

Welcome to the Team



TEAM MEMBER POLICY HANDBOOK

FOR

Chick-fil-A at Englewood

TEAM MEMBER POLICY HANDBOOK
CHICK-FIL-A AT ENGLEWOOD

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Welcome and Introduction

Welcome to Chick-fil-A at **Englewood further known as the “Company” or the “Restaurant”!** We are glad you have chosen to work with us, and we are excited to have you on our team! We look forward to your contributions toward fulfilling our mission: *To create "ReMarkable" guest experiences in Englewood by building relationships and delivering on our promise of excellence, service, and quality.* We hope that your employment here will be a challenging and rewarding experience.

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

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 This Handbook replaces all prior published or unpublished policies regarding the subject matters addressed in these materials.

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

At-Will Employment

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

Chick-fil-A, Inc. Background

From simple beginnings in a small restaurant in Hapeville, Georgia, founded in 1946 by Company founder and Chairman S. Truett Cathy, Chick-fil-A has grown into one of the largest privately owned restaurant chains in the nation. Credited with introducing the original boneless breast of chicken sandwich and pioneering in-mall quick-service food, Chick-fil-A is now the largest quick-service chicken restaurant chain in the country, based on annual sales, with restaurants in over 40 states and Washington, D.C. and we are continuing to grow. Dan T. Cathy, Truett’s oldest son, is currently the President of Chick-fil-A, Inc. You can find additional information about Chick-fil-A’s history at www.chick-fil-a.com.

Chick-fil-A’s Mission Statement is to “Be Remarkable”. Helping fulfill this mission is important to all jobs at this Restaurant. Chick-fil-A has always focused on providing great food in a clean, friendly environment,

and on providing outstanding customer service. Some of the core values that Chick-fil-A believes will help us be “America’s Best” include:

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Excellence: Giving personal best every day.

Integrity: Being committed to doing the right thing, no matter what.

Generosity: Serving others unselfishly and genuinely caring about people.

Loyalty: Being committed to building and preserving long-term relationships based on mutual respect.

As one way of demonstrating his commitment to these core values, Truett established the Team Member Scholarship program in 1973 to encourage Chick-fil-A restaurant employees to further their education. In 1996, the Team Member Scholarship program was replaced with the Leadership Scholarship program, which places a greater emphasis on a restaurant employee's community service and leadership abilities. Through its scholarship program, Chick-fil-A, Inc. has offered financial assistance to over 20,000 restaurant employees who have gone on to attend over 2,100 colleges, universities and other educational institutions throughout the country since the program was established.

Finally, Chick-fil-A is, and always has been, **closed** on Sundays. Closing Chick-fil-A restaurants every Sunday makes Chick-fil-A pretty unique in this day and age. But it's a practice that has always served the Company well. Truett wanted to ensure that every one had at least one day a week for rejuvenation, rest and personal activities. It made sense then, and it still makes sense now.

Commitment to Hospitality

Chick-fil-A **Englewood** strives to maintain an atmosphere of hospitality for all customers. We want to create a genuine experience for all who visit our restaurant. We maximize the opportunity to build the business and to positively influence others by creating a welcoming environment. We are hospitable to **all** customers.

2nd Mile Service

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

Civility, Equal Employment Opportunity & Non-Harassment Policy

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

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

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

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

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

Prohibited sexual harassment can include, but is not limited to:

- *unwelcome sexual advances, propositions or statements;
- *unwelcome physical conduct such as touching or impeding movements;
- *verbal, written (including electronic communications), or physical conduct, such as making or using derogatory comments or gestures, explicit jokes, or comments about a person's body or dress;
- *displaying, using, sharing, or transmitting pictures, objects, cartoons, or any other material that could be deemed offensive, degrading, or inappropriate based on a protected characteristic; and/or
- *any other visual, verbal, physical, or written conduct, including electronic and online statements or conduct, of a sexual nature by any employee or other person.

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

Our policies prohibiting harassment apply regardless of the parties' relationship to our Restaurant.

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

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

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

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

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

Reasonable Accommodation Policy

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

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

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

Employment Eligibility Verification

As required by law, Chick-fil-A at **Englewood** verifies the identity and work authorization of all employees. Each new employee, as a condition of employment, must complete a Form I-9, Employment Eligibility Verification form and present valid documentation sufficient to satisfy the Form I-9 requirements. Any employee who is unable to satisfy the Form I-9 requirements within the time permitted by law will be subject to disciplinary action, up to and including immediate termination.

Compensation

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

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

Pay raises are based on business factors including, but not necessarily limited to, job performance, merit, attendance and attitude. When you receive a raise this is confidential information that is not to be shared with others. If you make this information public your raise will be taken away as this is not beneficial to the team.

It is Chick-fil-A at **Englewood** policy and intent to comply with all applicable laws regarding the payment of minimum wage and overtime premium pay for employees who are not exempt from such requirements. Employees are expected to report accurately all time worked and are prohibited from performing any work "off the clock" or without reporting all time worked.

Pay Periods

- ~The pay period for our restaurant ends bi-weekly on Saturday. Employees will receive a paycheck once every two weeks.
- ~Normally, your paycheck will be available on Friday after 2:00 PM after the pay period ends.
- ~You cannot receive your check in advance of the end of the pay period.
- ~You cannot cash your check in the Restaurant.
- ~In case of time punch error, the Managers of Chick-fil-A at **Englewood** have the authority to edit time punches in the system to reflect the correct time worked.

Overtime Premium Pay

You will be paid at an overtime premium of 1.5 times your regular hourly rate of pay for any time worked over 40 hours in one workweek.

For purposes of calculating overtime premium pay under this policy, the work week at our Restaurant begins on Sunday at 12:01 a.m. and ends on the following Saturday at 12:00 a.m. In addition, the "workday" is defined as beginning at 12:01 a.m. each day and ending at midnight that evening.

You are directed not to work any overtime unless your Operator or a Manager has specifically approved it.

State or local law may set forth different, additional or conflicting requirements. In that event, Chick-fil-A at **Englewood** complies with all laws and follows the law most favorable to the employee.

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Scheduling

The work schedule for your Restaurant generally will be posted on HotSchedules for the following week by Saturday. You are responsible for working your scheduled hours. If there is an emergency or if for any other reason you cannot work your scheduled shift, you are responsible for finding a replacement and submitting your request on HotSchedules for Operator or Manager approval. If your request is denied, it is your responsibility to report to work as scheduled. You should never change the schedule without the approval of the Operator or a Manager.

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

Requesting Time Off

- Please submit any requests for time off in Hot Schedules on or before **[the Monday of the preceding week]** (in other words, the Monday before the Saturday on which the following week's schedule is posted). We will attempt to accommodate reasonable scheduling requests if possible, consistent with the need to staff our Restaurant appropriately to meet business and customer needs.
- **New Team Members are not permitted to request time vacation or time off requests during their first 60 days of employment.**
- **Unless you are using accumulated "earned sick time" as defined in the New Jersey Paid Sick Leave Law for one of the reasons set forth in that Act**, if you need time off after the schedule has been posted, it is your responsibility to make arrangements with another appropriate team member to work your scheduled shift. This change, to be effective, must be approved by the Operator or the Leader on Duty through the Hot Schedules app. **If you are using earned sick time under the New Jersey Paid Sick Leave Law, you are not required to make coverage arrangements for a scheduled shift, but you are doing so will be greatly appreciated.**
- Requests for vacation should be submitted at least two weeks in advance.
- Requests for time off that are not made in accordance with this policy may be denied unless the time off is for leave mandated by federal, state or local law and you are both qualified and have complied with all procedural requirements in requesting the leave.

Meal Breaks

Depending upon the hours you work on a given day, you may be entitled to various breaks. Your Manager will coordinate all breaks to ensure that the Restaurant is adequately staffed at all times.

Team members who work at least five hours during a single day are permitted to take one unpaid meal break for thirty minutes. In addition, team members who work twelve hours or more during a single day are permitted to take a second unpaid meal break for thirty minutes.

These meal breaks should be taken separately and should not be combined.

Please note that if your meal break time exceeds the time permitted, your time will be adjusted accordingly. Moreover, if your meal break time exceeds the time allotted and permitted, you may be subject to disciplinary action.

Team members should take their meal breaks in the restaurant so that they are ready to return to work when the break is over.

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Team members are required to take these meal breaks even if they choose not to eat a meal during this time.

The Manager on duty will coordinate all meal breaks to ensure that the Restaurant is adequately staffed at all times. You should take your meal break(s) only at a time approved by the Manager on duty.

You must "clock out" and "clock-in" for your break(s). Failure to record your break time accurately will result in disciplinary action.

State or local law may set forth different, additional or conflicting requirements. In that event, Chick-fil-A at **Englewood** follows all laws and will provide the benefit most favorable to the employee.

Employee Food and Beverage Benefits

Team members will be provided with the following meal and beverage benefits:

If you work under 5 hours you get 50% off your meal. The meal cannot exceed \$8.75 in value.

If you work more than 5 hours, you may have a meal valued at \$8.75 and will be responsible for any cost over the stated amount at 100% value.

If you work 12 hours, you may have a meal valued at \$8.75 during both breaks and will be responsible for any cost over the stated amount at 100% value. You cannot combine the amounts during one break.

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

Drinks are provided at no cost as long as you provide your own cup with a lid. Drinks that are bottled, Milkshakes, Frosted Beverages, Lemonade, Iced Coffee or specialty beverages are not free. They must be paid for at full price.

To obtain your meal, you must clock out first, order your meal from the front counter. The Manager will make sure that the Restaurant has adequate staffing and if there is a rush you may be asked to clock back in. If this does happen you will be allowed to complete your break at a later time.

You must eat your meal in the Restaurant in the areas designated by your Restaurant's management as appropriate for team member dining. You may not take your meal off the premise.

You may not take any unfinished portion of any meal provided or received under this policy out of the Restaurant.

