergencies or other appropriate circumstances, Chick-fil-A Holcombe/Main reserves the right to conduct an inspection without the presence of the Team Member involved. A refusal to permit an inspection requested by Management may result in immediate termination. Because an inspection might result in the discovery of a Team Member's personal possessions, all Team Members are encouraged to avoid bringing into the workplace any personal property that they do not wish to reveal to Chick-fil-A Holcombe/Main. In addition, for security reasons, Team Members should not leave personal belongings of value in the workplace.

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

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

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

Benefits

College Scholarships

Chick-fil-A Inc., under the Remarkable Futures Scholarship Program, offers \$1,000-\$2,500 scholarships to qualified restaurant Team Members who complete their high school education and are accepted into college; are active in their schools and communities; and demonstrate a solid work ethic, strong leadership abilities, good teamwork skills, and a desire to succeed. The True Inspiration \$25,000 Scholarship will also be available to qualified Team Members. More than \$100 million in scholarships has been awarded since 1973 by Chick-fil-A, Inc. See the scholarship brochure or

contact the Owner/Operator for more information. Chick-fil-A Holcombe/Main does not administer the scholarship program, and it is not responsible for their terms, conditions, or availability.

Health Care

Certain employees may be eligible for coverage under the Chick-fil-A Holcombe/Main medical plan. Employees may be required to pay all or a portion of the insurance premiums. Leaves of absence may affect coverage under the medical plan.

Holidays

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

New Year's Day - limited hours

Independence Day - limited hours

Labor Day - limited hours

Memorial Day - limited hours

Thanksgiving Day - closed

Christmas Eve - limited hours

Christmas Day - closed

New Year's Eve - limited hours

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

Time Away from Work

Family and Medical Leave

The Family and Medical Leave Act of 1993 ("FMLA") became effective August 5, 1993, and applies to all public and private employers with 50 or more Team Members. FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave for eligible Team Members for

certain medical and family-related reasons. The following is a brief overview of the FMLA and how it will apply here.

Eligibility

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

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

Leave Period and Types of Leave

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

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

Nature of FMLA Leave

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

Generally any FMLA Leave shall be unpaid. If, however, the eligible Team Member shall be entitled to any paid leave time under any other company benefit program (such as accrued vacation or Short Term Disability), the Team Member shall first use such paid leave time before continuing the FMLA

Leave on an unpaid basis. Any time for which the Team Member receives pay while on FMLA leave shall be counted as part of the Team Member's FMLA Leave.

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

Procedure to Obtain a FMLA Leave

Any eligible Team Member who desires a FMLA Leave for a foreseeable need shall provide Chick-fil-A Holcombe/Main with the following:

- At least 30 days prior to the start of the FMLA Leave (if it is impossible to do so 30 days in advance, then as soon as practicable), a completed written request for FMLA Leave in the form required by Chick-fil-A Holcombe/Main; and
- If the leave is due to the Team Member's own health condition or the health of a family member, at least 15 days prior to the start of FMLA Leave (if it is impossible to do so 15 days in advance, then as soon as practicable), a written certification from a health care provider on the form provided by Chick-fil-A Holcombe/Main.

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

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

Intermittent or Reduced Leave Schedule

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

Holcombe/Main and the Team Member shall sign an agreement setting forth the time, duration and essential terms of such intermittent or reduced schedule leave.

FMLA Insurance and Other Benefits

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

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

Job Restoration

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

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

Unpaid Leaves of Absence/Personal Days

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

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

Team Members are discouraged from incurring expenses related to unpaid leaves of absence or personal days, such as travel expenses, prior to receiving approval for the unpaid leave of absence. In determining whether to approve the request, the Owner/Operator will not take into account any such expenses already incurred, nor will Chick-fil-A Holcombe/Main reimburse for such expenses.

Military Leave

Chick-fil-A Holcombe/Main will not terminate the employment of a Team Member who is a member of the state military forces of Texas or any other state because the employee is ordered to active duty during a state emergency or authorized training or duty in the state military forces. To the extent required by law, a Team Member who takes military leave may be entitled to return to the same employment held when ordered to duty, unless the employer's circumstances changed and reemployment is impossible or unreasonable. The Team Member must give written or actual notice of intent to return to work as soon as practicable after release from duty.

Family Military Leave

A Team Member who has a spouse or is a parent of an individual who has been called to active military service lasting longer than 30 days with the State or United States pursuant to the orders of the Governor or the President of the United States may be eligible for up to 15 days of unpaid family military leave during the time federal or State deployment orders for the Team Member's spouse or parent are in effect.

To be eligible for family military leave, a Team Member must have been employed by Chick-fil-A Holcombe/Main for at least 12 months and must have been worked for at least 1,250 hours of service during the 12 month period immediately preceding the commencement of leave.