Attendance and Punctuality

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

If you want to use accumulated "earned sick time" as defined in the New Jersey Paid Sick Leave Law for one of the reasons set forth in that Act, you are required to comply with the following guidelines in advising the Operator or Leadership:

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- **If use of earned sick leave is foreseeable, you are required to provide notice 7 calendar days in advance to the Leader on duty or the Operator.**
- **If use of earned sick leave is unforeseeable, you are required to provide notice to the Operator or Leadership as soon as practicable.**
- **Notice in both cases must be provided by email to the following address 03966@chick-fil-A.com and by telephone to your Team Leader, Director, or the Operator.**
- **In both instances you must inform the Leader on duty or the Operator when you will begin your sick leave and the amount of sick leave you intend to take. Please review the section below regarding details of the New Jersey Paid Sick Leave Law.**

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

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

Time Recording

Please adhere to the following procedures concerning recording your work time:

You must clock in on the cash register timekeeping system at the beginning of your shift, no sooner than 1 minute before your scheduled shift unless ask by the Manager on duty.

You must clock out on the cash register timekeeping system at the end of your shift.

You must clock out on the cash register timekeeping system for authorized breaks. You should record breaks on the timekeeping system by using the “clock in” and “clock out” button. When working 5 or more hours you must take a full 30 minute break.

Your timecard must show the hours that you actually worked. Do not work “off the clock.” This means that team members may not perform **any** work at **any** time when not clocked in to work.

You must record your own hours. Do not clock in or out for another team member. If this happens it will be grounds for immediate termination.

If you believe that you need to begin work early (prior to the start of your scheduled shift), or stay late (after the time your shift is scheduled to end), you must obtain approval of the Manager on duty. You must obtain this approval before you perform any work during any time in which you are not scheduled to work.

Notify your Manager immediately of any timekeeping error, any error on our timekeeping system, or any error on your paycheck, so that we can look into the matter and make any necessary corrections promptly.

If you fail to clock out at the end of your shift, notify your Manager as soon as possible, and before you clock in for your next shift, at the latest.

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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 your Restaurant.

Customer Service. Your main responsibility as a team member is to help provide our customers with efficient, courteous service, quality food, and a clean, pleasant environment for their dining. Accordingly, the following are required of all team members:

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

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

Although we strive for 60-second service, please do not rush the customer.

Remember that the customer is always right. Please do not argue with a customer. If you have a situation with a customer that you cannot handle or that the customer feels has not been handled adequately, then notify a Manager immediately.

Generally, you should stay at your assigned position, unless otherwise directed by a Manager or team leader or in case of an emergency. During this time you will need to aid your fellow team members.

Other General Responsibilities. The following responsibilities also are a part of everyone's job at the Restaurant, and are vital to providing our customers with the best possible experience every time they visit the Restaurant:

When you are working as a cashier or otherwise providing food orders to customers, always double-check the order to ensure it is correct before giving it to the customer.

When you are working as a cashier, never leave a cash register drawer open. Only work out of the drawer assigned to you. The only exception to this is if you are working off of a Manager's drawer at their request.

Everyone is responsible for helping to ensure that stock is rotated properly. FIFO (First In, First Out)

Everyone is responsible for helping to ensure that the Restaurant is as clean as possible. Remember, if there is time to lean, there is time to clean!

Avoid wasting food, paper products, cleaning supplies, etc.

These lists are not all-inclusive or exhaustive. Other responsibilities apply to every job at the Restaurant. Your Manager and/or Team Leader will familiarize you with your responsibilities during training.

Age-Restricted Activities

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

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

Standards of Conduct & Disciplinary Actions

Chick-fil-A at **Englewood** does not believe it is necessary to list exhaustively every work rule or standard of conduct for team members in our restaurant. All team members are expected to perform their jobs well, to conduct themselves in a professional manner at all times, and to treat others with honor, dignity and respect.

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Additionally, all team members are expected to comply with any rules applicable to employment in this Restaurant (including, but not limited to, the rules set forth in this Handbook).

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

- Violation of the Company's Civility, Equal Employment Opportunity & Non-Harassment Policy;
- Violation of the Company's policy prohibiting violence in the workplace;
- Violation of the Company's Employment Eligibility Verification policy;
- Clocking another team member in or out or recording break time for another employee;
- Clocking in or out for a team member who did not work, breaking in or out for a team member who did not go on a break or return from a break as recorded, or otherwise submitting to be paid for time not worked;
- Reporting to work under the influence of alcohol or illegal drugs;
- Insubordination or disrespect to the Operator, Management or Team Leaders;
- Excessive unexcused tardiness or absence, or failure to notify the Company of tardiness or absences in a timely manner;
- Dishonesty or falsification of Company records or documents, including but not limited to the employment application, Form I-9 documentation, and time punches or other payroll-related records;

Use of inappropriate language or other inappropriate behavior including, but not limited to, using profanity, obscenity, cursing, or other foul or offensive language or gestures in the Restaurant and/or loud or disruptive language, fighting, or conduct;

Violations of the Cash and Coupon Accountability policy.

Improper food distribution, which includes, but is not limited to:

- Giving away food over the counter without receipt of the appropriate payment and/or coupons in exchange;
- Giving away food to team members who are not working that shift or who are not entitled to an employee meal under our Employee Meals Policy without receipt of the appropriate payment;
- Intentionally over-portioning products;
- Taking food home without payment;
- Storing food for later pick-up without payment;
- Sharing break food with an individual who is not a team member;
- Signing for food or goods not delivered;
- Eating during your shifts while not on an approved break;
- Giving out unauthorized promotional material or discounts.

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

Verbal warning(s)

Written warning(s)

Suspension without pay

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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 at Englewood retains the right to skip any of these steps of progressive discipline if circumstances necessitate. Chick-fil-A at **Englewood** also reserves the right to discipline an employee at any time for inappropriate conduct or behavior, whether or not such conduct is referenced or mentioned in this policy.

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

Appearance

Chick-fil-A at **Englewood** 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 the Restaurant cares about customer service, quality, and cleanliness.

Uniforms

Team members who work on average 30 hours per week or more will receive two uniforms at no cost. Team members who work on average less than 25 hours per week will receive one uniform at no cost. Your free uniform consists of pants, shirt, belt, and nametag. Other items, such as hats and aprons, may be provided depending upon your position.

Shoes must be black and slip-resistant. Team members will be required to provide their own slip resistant shoes. Shoes for Crews are recommended.

All uniform items (including belts, outerwear and caps) must be from the Chick-fil-A TeamStyle collection.

All garments should fit properly and be clean, pressed (as applicable) and in good condition (i.e., no holes, fraying, stains, discoloration, etc.).

All team members must wear proper undergarments.

Team members must present a professional appearance (neat, clean and well groomed).

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

All shirts (except maternity tops or chef coats) must be worn tucked in.

Men's polo shirts must be worn with at least the bottom button fastened.

All buttons must be fastened on women's short-sleeved woven (button-front) and ¾-sleeved woven shirts. Women's long-sleeved shirt may have top button unfastened.

Men must wear solid white t-shirts (no printing or graphics) under all shirts. T-shirts are optional for women. All t-shirts must be in good condition (with no holes, fraying, discoloration, etc.). T-shirt sleeve length should not extend below bottom edge of Team Style shirtsleeve.

Pants must fit properly and must be hemmed to fall no lower than the midpoint of the heel. Cuffed and/or pegged pants are not allowed.

Team Style belt must be worn and must be trimmed so that end does not hang below belt line.

Shoes must fit properly with laces tied, unless limited by temporary medical conditions requiring corrective orthopedic devices (due to broken bones, surgeries, etc.).

Females must wear solid black socks, black hose or flesh-toned hose. Males must wear solid black socks.

Long sleeve t-shirts may be worn during winter months under polo's. All long sleeve shirts must be solid without graphics or printing. The only colors allowed, are solid grey, black, or red long sleeve t-shirts.

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Chick-fil-A Team Style caps/visors may be worn at the Operator's discretion and/or in order to comply with local health department requirements. Caps/Visors must be clean and have no visible stains or discoloration. Caps/Visors should be worn on the head with the bill facing directly forward and above the eyebrows so that eyes are clearly visible under brim of cap.

Jewelry

Jewelry (including medical alert jewelry) must be modest in size to help prevent the cross-contamination of food and worn in good taste so as not to be distracting to customers or fellow team members. Any necklace worn should be tucked inside clothing to avoid being a safety hazard.

Rings must be limited to a wedding band or set (none on thumbs). In food preparation areas, rings, if worn must be plain bands and must be worn with gloved hands to avoid food contamination or catching on equipment.

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

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

Women and men may have no more than two earrings per ear, worn only in the earlobe.

Nose piercings may be permitted at the discretion of the Operator, however if deemed inappropriate, may be asked to be removed.

Grooming

Good personal hygiene is expected of team members when they report for work (e.g., clean-shaven, bathed and with appropriate application of body deodorant).

Hair and nails must comply with local health department requirements.

Hair must be clean and worn in good taste so as not to be distracting to customers or fellow team members. Hairstyles must be neat and professional in appearance. Hair coloring is permissible, but only naturally occurring hair colors are allowed. Eccentric styles (e.g., Mohawks, shaven designs, etc.) are not permitted.

Females: Hair that falls around face must be tied back using a simple hair band or barrette that has no loose or dangling parts.

Males: Hair must not fall below midpoint of collar in the back, below midpoint of ear on the sides, or below eyebrows on the forehead. Facial hair, other than a neatly trimmed mustache, is not allowed. Sideburns must be trimmed to be no longer than the bottom of the earlobe and of a consistent width on the sides from top to bottom.

Makeup must be subdued and worn in good taste so as not to be distracting to customers or fellow team members.

Fingernails must not extend beyond fingertips when viewed from the open palm.

Fingernail polish must not be worn in food preparation areas; if worn, elsewhere, it must be a solid color, worn in good taste, to the discretion of the manager on duty, and worn only in customer service areas.

False fingernails are not allowed permitted. Fingernail gems must not be worn.

Tattoos visible on the neck or face are not permitted. Any tattoo that is considered violent, vulgar, or offensive in nature to any group is not permitted. The determination of what may be considered an appropriate tattoo is left to the discretion of the Operator and tattoos acquired by Team Members after being employed by Chick-fil-A Englewood also must adhere to this policy.

Perfume or cologne must be subdued in fragrance and not be distracting to customers or fellow team members.

Body modifications (e.g., piercings, extended earlobes, etc.) visible to customers are not allowed.

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

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

Smoking and Use of Tobacco Products Prohibited

Smoking of any substance and the use of any type of tobacco product is prohibited in all areas of the Restaurant, grounds, and/or in view of the customer, including outdoor areas such as the sidewalk areas surrounding the restaurant, entry points, back alley, parking lot, and on the premise.

Workplace Violence

To help create a safe workplace, and consistent with our commitment to treating every individual with honor, dignity and respect, Chick-fil-A at **Englewood** policy provides for zero tolerance of violence (or threats of violence) in the workplace. Absolutely no workplace violence or threats of violence will be tolerated.

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

- Fighting, or any act or threat made by a team member against another person's life, body, health, well-being, family or property, including but not limited to assault, battery, intimidation, harassment, stalking or coercion.
- Any act or threat of violence that endangers the safety of team members, customers, vendors, contractors or the general public.
- Any act or threat of violence made directly or indirectly by words, gestures or symbols.
- Any behavior or actions that carry a potential for violence (i.e., throwing objects, waving fists, destroying property, etc.).
- Use or possession of a firearm or any weapon by a team member on the Restaurant premises, including the parking areas, unless and only to the extent permitted otherwise by applicable state or local law.

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

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

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Workplace Safety

The safety of team members, customers and others who come into contact with the business is very important to Chick-fil-A at **Englewood**. Accordingly, the Company strives to maintain safe working conditions for all team members, as well as safe conditions for customers and third parties.

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

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

Workers' Compensation

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

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

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

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

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

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

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

Team Member Property & Workplace Searches

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

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

Team members should not have any expectation of privacy where Company or customer property is concerned. Any property not owned by the team member may be searched at any time with or without the team member's consent. Team members may be held accountable for any illegal or prohibited items found in areas designated to them or areas that are considered to be within their primary control.

Use of Company-Owned Telephone and Electronic Devices

This policy addresses the use of Chick-fil-A at **Englewood** telephones, communications equipment and other electronic resources. The telephone in the Restaurant (including any voice mail or voice messaging system) is the property of Chick-fil-A at **Englewood**, and accordingly, any communications through our telephone and voice mail systems at the Restaurant should generally involve the Restaurant's business and business-related activities. Occasional personal use may be allowed, but personal calls must be kept to a minimum and should be kept brief.

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

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

Use of Personal Cellular Telephone and Other Electronic Resources While on Duty

Personal calls during work hours, regardless of the telephone used, can interfere with team member productivity and be distracting to others. A team member's cellular telephone and/or other electronic resources including, but not limited to, smartphones, computers, and other personal communications devices (collectively referred to in this policy as "cell phone"), generally may not be used, worn or kept on the team member's person while the team member is on duty at the Restaurant, without specific permission from the Manager and subject to any limitations set out by the Manager. Permission to use, wear or carry a personal cell phone during work time will be determined on a case-by-case basis. If a team member has a specific need to use, wear, or carry a personal cell phone during work time, the team member is responsible for requesting permission from the Manager prior to using, wearing or carrying the cell phone and explaining to the Manager the reason for the request and anticipated duration for the exception to this policy.

Team members may use personal cell phones during breaks and are asked to communicate, if necessary, about personal issues during this time. The Company will not be liable for the loss of or damage to personal cell phones brought into the workplace.

Team members whose job responsibilities include driving are strictly prohibited from using cell phones while driving. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees who are driving are instructed to pull off to the side of the road and safely stop the vehicle before placing or accepting a call and/or reading or sending a text or email message.

In situations where an employee drives for work and uses a cell phone for work purposes, state or local law may place additional restrictions on the employee's ability to use a cell phone while operating a motor vehicle. Under no circumstances should an employee place himself or herself at risk to fulfill business needs. Employees who are charged with traffic violations resulting from the use of their cellular telephones or other electronic devices while driving will be solely responsible for all liabilities that result from such actions.

Violations of this policy may result in disciplinary action, up to and including termination of employment.

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 your Restaurant are as follows:

1. At the beginning of your shift, you should verify the beginning cash total in your cash drawer. If you fail to count the drawer, it will be assumed that you agree with the beginning total determined by the team shift leader, or Manager.
2. You should not allow any other team member (including team leaders) to use your cash drawer.
3. Should it be necessary to obtain change during your shift, contact a team or shift leader, or the Manager to make change. Cashiers should not make change with other cashiers.
4. Should it be necessary to skim your drawer, both the cashier and team leader (or Manager) should verify and record the amount in the POS system.
5. When you finish your shift, you may only count your drawer in the presence of a team leader or Manager. If you decide not to count your drawer with a team leader or Manager, the team leader or Manager will count the drawer and it will be assumed that you agree with the ending cash and coupon total determined by the team leader or Manager.

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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 DOC's in their pockets or otherwise on their persons.

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

Leaves of Absence

Chick-fil-A at **Englewood** will comply with all federal, state and local laws pertaining to employee leaves of absence and/or time off from work. Those leaves of absence include, but are not limited to, those explained below.

New Jersey Paid Sick Leave Law

Chick-fil-A Englewood complies in all respects with the **New Jersey Paid Sick Leave Law** (the "PSLL" or "Act").

Employee Eligibility

All employees accumulate and are eligible to use accumulated sick leave under the Act.

- Sick leave begins to accrue on the date the law takes effect, October 29 2018.
- These employees can use earned sick leave beginning on the 120th calendar day after their employment commences.
- For employees hired after Act takes effect:
- Sick leave begins to accrue upon their employment commencement date
- These employees can use earned sick leave beginning on the 120th calendar day after their employment commences

Reasons for Leave and Amounts of Leave

An employee may take up to forty (40) hours of accumulated earned sick time in each calendar year for the following reasons:

- Diagnosis, care, treatment or recovery from a mental or physical illness, injury or other adverse health conditions, or for preventative medical care of the employee.
- Caring for a family member during diagnosis, care, treatment of or recovery from a mental or physical illness, injury or other adverse health conditions, or for preventative medical care of the employee's family member.

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- Time needed after the closure of the employee's workplace or the school/place of care of the employee's child by order of a public official or other public health agency, or if a public health authority issues a determination that the presence of the employee or their family member would jeopardize the health of others.
- Attending a school-related function of the employee's child requested or required by the school responsible for the child's education, or attending a meeting concerning the care provided to the child in connection with the child's health conditions or disability.
- Absences necessary due to the employee or employee's family member being a victim of domestic or sexual violence if earned sick leave is used for:
 - Medical attention needed to recover from physical or psychological injury or disability caused by domestic or sexual violence
 - Services from a designated domestic violence agency or victim services organization
 - Psychological counseling or other counseling
 - Relocation
 - Other legal services including obtaining a restraining order, or preparing for or participating in any civil or criminal legal proceedings related to the domestic or sexual violence.

Notice of Operator

If you want to use accumulated "earned sick time" as defined in the Act for one of the reasons set forth in that Act, you are required to comply with the following guidelines in advising the Operator or Leadership:

- If use of earned sick leave is foreseeable you are required to provide notice 7 calendar days advanced notice to the Operator or Leadership.
- If use of earned sick leave is unforeseeable, you are required to provide notice to the Leader on duty or the Operator as soon as practicable.
- In both instances you must inform the Leader on duty or the Operator as when you will begin your sick leave and the amount of sick leave you intend to take. Please review the section below regarding details of the New Jersey Paid Sick Leave Law.

Employees must provide sufficient information for the Operator to determine if the leave qualifies under the Act.

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Documentation

If you require sick leave for three (3) or more consecutive days, you are required to provide documentation to the Operator. For special **blackout days** established by the Operator, documentation is be required for use of even one (1) day. **Blackout days are Friday's and Saturday's, the days of Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day, including the business days preceding and following the afore mentioned holidays.** This documentation must show that you are using sick leave in accordance with permitted purposes under the law prior to the end of the pay period during which the sick day was used. A doctor's note is an example of documentation that can be used to validate the use of sick leave.

Compensation

Increments of Sick Leave: The largest increment of earned sick leave that an employee will be required to use is the number of hours the employee was scheduled to work during the applicable shift. For example, if you are scheduled to work a 7-hour shift, the Operator will not mandate that you use paid sick time of 8 hours. You will be paid for earned sick leave the same rate of pay with same benefits as you normally earn. When you leave the employment of Chick-fil-A Englewood, you are not entitled to compensation for unused accumulated sick time under the Act.

Military Leave and Reinstatement Rights

Chick-fil-A at **Englewood** will provide a military leave of absence to team members who must take time off from work to fulfill military obligations, and will comply with all laws pertaining to reemployment of team members upon return from military obligations. For more information in this regard, please review the USERRA informational poster that is posted in the restaurant.

Family and Medical Leave

Chick-fil-A at **Englewood** will grant family and medical leaves of absence to eligible employees in accordance with the requirements of the federal Family and Medical Leave Act ("FMLA") and any applicable state or local law. (Where state law provides for family or medical leave, FMLA and state law leave will, to the extent allowed by law, run concurrently.) Eligible employees will be provided the most generous benefits available under applicable federal, state, or local law.