A Team Member must give Chick-fil-A Holcombe/Main at least 14 days- notice of the intended date upon which the family military leave will commence if leave will consist of 5 or more consecutive work days. If possible, a Team Member shall consult with Chick-fil-A Holcombe/Main to schedule the leave so as to not unduly disrupt Chick-fil-A Holcombe/Main's operations. Notice for leaves of less than 5 days shall be given as soon as is practicable.

Chick-fil-A Holcombe/Main will require certification from the proper military authority to verify a Team Member's eligibility for family military leave.

Upon a Team Member's return from family military leave, the Team Member will be restored to his/her position or to a position with equivalent seniority status, benefits, pay and other terms and conditions of employment unless his/her status has been changed for reasons unrelated to his/her family military leave. Taking leave will not result in a loss of any Team Member benefit accrued before the date on which the leave commenced,. During the leave, a Team Member's benefits, such as health care, will be continued at the Team Member's expense.

Chick-fil-A Holcombe/Main will not interfere with, restrain, or deny the exercise or the attempt to exercise a Team Member's rights under this policy. Chick-fil-A Holcombe/Main will not discharge, fine, suspend, expel, discipline or in any other manner discriminate against any Team Member for exercising any right provided under this Policy. Finally, Chick-fil-A Holcombe/Main will not discharge, fine, suspend, expel, discipline, or in any other manner discriminate against any Team Member for opposing any act by Chick-fil-A Holcombe/Main that violates this policy.

Political Activity Leave

Team Members are permitted unpaid leave to attend political conventions. The Team Member must provide advance written notice to Chick-fil-A Holcombe/Main of the need for leave to attend a political convention.

Time Off to Vote

Chick-fil-A Holcombe/Main encourages Team Members to fulfill their civic responsibilities by participating in elections. Generally, Team Members are able to find time to vote either before or after their regular work schedule. If Team Members are unable to vote in an election during their nonworking hours, Chick-fil-A Holcombe/Main will grant up to two (2) hours of paid time off to vote. Team Members must submit a voter's receipt on the first working day following the election.

Team Members should request time off to vote from their Supervisor at least two (2) working days prior to the Election Day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift; whichever provides the least disruption to the normal Chick-fil-A Holcombe/Main operations.

Emergency Evacuation Leave

Team Members are permitted unpaid leave to participate in a general public evacuation ordered under an emergency evacuation order. Chick-fil-A Holcombe/Main will not discharge or discriminate against any Team Member because he/she was required to take leave to participate in a general public evacuation ordered under an emergency evacuation order.

Jury Duty Leave

Team Members who are called for jury duty will be granted time off without pay to perform this civic duty. Team Members must notify their Supervisor as soon as they learn they have been summoned as a juror so that work arrangements can be made, and must provide their Supervisor with the jury summons and a note from the Clerk of the Court indicating the times the Team Member was in court for jury duty. Under no circumstances will Team Members be terminated, threatened, intimidated, coerced or penalized because they request or take leave in accordance with this policy.

Court Appearance Leave

A Team Member, including a victim of a crime, may take time off to appear in court as a witness in order to comply with a subpoena or other order.

If you need time off to appear as a witness, you should bring the subpoena or court order to the Owner/Operator immediately after it is received so that arrangements to accommodate your absence may be made. While taking time off to appear as a witness, you are expected to report for work whenever the court schedule permits. Time to appear as a witness will be unpaid.

Lactation Accommodation

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

Employment Resignation or Termination

Should you decide to resign, we hope you will advise your Supervisor and the Owner/Operator of your intention to leave at least two weeks in advance and submit a written, dated, and signed letter of resignation. Of course, as a Team Member at will, Chick-fil-A Holcombe/Main cannot require you to give notice. We appeal to your professionalism and courtesy. However, your wage could be reduced to the legal minimum on your final paycheck if no written notice of resignation is provided.

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

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

All property (e.g. keys, cards, documents, technology, etc.) provided to the Team Member by Chick-fil-A Holcombe/Main must be returned at the time of employment resignation or termination.

If you were covered under our group medical plan prior to your termination of employment, pursuant to federal law, you will be able to continue the same level of coverage as Chick-fil-A Holcombe/Main's Team Members ("COBRA") for a limited period of time following your separation date at 102% of the premium cost. You will receive further information regarding continuation of medical coverage at the time of separation.

Vacation Policy

Being awarded vacation hours is a benefit of working for Chick-fil-A Holcombe/Main and is a form of gratitude by the Owner/Operator for the loyalty and commitment of employees to the business and Chick-fil-A brand. Any questions related to this policy should be directed to the Owner/Operator. The purpose behind vacation hours is for the individual to take time off to refresh or otherwise handle personal needs without having to forsake wages by not working.

QUALIFICATIONS

1. Must be in good standing with no disciplinary notices issued during the previous 30 days leading up to the date of request to use vacation time.
2. Team Members, Trainers, and Directors must be employed at least 1 year starting from their hire date.
3. Any request to use vacation must be submitted in writing at least 4 weeks in advance to the Owner/Operator for approval and can be denied or revoked at any time for any reason.