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

Employee Eligibility

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

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Reasons for Leave and Amounts of Leave

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

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

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

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

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

A “serious health condition” means an injury, illness, impairment, or physical or mental condition that involves either (1) inpatient care (i.e. an overnight stay) in a hospital, hospice, or residential medical care facility (including any period of incapacity or any subsequent treatment in connection with the inpatient care), or (2) certain types of continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of his or her job or prevents the family member from participating in school or other daily activities. Subject to certain conditions, “continuing treatment by a health care provider” includes: (a) a period of incapacity for a health condition lasting more than three consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment; or (b) incapacity due to pregnancy; or (c) incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

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

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

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

Intermittent and Reduced Schedule Leave

Eligible employees may take family or medical leave intermittently (e.g., in blocks of time) or by reducing their work schedule in certain circumstances. If leave is taken to care for a child after birth, adoption or foster care, an employee may take the leave intermittently or on a reduced work schedule only with the Company’s permission. If leave is taken because of the employee’s own serious health condition, a

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family member's serious health condition or a serious injury or illness of a covered service member, an employee may take the leave intermittently or on a reduced work schedule only if it is medically necessary. Employees who are on an approved family or medical leave of absence may not perform work for any other employer during that leave.

Notice of Need for Leave

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

Certification

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

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

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

Compensation and Benefits During Leave

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

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

Job Reinstatement Upon Return From Leave

Under most circumstances, upon return from family and medical leave, an employee will be reinstated to his or her previous position, or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions. However, an employee on family or medical leave does not have any greater right to reinstatement than if the employee had been continuously working during the leave period. Certain

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highly compensated 'key employees' (as defined by the statute) may be denied reinstatement when necessary to prevent "substantial and grievous economic injury" to the Company's operations.

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

Additional Employee Rights Under the FMLA

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

Jury Duty Leave

Chick-fil-A at **Englewood** allows team members to take leave to serve jury duty. Team members summoned for jury duty should notify their Manager as soon as they receive a jury summons, and make arrangements with their Manager concerning their schedule. Leave to serve jury duty will be unpaid, unless state law requires otherwise. Team members may be provided time off with pay when and as necessary to comply with state jury duty laws and/or federal wage and hour laws. When team members serve jury duty, they generally are expected to return to work if excused from jury duty during their regular work hours, unless state law provides otherwise.

It is the intent of the Company to comply with any applicable state or local law in the adoption of this policy.

Resignation

When an employee resigns from employment, it may be considered customary to provide at least two weeks advance notice of resignation where practicable. Some employees may give a longer notice in order to allow their employer to plan accordingly before the resigning employee departs. If you choose to resign from your employment at Chick-fil-A at **Englewood** we would appreciate your providing us with as much advance notice as possible -- although you are not required to provide any length of advance notice at all. Please remember that, whatever notice you are able and choose to provide, your employment remains at-will, which means you have the opportunity to resign your employment at any time you choose.

Upon receipt of notice of a team member's resignation, the Company reserves the right to choose to release the team member immediately or at some date prior to the team member's requested or designated last day of work, rather than allowing the team member to work through the end of the notice period.

Termination of Employment

Consistent with the Company's at-will employment policy, Chick-fil-A at **Englewood** reserves the right to terminate any team member's employment on an at-will basis at any time with or without notice or cause, for any reason not prohibited by law. In the event of termination, team members will be provided with their final paycheck in accordance with applicable law.

TEAM MEMBER POLICY HANDBOOK
CHICK-FIL-A AT ENGLEWOOD

Return of Company Property

Upon termination of employment (whether by voluntary resignation or involuntary discharge or otherwise), team members must immediately return any and all Company property in the team member's possession, custody or control, including but not limited to any and all Company keys, name badges, uniforms, documents and any and all proprietary and/or confidential documents or information of Chick-fil-A at **Engelwood In-line** to receive their final pay check. Uniforms should be returned in clean condition.

Welcome to the Team



TEAM MEMBER POLICY HANDBOOK

Chick-fil-A at Englewood

Reglas de Civildad, Igualdad de Oportunidades de Empleo y No-Acoso

*Revised:
October 2020*

Chick-fil-A en Englewood está comprometido con un ambiente de trabajo respetuoso y civil. Nuestro Restaurante valora a todos, y está comprometido con el principio de que debemos tratarnos los unos a los otros y a aquellos con los que entramos en contacto en nuestro negocio con honor, dignidad y respeto. Valoramos altamente las relaciones profesionales y estamos comprometidos con mantener un ambiente de trabajo que sea cordial, positivo y profesional.

Chick-fil-A en Englewood es un empleador con igualdad de oportunidades y tomamos decisiones de empleo sobre una base no discriminatoria. Nuestra política ha sido y seguirá siendo de que no discriminamos nuestras decisiones de empleo basándonos en el sexo, raza, color, religión, origen nacional, ascendencia, ciudadanía, embarazo, edad, discapacidad mental o física, servicio en servicios uniformados, información genética y/o cualquier otro estatus de protección, clasificación o factor, de acuerdo con los requerimientos de todas las leyes locales, estatales y federales. Estas reglas se aplican a todos los aspectos del proceso de empleo que incluyen, pero no está limitado, a la contratación, asignación, promoción, evaluación, decisiones de compensación y separación. Se espera que todos los individuos evitarán cualquier comportamiento, acción, decisión y/o conducta que sea inconsistente con esta política.

Chick-fil-A en Englewood está comprometido con mantener ambientes de trabajo libres de cualquier forma de acoso. Las reglas de la Compañía han sido y seguirán siendo de que nuestros ambientes de trabajo serán libres de cualquier forma de acoso que incluyen, pero no está limitado, al acoso sexual y acoso basado por motivos de raza, color, religión, origen nacional, ascendencia, ciudadanía, embarazo, edad, discapacidad física o mental, servicio en servicios uniformado, información genética y/o cualquier otra base protegida por leyes locales, estatales o federales. Prohibimos y no toleramos cualquier tipo de conducta de acoso, bien sea intencional o involuntaria.

El acoso que viola nuestras reglas incluye cualquier conducta verbal, por escrito (incluyendo medios de comunicación social y electrónicos), o física que denigra, degrada o demuestra hostilidad hacia un individuo, o cualquier conducta que crea intimidación, hostilidad, o un ambiente de trabajo ofensivo para un individuo, debido al sexo, raza, color, religión, origen nacional, ascendencia, ciudadanía, embarazo, edad, discapacidad física o mental, servicio en servicios uniformados, información genética o cualquier otra clasificación protegida de la persona. El acoso puede incluir, pero no está limitado necesariamente a epítetos, insultos, bromas, u otra conducta física por escrito o verbal relacionada con el sexo, raza, color, religión, origen nacional, ascendencia, ciudadanía, embarazo, edad, discapacidad física o mental, servicio en servicios uniformados, o cualquier otra clasificación protegida.

El acoso sexual prohibido puede incluir, pero no está limitado a:

- Avances, proposiciones o declaraciones sexuales no deseadas;
- Conducta física no deseada tales como tocar o impedir movimientos;
- Conductas físicas, verbales o por escrito (incluyendo comunicaciones electrónicas), tales como hacer o usar comentarios o gestos despectivos, chistes explícitos, o comentarios acerca del cuerpo o vestimenta de una persona;
- Mostrando, usando, compartiendo, o transmitiendo fotos, objetos, dibujos animados, o cualquier otro material que podrían ser juzgados como ofensivos, degradantes, o inapropiados basados en una característica protegida; y/o
- Cualquier otra conducta visual, verbal, física o por escrito, incluyendo declaraciones en línea y electrónicas de naturaleza sexual por cualquier empleado o persona.

El acoso del mismo sexo también está prohibido por la ley y por nuestras regulaciones. De acuerdo, el acoso inapropiado por hombres hacia o en contra de otro hombre, o por mujeres hacia o en contra de otra mujer, está prohibido.

Nuestras regulaciones que prohíben el acoso aplican independientemente de la relación de las personas con nuestro Restaurante. Estas reglas prohíben el acoso no solo por o hacia un compañero de trabajo, subordinado o un supervisor, sino también el acoso por o hacia personas haciendo negocios con o para nuestro Restaurante (incluyendo pero no está limitado a clientes, vendedores, contratista, proveedores, etc.).

Todos son responsables de reportar preocupaciones o violaciones percibidas de estas reglas. Cada individuo tiene la responsabilidad de asegurar el cumplimiento de estas reglas. Chick-fil-A en Englewood no puede resolver asuntos que no son traídos a la atención de un miembro directivo apropiado. Por consiguiente, cualquiera que cree que él o ella está siendo objetivo de discriminación prohibida, acoso o represalias por un compañero de trabajo, supervisor o cualquier otro individuo (independientemente de que el individuo sea empleado o no de nuestro Restaurante), o cualquiera que cree que él o ella ha sido testigo o ha aprendido sobre tal conducta, tiene que dirigirse inmediatamente a reportar tales incidentes y/o información al Operador y/o al Gerente.

Chick-fil-A en Englewood responderá apropiadamente si preocupaciones o problemas son reportados. Tomamos seriamente cualquier preocupación o reporte implicando estas regulaciones. La Compañía conducirá o dirigirá una investigación rápida y exhaustiva de cualquier reporte, observación o queja sobre discriminación, acoso o represalia. La Compañía tomará acciones correctivas según proceda basado en los resultados de cualquier investigación. Ya que las alegaciones de esta naturaleza son muy graves para todos los interesados, los empleados esperarán cooperar por completo con cualquier esfuerzo para conducir investigaciones y de hacer cumplir estas reglas. Por las mismas razones, todos los reportes o quejas serán manejadas tan confidencialmente como sea posible. La información relacionada a un reporte o investigación será compartida solo en una base limitada de “necesidad de saber”.

Chick-fil-A en Englewood prohíbe las represalias en contra de cualquier persona que haga algún reporte o queja. Han sido y seguirán siendo nuestras reglas de que no toleraremos ninguna forma de represalias en contra de cualquier persona que haga algún reporte o queja de acoso o discriminación; coopere en una investigación de acoso o discriminación; o participe en cualquier aspecto del proceso de aplicación de igualdad de oportunidades de empleo.

Las violaciones de estas regulaciones serán tomadas seriamente y resultarán en la acción correctiva apropiada. Cualquier empleado determinado a violar estas reglas de Civilidad será sujeto a acciones disciplinarias apropiadas, incluyendo la terminación del empleo. Las violaciones de estas reglas incluyen, pero no están limitadas, a la conducta discriminatoria, acoso o represalias; fracaso o negación de participar en una investigación sobre los incidentes reportados de violaciones potenciales de las regulaciones; u otras acciones contrarias a estas reglas.

Reglas de Acomodación Razonable

Nuestras reglas política también provee “acomodación razonable” para discapacidades en una base de caso por caso, de acuerdo con las leyes aplicables. Como parte del compromiso de Chick-fil-A en Englewood para la igualdad de oportunidades de empleo, es y ha sido las reglas de la Compañía en asegurar que todos los individuos sean provistos con igualdad de oportunidades de empleo sin considerar discapacidades. De acuerdo, haremos acomodaciones razonables para limitaciones físicas y/o mentales de individuos calificados con discapacidades – bien sea un aplicante o empleado actual – a menos que se produzca una dificultad indebida.

Si un individuo piensa que él o ella necesitan una acomodación razonable debido a una discapacidad, es responsabilidad del individuo de informar al Operador o a uno de los Directores sobre la solicitud de una acomodación razonable. Las solicitudes para acomodaciones y otras preguntas, reportes o información provista conforme a esta política serán mantenidas tan confidenciales como sea posible, declarando la

información solamente en una base de necesidad de saber. Previa notificación de que una discapacidad pueda existir, la Compañía se comprometerá en un proceso interactivo con el individuo para determinar si una acomodación razonable puede hacerse sin resultar en una dificultad indebida. La Compañía podría necesitar información del doctor del empleado u otro proveedor de cuidado de la salud para determinar si una apropiada y razonable acomodación se pueda implementar.

Determinar si una acomodación razonable existe y es apropiada es un proceso individualizado. Las decisiones se harán en una base de caso por caso, dependiendo del individuo involucrado, las funciones esenciales del trabajo en cuestión y cualquier otro factor relevante. Aunque la Compañía no puede garantizar de que proveerá cualquier acomodación particular o la acomodación específica que ha sido solicitada por el individuo, la Compañía cumplirá su parte para asegurar de que los individuos con discapacidades tengan igualdad de oportunidades para competir en el espacio de trabajo.

Verificación de Elegibilidad de Empleo

Como lo requiere la ley, Chick-fil-A en Englewood verifica la identidad y autorización de trabajo de todos sus empleados. Cada nuevo empleado, como condición de empleo, debe completar una Forma I-9, Verificación de Elegibilidad de Empleo y presentar suficiente documentación válida para satisfacer los requerimientos de la Forma I-9. Cualquier empleado que sea incapaz de satisfacer los requerimientos de la Forma I-9 dentro del tiempo permitido por la ley será sujeto a acción disciplinaria, incluyendo la terminación inmediata.

Compensación

La tasa de pago te será explicado al momento de comenzar a trabajar. Si tu tasa de pago cambia durante tu empleo (por ejemplo, si has ganado un aumento o si tu tarifa de pago debe ser disminuido por alguna razón), el cambio será generalmente comunicado por el Operador o el Gerente.

Las tasas de pago para miembros del equipo pueden ser diferentes debido a factores o circunstancias, las cuales se aplican a cada individuo, incluyendo, pero no limitado a la experiencia en el Restaurante, experiencia en la industria de Restaurantes, desempeño del trabajo, disponibilidad, actitud y otros factores.

Las tasas de pago son basadas en factores de negocios incluyendo, pero no necesariamente limitadas al desempeño del trabajo, méritos, asistencia y actitud. Cuando recibas un aumento, será información confidencial que no debe ser compartida con otros. Si usted hace publica esta información, su aumento será quitado ya que esto no es beneficioso para el equipo.

Son reglas de Chick-fil-A de Englewood y su intención de cumplir con todas las leyes aplicables con respecto al pago de salario mínimo y pago prima de horas extras para empleados que no están exonerados de tales requerimientos. Se espera que los empleados reporten con precisión todo el tiempo trabajado y están prohibidos de desempeñar cualquier trabajo “fuera de tiempo” o sin reportar todo el tiempo trabajado.

Periodo de Pagos

- El periodo de pago de nuestro Restaurante termina los sábados de manera quincenal. Los empleados recibirán un cheque de pago una vez cada dos semanas.
- Normalmente, tu cheque de pago estará disponible el viernes después de las 2:00 pm después que el periodo de pago termine.
- No puedes recibir tu cheque por avanzado antes del periodo de pago.
- No puedes cambiar tu cheque por efectivo en el Restaurante.

- En caso de marcar salida en el momento equivocado, los Gerentes de Chick-fil-A en Englewood tienen la autoridad de editar el tiempo en el sistema para reflejar el tiempo correcto de trabajo.

Pago Prima de Horas Extras

- Se le pagará una prima por hora de 1.5 veces su tasa horaria regular de pago por cualquier momento trabajado sobre 40 horas en una semana de trabajo.
- Para propósitos de calcular su pago prima de horas extras bajo esta política, la semana de trabajo en nuestro Restaurante comienza los domingos a las 12:01 am y termina al siguiente sábado a las 12:00 am. Adicionalmente, el “día de trabajo” es definida comenzando a las 12:01 am cada día y terminando a la media noche de ese mismo día.
- Usted está dirigido a no trabajar ningunas horas extras a menos que su Operador o Gerente lo haya específicamente aprobado.

Leyes locales o estatales pueden exponer requerimientos diferentes, adicionales o contradictorios. En dicho caso, Chick-fil-A de Englewood cumple con todos las leyes y sigue la ley más favorable para el empleado.

Horario

El horario de trabajo para su Restaurante será colocado en HotSchedules para la siguiente semana por el sábado. Usted es responsable por trabajar sus horas programadas. Si hay alguna emergencia o si por alguna otra razón usted no puede trabajar su horario programado, usted será responsable por encontrar un reemplazo y enviar su solicitud en HotSchedules para la aprobación del Operador o gerente. Si su solicitud es negada, es su responsabilidad reportarse al trabajo como programado. Usted nunca debe cambiar su horario sin la aprobación del Operador o Gerente.

Las horas de trabajo serán asignadas basados en el número de factores de negocios tomados en consideración por el Gerente de nuestro Restaurante incluyendo, pero no necesariamente limitado, a las habilidades, disponibilidad, productividad, desempeño, actitud y puntualidad.

Solicitando Tiempo Libre

- Envíe cualquier solicitud de tiempo libre antes del [lunes de la semana anterior] (en otras palabras, el lunes anterior al sábado en el que se publica el calendario de la semana siguiente). Intentaremos satisfacer las solicitudes de programación razonables, si es posible, dependiendo de la necesidad de personal necesario para satisfacer las necesidades comerciales y de los clientes.
- A menos que esté utilizando el "tiempo acumulado por enfermedad" acumulado, tal como se define en la ley de enfermedad pagada de Nueva Jersey, por una de las razones establecidas en esa Ley, si necesita tiempo libre después de que se haya publicado el horario, es su responsabilidad hacer arreglos con otro miembro del equipo apropiado para trabajar su turno programado. Este cambio, para que sea efectivo, debe ser aprobado por el Operador o el Líder de turno. Si está utilizando el tiempo de enfermedad acumulado en virtud de la Ley de licencia por enfermedad pagada de Nueva Jersey, no está obligado a hacer arreglos de cobertura para un turno programado, pero será muy apreciado.
- Las solicitudes de vacaciones deben presentarse con al menos dos semanas de anticipación.

• Las solicitudes de tiempo libre que no se realizan de acuerdo con esta póliza pueden ser denegadas, a menos que el tiempo libre sea para una licencia ordenada por las leyes federales, estatales o locales, y estén calificados y hayan cumplido con todos los requisitos procesales para solicitar tiempo libre.

Descansos para Comer

Dependiendo de las horas que usted trabaja en un día específico, podrá tener derecho a varios descansos. Su Gerente coordinará todos los descansos para asegurarse que el Restaurante tiene el personal adecuado en todo momento.

Los miembros del equipo que trabajan al menos cinco horas durante un solo día se les permite tomar un descanso para comer no pagado por treinta minutos adicionalmente, los miembros del equipo que trabajen doce horas o más durante un solo día se les permitirá tomar un segundo descanso para comer no pagado por treinta minutos.

- Estos descansos para comer deberán ser tomados por separado y no deberán ser combinados.
- Por favor tome en cuenta que si su descanso para comer excede el tiempo permitido, su tiempo será ajustado acordeamente. Mas aún, si su descanso para comer excede el tiempo asignado y permitido, usted podrá estar sujeto a acciones disciplinarias.
- Los miembros del equipo deberán tomar sus descansos para comer en el Restaurante para que así puedan estar preparados para volver al trabajo cuando su descanso se termine.
- Los miembros del equipo se les requiere tomar sus descansos para comer, aunque no escojan comer durante este tiempo.

El Gerente a cargo coordinará todos los descansos para asegurar que el Restaurante tenga el personal adecuado en todo momento. Deberá tomar sus descansos de comida solo en el momento aprobado por el Gerente a cargo.

Usted deberá “marcar-salida” y “marcar-entrada” para sus descansos. No registrar sus tiempos de descanso de manera precisa resultará en acción disciplinaria.

Leyes locales o estatales podrán exponer requerimientos diferentes, adicionales o contradictorios. En dicho evento, Chick-fil-A en Englewood sigue todas las leyes y proveerá el beneficio más favorable para el empleado.