VACATION HOURS

1. Vacation is awarded in units of hours. Not days, weeks, or months.
2. Vacation is awarded as follows:
 - a. Tenure Hours for Team Members, Trainers, and all Directors
 - i. 8 hours at 1-year anniversary of hire date.
 - ii. 16 hours at 2-year anniversary of hire date.
 - iii. 24 hours at 3-year anniversary of hire date.
 - iv. 32 hours at 4-year anniversary of hire date.
 - v. 40 hours at 5-year anniversary of hire date.
 - i. No additional hours will be awarded after 5-years of employment without being specifically approved in writing by Owner/Operator.
 - a. Additional Hours to Tenure for Restaurant and Area Directors
 - i. 40 hours at 1-year anniversary of hire date.
 - ii. No additional hours will be awarded after 1-year of employment without being specifically approved in writing by Owner/Operator.
 - iii. Restaurant and Area Directors will receive additional hours based on the above tenure. For example, a Director who has been with the organization for 3 years will receive 40 hours paid vacation and an additional 24 hours for 3-year tenure totaling 64 hours.
 - a. Additional Hours to Tenure for Enterprise Directors
 - i. 80 hours at 1-year anniversary of hire date.
 - ii. No additional hours will be awarded after 1-year of employment without being specifically approved in writing by Owner/Operator.
 - iii. Enterprise Directors will receive additional hours based on the above tenure. For example, a Director who has been with the organization for 3 years will receive 80 hours paid vacation and an additional 24 hours for 3-year tenure totaling 104 hours.

RULES

- i. Vacation hours can be used only after Owner/Operator approves a request that meets the requirements listed under QUALIFICATIONS.
- ii. Vacation hours do not rollover from year to year. Hours must be used by December 31st and will not be automatically paid-out on that date. Unused hours will expire. New vacation hours are awarded January 1st based on employee hire dates and can be used during that year only.
- iii. Owner/Operator can revoke vacation hours for any employee, for any reason, at any time.
- iv. Once an employee gives notice of their resignation to the Owner/Operator any vacation is automatically revoked for that employee.
- v. If an employee is terminated by the Owner/Operator for any reason, any vacation is automatically revoked for that employee.
- vi. Owner/Operator reserves the right to change or revoke this policy at any time, for any reason and will give notice of changes or revoking of this policy to all employees.
- vii. Owner/Operator can designate a Supervisor to act on their behalf regarding this policy.
- viii. Vacation hours will not be paid out as a “bonus” or other form of additional wages on top of normal scheduled hours.

401k Policy

The 401k contribution is a benefit of working for Chick-fil-A Holcombe/Main and is a form of gratitude by the Owner/Operator for the loyalty and commitment of employees to the business and Chick-fil-A brand. Any questions related to this policy should be directed to the Owner/Operator.

QUALIFICATIONS

1. Team Member must be employed at 1 year.
2. Team Member must have worked at least 1,000 hours during the current calendar year.
3. Team Member must be at least age 21.

401k POLICY

1. Owner/Operator will deposit 3% of a Team Member’s qualifying gross wage into a 401k account per pay period regardless if the Team Member actively contributes from their wages. This is NOT a deduction in wages earned.
2. Example: A Team Member earns \$100 gross wage for the pay period so the Owner/Operator deposits a match of 3% into an account totaling \$3.00 allocated for that Team Member’s 401k.
3. Team Members can choose between a fixed dollar amount or a fixed percentage of their gross wages to be deducted pre-tax or Roth from each pay check. This is in addition to the 3% that the Owner/Operator already deposits on behalf of the Team Member.
4. Example: \$50 per check versus 5% of check.
5. Team Members who want to sign up can only do so after they meet the qualifications listed above.
6. Team Members who qualify will receive a notification via email on the first day of the quarter (January 1st, April 1st, July 1st, and October 1st) and can choose to sign-up or decline to setup their own contribution. Owner/Operator will automatically contribute regardless of Team Member’s choice.

RULES

1. Owner/Operator reserves the right to change or revoke this policy at any time, for any reason and will give notice of changes or revoking of this policy to all Team Members.
2. If a Team Member is terminated by the Owner/Operator for any reason this policy is automatically revoked for that individual.
3. Owner/Operator can designate a Supervisor to act on their behalf regarding this policy.
4. When a Team Member no longer works for Chick-fil-A Holcombe/Main for any reason any amount currently in their 401k belongs to them to be used as they see fit.
5. This document does not contain all the rules and regulations in place for 401k accounts and should not be considered to be the guiding document. This is only general information and specific questions should be directed to the Owner/Operator.
6. In order for a Team Member to retain the 3% contribution made on their behalf by the Owner/Operator they must remain employed at least 24 months or work at least 2,000 hours. If they leave the company before meeting either criteria they forfeit the employer's 3% contributions.

Team Member Acknowledgment

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

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

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

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

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

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

SIGNED: _____
Team Member Signature

DATE: _____