Beneficios de Comida y Bebidas para Empleados

A los miembros del equipo se les proveerá con los siguientes beneficios de comidas y bebidas:

- Si usted trabaja más de 5 horas, podrá tener una comida valorada en \$8.50 y será responsable por cualquier costo por encima del monto establecido con el 100% de su valor.
- Si usted trabaja 12 horas, podrá tener una comida de \$8.50 durante ambos descansos y será responsable de cualquier costo por encima del monto establecido con el 100% de su valor. No podrá combinar las cantidades durante un solo descanso.

Las siguientes reglas y condiciones aplican a este beneficio de comida para el empleado:

- Las bebidas son provistas sin costo alguno siempre y cuando usted provee su propio vaso con tapa. Las bebidas que son embotelladas, batidos, bebidas congeladas, lemonadas, café helado o bebidas

especiales no son permitidas bajo el beneficio de comida para empleados. Todos los empleados pagarán el precio completo por cualquier bebida que no sea de fuente.

- Para obtener su comida, deberá marcar salida primero, ordenar su comida desde el mostrador. El Gerente se asegurará de que el Restaurante tenga personal adecuado y si hay mucho cliente o mucha prisa, usted puede ser pedido para que marque su tarjeta de entrar de regreso al el trabajo de nuevo. Si esto sucede se le permitirá completar su descanso mas tarde.
- Deberá comer su comida en el Restaurante en las áreas designadas por la Gerencia de su Restaurante siendo las apropiadas para que los miembros del equipo puedan comer. No podrá tomar su comida fuera de las instalaciones.
- No podrá tomar cualquier porción no terminada de una comida provista o recibida bajo estas reglas fuera del Restaurante.

Asistencia y Puntualidad

Se espera que los miembros del equipo se reporten a trabajar según lo programado, a tiempo y estén preparados para comenzar a trabajar. La llegada tardía, la salida anticipada u otras desviaciones de las horas programadas son perjudiciales y deben evitarse. Si planea llegar después de su horario programado, debe notificar al Operador o al Liderazgo de inmediato. También se espera que los miembros del equipo permanezcan en el trabajo durante todo el tiempo programado de trabajo, a menos que el Líder de turno o el Operador lo liberen antes.

Si desea utilizar el "tiempo acumulado por enfermedad," según se define en la ley de licencia por enfermedad pagada de Nueva Jersey, por una de las razones establecidas en dicha Ley, debe cumplir con las siguientes pautas al informar al Operador o Liderazgo:

- Si el uso de la licencia por enfermedad ganada es previsible, debe notificar al Líder de servicio o al Operador con 7 días calendario de anticipación.
- Si el uso de la licencia por enfermedad ganada es imprevisible, debe notificar al Operador o Liderazgo tan pronto como sea posible.
- La notificación en ambos casos se debe enviar por correo electrónico a la siguiente dirección 03966@chick-fil-A.com y por teléfono a su Líder de equipo, Director o al Operador.
- En ambos casos, debe informar al Líder de servicio o al Operador cuándo comenzará su licencia por enfermedad y la cantidad de licencia por enfermedad que tiene intención de tomar. Por favor revise la sección a continuación con respecto a los detalles de la Ley de Permiso por Enfermedad Pagada de Nueva Jersey.

Si, por cualquier otro motivo, llega tarde o no puede presentarse al trabajo en un día laboral programado, debe llamar al restaurante o al Liderazgo al menos dos horas, o tan pronto como sea posible, antes de la hora programada para comenzar a trabajar. y proporcionar a la administración una razón o explicación válida, así como la duración esperada de cualquier ausencia. De manera similar, si necesita salir temprano del trabajo por cualquier motivo, primero debe obtener el permiso de su supervisor inmediato o del Operador. Si no se notifica a su supervisor sobre cualquier ausencia anticipada o no anticipada, la necesidad de abandonar el trabajo antes de tiempo, o la demora en la presentación de informes para el trabajo puede ser motivo de acción disciplinaria, hasta e incluyendo la terminación, excepto que la ley aplicable lo exija.

El ausentismo excesivo o la tardanza puede resultar en una acción disciplinaria, hasta e incluyendo la terminación del empleo. Si no se reporta al trabajo sin notificación previa al Líder en servicio o al Operador y su ausencia continúa por un período de tres días, consideraremos que ha abandonado su empleo y que ha cancelado su empleo voluntariamente.

Registro del Tiempo

Por favor ajustarse al siguiente procedimiento con respecto al registro de su tiempo de trabajo:

- Deberá marcar entrada en el sistema de cronometraje de la caja registradora al comienzo de su turno, no antes de 1 minuto antes de su horario programado a menos que se lo autorice el Gerente a cargo.
- Deberá marcar salida en el sistema de cronometraje de la caja registradora al final de su turno.
- Deberá marcar salida en el sistema de cronometraje de la caja registradora para descansos autorizados. Deberá registrar los descansos en el sistema de cronometraje usando el botón de “marcar entrada” y “marcar salida”. Cuando trabaje 5 o más horas deberá tomar un descanso completo de 30 minutos.
- Su tarjeta de marcado de tiempo deberá mostrar las horas que de verdad trabajó. No trabaje “fuera de tiempo”. Esto significa que los miembros del equipo no puedan desempeñar cualquier trabajo en cualquier horario cuando no están marcados dentro del trabajo.
- Deberá registrar sus propias horas. No marque su entrada o salida por otro miembro del equipo. Si esto sucede podrá ser motivo para la terminación inmediata.
- Si cree que debe empezar a trabajar más temprano (antes de comenzar su turno programado), o quedarse más tarde (después de que el tiempo de su turno programado termine), debe obtener la aprobación del Gerente a cargo. Debe obtener esta aprobación antes del desempeño de cualquier trabajo durante cualquier momento en el cual usted no este programado para trabajar.
- Notifique inmediatamente a su Gerente de cualquier error de cronómetro, cualquier error en nuestro sistema de cronometraje, o cualquier error en su cheque de pago, para que así podamos revisar este asunto y hacer las correcciones necesarias prontamente.
- Si usted no marca la salida al final de su turno, notifique al Gerente tan pronto como sea posible, y a más tardar antes de que marque la entrada en su próximo turno.

Deberes y Responsabilidades del Trabajo

Aunque algunos miembros del equipo serán asignados a una estación o estaciones específicas en un día particular, la mayoría de los miembros del equipo se les requerirá de vez en cuando que desempeñen una variedad de trabajos o tareas en el Restaurante. Usted será provisto de entrenamiento con respecto a todas las funciones de su trabajo en el Restaurante.

- **Servicio al Cliente.** Su principal responsabilidad como miembro del equipo será proveerles a nuestros clientes un servicio eficiente, un servicio con atención y cortesía, una comida de calidad, y un ambiente limpio y agradable para comer. Adicionalmente, lo siguiente es requerido para todos los miembros del equipo:
 - Por favor recuerde de sonreírle siempre al cliente y ser amigables.
 - Por favor recuerde de tratar a cada cliente (y a todos los individuos) con honor, dignidad y respeto.
 - Aunque nosotros nos esforzamos por un tener un servicio de 60-segundos, por favor no apresure al cliente.
 - Recuerde que el cliente siempre tiene la razón. Por favor no discuta con un cliente. Si tiene alguna situación con un cliente que no puede controlar o que el cliente sienta que no ha sido manejado adecuadamente, entonces notifique al Gerente inmediatamente.

- Generalmente deberá permanecer en su posición asignada, a menos que de lo contrario sea dirigido por el Gerente o líder del equipo o en caso de una emergencia. Durante este tiempo deberá ayudar a los otros miembros del equipo.
- **Otras Responsabilidades Generales.** Las siguientes responsabilidades también son parte del trabajo de todo el personal dentro del Restaurante, y son vitales para proveerle a nuestros clientes la mejor experiencia posible cada vez que visiten el Restaurante:
 - Cuando trabaje como cajero o esta proporcionando órdenes de comida para los clientes, siempre verifique la orden para asegurarse que es la correcta antes de dársela al cliente.
 - Cuando trabaje como cajero, nunca deje la caja registradora abierta. Solo trabaje fuera de la caja asignada para usted. La única excepción para esto es si usted está trabajando de la caja del Gerente bajo su solicitud.
 - Todos somos responsables de asegurar que las reservas sean rotadas apropiadamente. FIFO (Primero en Entrar, Primero en Salir).
 - Todos somos responsables de asegurar que el Restaurante este tan limpio como sea posible. Acuérdesse, si hay tiempo para descansar, hay tiempo para limpiar! Evite desperdiciar comida, productos de papel, suministros de limpieza, etc.

Estas listas no son todo incluido o exhaustivas. Otras responsabilidades aplican a cada trabajo dentro del Restaurante. Su Gerente y/o Líder del Equipo les hará familiarizarse con sus responsabilidades durante el entrenamiento.

Actividades Restringidas por la Edad

Para miembros de equipo que sean entre 14-17 años, la ley indica que ciertas tareas sean prohibidas en el Restaurante. Adicionalmente, hay ciertas restricciones en las horas de trabajo que se deben aplicar a los empleados que son menores de 18 años, particularmente a aquellos que son entre 14-15 años. La información concerniente a las actividades restringidas por la edad y las horas de trabajo se pueden encontrar en la publicación de empleo en el Restaurante. Si tienes alguna pregunta con respecto a esto, por favor contactarse con el Gerente.

Si usted tiene dudas de si una actividad particular o tiempo de trabajo es prohibido para un miembro del equipo de la edad suya, entonces absténgase de desempeñar esta tarea o trabajo en la hora particular hasta que haya consultado con el Gerente y haya obtenido la guía y dirección apropiada.

Estándares de Conducta y Acciones Disciplinarias

Chick-fil-A en Englewood no cree necesario listar exhaustivamente cada regla de trabajo o estándares de conducta para los miembros del equipo en nuestro Restaurante. Se espera que todos los miembros del equipo desempeñen bien sus trabajos, para conducirse a si mismos de una forma profesional en todo momento, y para tratar a otros con honor, dignidad y respeto. Adicionalmente, se espera que todos los miembros del equipo cumplan con cualquier regla aplicable al empleo en este Restaurante (incluyendo, pero no limitado, a las reglas establecidas en este Manual).

En algunas instancias de violación de las reglas, conducta inapropiada o desempeño de trabajo no satisfactorio, las acciones disciplinarias progresivas serán apropiadas. Casos graves de violación de las reglas, conducta inapropiada o desempeño de trabajo no satisfactorio, como lo predeterminado por el Operador o el Gerente del Restaurante podrá resultar en formas severas de acción disciplinaria, incluyendo la terminación inmediata del empleo, sin acción disciplinaria progresiva anterior. Algunos ejemplos comunes de conducta que puede resultar en severa acción disciplinaria, incluyendo una despedida inmediata son los siguientes:

- Violación de la Civilidad, Igualdad de Oportunidades de Empleo y reglas de No-Acoso de la Compañía;
- Violación de las reglas de la Compañía prohibiendo violencia en el lugar de trabajo;
- Violación de las reglas de Verificación de Elegibilidad de Empleo de la Compañía;
- Marcar la salida o entrada de un miembro del equipo que no trabajó, ajustar la entrada o salida de un miembro del equipo que no fue a su descanso o que no regresó de su descanso como está registrado, o que de lo contrario se haya registrado un pago por tiempo no trabajado;
- Reportarse al trabajo bajo las influencias del alcohol o drogas ilegales;
- Insubordinación o irrespeto al Operador, Gerente o Líderes de Equipo;
- Tardanza o ausencia excesiva sin excusa, o no notificar a la Compañía sobre la tardanza o ausencia de manera apropiada;
- Deshonestidad o falsificación de registros o archivos de la Compañía, incluyendo pero no limitado a la aplicación del empleo, documentación de la Forma I-9, y tiempos de entrada y salida u otros archivos relacionados con la nómina de sueldos;
- Uso de lenguaje inapropiado o de otras conductas inapropiadas incluyendo, pero no limitado, a el uso de profanidades, obscenidades, maldiciones, u otras faltas o lenguajes y gestos ofensivos en el Restaurante y/o lenguaje, pelea o conducta ruidoso o disruptivo;
- Violaciones de la reglas de Contabilidad de Efectivo y Cupones.
- Distribución incorrecta de comida, la cual incluye, pero no está limitada a:
 - Regalar comida sobre el mostrador sin recibo del pago apropiado y/o cupones de intercambio;
 - Regalar comida a los miembros del equipo que no están trabajando su turno o que no están registrados para una comida de empleado bajo las reglas de Comida para Empleados sin el recibo del pago apropiado;
 - Servir intencionalmente porciones excesivas de productos;
 - Tomar comida para la casa sin el pago apropiado;
 - Almacenar comida para recogerlo después sin pagar;
 - Compartir descansos de comida con un individuo que no es miembro del equipo;
 - Firmar por comida o productos no entregados;
 - Comer durante sus turnos mientras no estén en descansos aprobados;
 - Proporcionar material promocional o descuentos no autorizado.

Cuando la disciplina progresiva es apropiada, los siguientes tipos de acción disciplinaria serán tomadas, sin orden particular:

- Advertencias verbales
- Advertencias por escrito
- Suspensión sin pago
- Terminación

Las acciones disciplinarias serán abordadas en una base de caso por caso, tomando en consideración todos los hechos relevantes y factores de la situación. Por lo tanto, Chick-fil-A en Englewood se reserva el derecho de omitir cualquiera de estos pasos de disciplina progresiva si las circunstancias así lo requieren.

Chick-fil-A en Englewood también se reserva el derecho de disciplinar un empleado en cualquier momento por conducta o comportamiento inapropiado, independientemente de si tal conducta es mencionada en este guía.

En estas reglas no hay nada que sea garantía de que cualquier paso disciplinario particular será seguido en algún caso dado, y esta póliza no refleja ningún acuerdo contractual o derecho de cualquier miembro del equipo de que algún paso disciplinario particular será seguido en algún caso. El empleo en Chick-fil-A de Englewood permanece a voluntad.

Chick-fil-A en Englewood tiene altos estándares con respecto a los uniformes y apariencia del personal, ya que esto es un elemento importante para proveer un servicio sobresaliente e inculcar confianza en nuestros clientes. Un uniforme y apariencia profesional transmitirán al cliente la confianza de que al Restaurante le importa el servicio al cliente, la calidad y la limpieza.

- Todos los artículos del uniforme deben ser de la colección de TeamStyle de Chick-fil-A. (esto incluye cinturones, gorras, delantares, prendas de vestir exterior y opciones de uniformes especiales para Miembros del Equipo entregando ordenes en persona).
- Todos los vestidos deben ser apropiados y limpios, planchados en una buena condición (sin hoyos, deshiladura, manchas, decoloración, etc.).
- Ropa interior apropiada debe ser usada por todos los Miembros del Equipo.

Camisas

- Botones de la Camisa:
 - Hombres: Solo el botón superior puede estar desabotonado en las camisas polo.
 - Mujeres: Todos los botones deben estar sujetos en las camisas manga corta, con botones por delante y camisas manga 3/4. Solo el botón superior puede estar desabotonado en las camisas manga larga.
- Camisetas:
 - Hombres: Las camisetas se requieren debajo de todas las camisas.
 - Mujeres: Las camisetas son opcionales.
 - Las camisetas deben ser solidas de color lanco o negro (sin impresión o gráficos).
 - Las camisetas deben estar en buenas condiciones (sin hoyos, deshiladura, decoloración, etc.)
 - Las mangas de las camisetas no deben extenderse por debajo del final de la manga de la camisa.
- Las camisas deben estar por dentro (tanto en hombres como en mujeres, excepto por las blusas o camisas de maternidad).
- Los cuellos de tortuga deben usarse únicamente bajo las camisas polo, camisas con botones por delante o chalecos desuéteres.

Identificadores con su nombre

- Los identificadores de Chick I-A con su nombre deben usarse en todo momento. Prendedores, botones, etiquetas y/o cintas adicionales no deben usarse sobre el uniforme o unidas a los identificadores con su nombre.
- Los identificadores deben estar en la prenda exterior, en el pecho derecho del Miembro del Equipo. (Identificadores deben ser posicionados usando los ojales del identificador cuando lo presentan).
- Contenidos de los Identificadores:
 - Nombre del Miembro del Equipo debe aparecer en la primera línea del identificador.
 - Bajo la discreción del Operador, los apellidos también podrían aparecer.
 - Bajo la discreción del Operador, la segunda línea del identificador puede tener título o los años de servicio.

Cinturones

- Los cinturones deben estar ajustados para que así el final no cuelgue debajo la línea del cinturón.

Pantalones

- Los pantalones deben estar ajustados apropiadamente.
- Los pantalones deben doblados de tal manera que caigan en el punto medio del talón. No son aceptables pantalones con doble punta.

Faldas

- Las faldas no deben ser más cortas que la mitad de la pantorrilla.

Calzado

- Los hombres deben usar calcetines negros sólidos.
- Las mujeres deben usar calcetines negros sólidos, medias pantis de color negro o medias pantis de color natural.
- Los zapatos deben ser negros sólidos y contruidos de cuero o sintéticos (sin tela) con suelas antideslizantes de goma (por ejemplo, zapatos para tripulación).
- Los estilos de zapatos deben ser de tacón cerrado y con los dedos del pie cerrados.
- Los zapatos deben estar apropiadamente atados con sus cordones, a menos que sea temporal por condiciones médicas requiriendo dispositivos ortopédicos correctivos (debido a huesos rotos, cirugías, etc.).

Gorras/Viseras

- Las gorras/viseras de TeamStyle de Chick-fil-A podrán ser usadas, a la discreción del Operador o en orden para cumplir con los requerimientos del Departamento de Salud local.
- Las gorras/viseras deberán estar limpias y no tener manchas visibles o decoloración.
- Las gorras/viseras deberán ser usadas en la cabeza con la visera dirigida hacia adelante y por encima de las cejas para que así los ojos sean claramente visibles bajo el borde de la gorra.

Corbatas de Chick-fil-A

- Hombres: las corbatas personalizadas deben ser usadas con todas las camisas de manga larga.
 - Las corbatas deben ser apropiadamente anudadas y ajustadas con seguridad, deberán caer hasta el punto medio de la hebilla del cinturón.
 - Las corbatas no deben ser usadas con camisas manga corta, o con botones por delante.
- Mujeres: las corbatas no deben usarse con ninguna camisa.

Bufandas

- Mujeres: las bufandas de Chick-fil-A no son requeridas, pero podrán ser usadas con camisas manga larga o manga 3/4.

Joyería

- Las joyas (incluyendo joyas de alerta medica) deben ser modestas en cuanto al tamaño para prevenir la contaminación cruzada de los alimentos y además las joyas deben usarse con buen estilo para no distraer a los clientes o a los otros miembros del equipo. Cualquier collar usado deberá meterse dentro de la ropa para evitar que se aun peligro a la seguridad.
- Los anillos deben ser limitados a un anillo de boda o conjunto (ninguno en los pulgares). En las áreas de preparación de comida, si son usados los anillos, estos deben ser planos y deben usarse en las manos con guantes para evitar la contaminación de la comida o que sean capturados en algún equipo.
- Los brazaletes de alerta medica deben ser conservadores en cuanto al tamaño y la apariencia; no deberán tener pedrería que pueda soltarse. Otros brazaletes, reloj, o pulseras (por ejemplo, de goma o de cuerda, etc.) no deberán usarse.
- Los aretes deben ser limitados a aretes lisos (no aretes colgantes, incluyendo aros de cualquier tamaño o medidores de cualquier tamaño).
- Las mujeres no deben tener más de dos aretes por oreja, usarlos solo en el lóbulo de la oreja.
- Los hombres no deben usar aretes.
- La joyería en partes corporales perforadas expuestas al cliente, exceptuando el lóbulo de las mujeres, no es permitido.

Higiene

- Se espera una buena higiene personal de los miembros del equipo cuando se reporten al trabajo (por ejemplo, buen afeitado, bañado y con una aplicación apropiada de desodorante corporal).
- Cabellos y uñas deben cumplir con los requerimientos del departamento de salud local.
- El cabello debe estar limpio y acomodado con un buen gusto para que no distraiga a los clientes o a los miembros del equipo. Los estilos de cabello deben ser ordenado y profesional en cuanto a la apariencia. Estilos excéntricos (por ejemplo, Mohawks, diseños de afeitado, etc.) no son permitidos.
 - Mujeres: El cabello que cae alrededor de la cara debe estar atado por detrás usando una simple cinta de cabello o algún broche que no tenga partes colgantes o sueltas.
 - Hombres: El cabello no debe caer por debajo del punto medio el cuello en la espalda, por debajo del punto medio de la oreja en los lados, o por debajo de las cejas en la frente. El vello facial, aparte de un bigote cuidadosamente recortado, no es permitido. Las patillas deben estar cortadas de manera tal que no sean más largas que el final del lóbulo de la oreja y de un ancho consistente a los lados desde arriba hacia abajo.
- El maquillaje debe ser suave y usada con buen gusto para no distraer a los clientes u otros miembros del equipo.
- Las uñas no deben extenderse más allá de las puntas de los dedos cuando sean vista con la palma abierta.
- El esmalte de uñas no debe ser usado en áreas de preparación de comida; y si se usan, en otro lugar, debe ser un color sólido, usado con buen gusto, lo cual queda a la discreción del gerente a cargo, y siendo usado únicamente en las áreas de servicio al cliente.
- Uñas postizas no son permitidas en áreas de servicio al cliente o en áreas de preparación de comida.
- La pedrería de uñas no debe ser usada.
- Los tatuajes en las partes del cuerpo expuestas a los clientes no son permitidos a la discreción del operador. Los tatuajes en áreas visibles pueden ser requeridas para que sean cubiertas por el uniforme apropiado y/o maquillaje a prueba de agua. Adhesivos u otros tipos de vendajes no podrían ser permitidos debido a la seguridad de la comida. Vendajes en las manos deben ser cubiertos con los guantes.

- Perfumes o colonias deben ser usadas de manera suave en cuanto a la fragancia para no distraer a los clientes o a los miembros del equipo.
- Las modificaciones corporales (por ejemplo, piercings, extensiones del lóbulo de la oreja, etc.) visibles a los clientes no son permitidos.
- Cualquier otra apariencia o asunto de arreglo que no esté cubierto en esta sección puede ser dirigido a la discreción del gerente a cargo. El Operador puede hacer evaluaciones caso por caso en cualquier otro asunto relacionado con la apariencia y puede restringir el trabajo a un miembro del equipo si algún asunto no se puede corregir en un periodo de tiempo aceptable.

Chick-fil-A en Englewood considerará, de acuerdo con los requerimientos de las leyes locales, estatales y federales, hacer acomodaciones razonables con respecto al vestido o requerimientos de arreglo que están relacionados directamente con la religión y/o etnia de un miembro del equipo. Si una acomodación de esta naturaleza es requerida, por favor notificar a su Operador y esté preparado para discutir razones potenciales para la acomodación.

Se prohíbe Fumar y usar Productos de Tabaco

Fumar cualquier sustancia y el uso de cualquier tipo de producto de tabaco está prohibido en todas las áreas del Restaurante, terrenos y/o en la vista del cliente, incluyendo áreas exteriores tales como las aceras de las áreas alrededor del restaurante, puntos de entrada, callejones, estacionamiento, y en las premisas.

Violencia en el Sitio de Trabajo

Para crear un ambiente de trabajo seguro, y consistente con nuestro compromiso de tratar a cada individuo con honor, dignidad y respeto, las regulaciones de Chick-fil-A en Englewood provee cero tolerancia a la violencia (o amenazas de violencia) dentro del sitio de trabajo. Ninguna violencia o amenaza de violencia en el sitio de trabajo será tolerado.

Para propósitos de esta guía, la violencia en el sitio de trabajo es definida como la violación deliberada y equivocada, daños, perjuicios, o abuso de otras personas, uno mismo o a la propiedad, e incluye amenazas de violencia. La conducta prohibida incluye, pero no está limitada a:

- Peleas, o cualquier acto o amenaza hecha por un miembro del equipo en contra de la vida, cuerpo, salud, bienestar, familia o propiedad de otra persona, incluyendo pero no está limitado a asalto, agresión, intimidación, acoso, acecho o coerción.
- Cualquier acto de amenaza de violencia que ponga en peligro la seguridad de los miembros del equipo, clientes, vendedores, contratistas o el público general.
- Cualquier acto de amenaza de violencia hecha directa o indirectamente por medio de palabras, gestos o símbolos.
- Cualquier conducta o acción que puede traer un potencial de violencia (por ejemplo lanzar objetos, movimientos de manos, destrucción de propiedad, etc.).
- Uso o posesión de armas de fuego o cualquier arma por parte de algún miembro del equipo en las premisas del Restaurante, incluyendo las áreas de estacionamiento, a menos y solo en la medida permitida por las leyes locales o estatales que se aplican.

Todos los miembros del equipo tienen una responsabilidad de ayudar a mantener el sitio de trabajo libre de violencia. Para asegurar un sitio de trabajo libre de violencia, todos los actos o amenazas de violencia deben ser reportados a un Gerente y al Operador. Todos los miembros del equipo son requeridos que notifiquen inmediatamente al gerente a cargo sobre cualquier acto de amenaza, ya sea que esté involucrado o si es directamente hacia algún miembro del equipo, miembro gerente, o tercera parte. Adicionalmente, los miembros del equipo deberán reportar cualquier comentario o sugerencia de cualquier persona concerniente a la posibilidad de que alguien este planificando hacer daño, amenaza o intimidar a otra persona.

Cualquier miembro del equipo encontrado involucrado en una conducta prohibida por estas reglas será sujeto a acción disciplinaria incluyendo la terminación del empleo.

Seguridad en el Sitio de Trabajo

La seguridad de los miembros del equipo, clientes y otras personas que entran en contacto con el negocio es muy importante para Chick-fil-A en Englewood. Adicionalmente, la Compañía se esfuerza en mantener las condiciones de trabajo seguras para todos los miembros del equipo, al igual que las condiciones de seguridad para clientes y otras personas.

Los miembros del equipo deben desempeñar sus responsabilidades de la manera más segura posible. Los miembros del equipo también deben usar medidas y precauciones para protegerse a sí mismos, clientes y compañeros de trabajo. En consecuencia, la siguiente lista no-exhaustiva de reglas aplican para la seguridad del sitio de trabajo:

- Se espera que los miembros del equipo reporten inmediatamente cualquier condición insegura o riesgos de seguridad a sus supervisores inmediatos.
- Los miembros del equipo deberán limpiar inmediatamente cualquier derrame, o si es impráctico hacerlo, deberá notificar a su líder de equipo que un derrame ha ocurrido y necesita ser limpiado.
- Los miembros del equipo deberán estar conscientes de la ubicación del equipo de primeros auxilios del Restaurante y extintores.
Se espera que los miembros del equipo reporten cualquier persona o actividad sospechosa al gerente a cargo tan rápido como sea posible.
- Los miembros del equipo deben reportar inmediatamente cualquier accidente o incidente que ocurra en el trabajo y que resulte en heridas o la posibilidad de una herida - sin importar lo pequeña que se pueda ver en el momento – a su líder de equipo o al Gerente de turno.
- Peleas o payasadas están prohibidas en el trabajo.

Uso de teléfono celular y otros aparatos electrónicos durante horas de trabajo

Las llamadas personales durante horas de trabajo, independientemente del teléfono usado, puede interferir con la productividad del miembro del equipo y ser causa de distracción para otros. El teléfono celular de un miembro del equipo y/o otras fuentes electrónicas incluyendo, pero no limitado, a los teléfonos inteligentes, computadoras, y otros aparatos de comunicación personal (referido colectivamente en esta guía como “celulares”), generalmente no deberán ser usados, llevados o mantenidos por la persona del miembro del equipo mientras el miembro del equipo está trabajando en el Restaurante, sin permiso específico del Gerente y sujeto a cualquier limitación establecida por el Gerente. Permisos para usar, llevar o tener celulares personales durante el tiempo de trabajo será determinado en una base de caso por caso. Si un miembro del equipo tiene una necesidad específica de usar, llevar o tener un celular personal durante horas de trabajo, el miembro del equipo es responsable por requerir permiso del Gerente antes de usar, llevar o tener un celular y se debe explicar al Gerente la razón para la solicitud y la duración anticipada para la excepción de estas reglas.

Los miembros del equipo pueden usar celulares personales durante los descansos y se les pide que comuniquen, si es necesario, cualquier asunto personal durante este tiempo. La Compañía no será responsable por la pérdida o daño de celulares personales traídos al sitio de trabajo.

A los miembros del equipo cuya responsabilidad incluye manejar se les prohíbe estrictamente usar celulares mientras manejan. La seguridad debe venir primero antes que todos lo demás. Independientemente de las circunstancias, incluyendo tráfico lento o detenido, los empleados que están manejando son requeridos que

se detengan a un lado de la vía y que detengan con seguridad el vehículo antes de hacer o aceptar una llamada y/o leer o mandar un mensaje de texto o correo electrónico.

En situaciones donde un empleado maneja por el trabajo y utiliza un celular con propósitos de trabajo, leyes locales y estatales pueden aplicar restricciones adicionales en la habilidad del empleado para usar el celular mientras opera un vehículo de motor. En ninguna circunstancia un empleado debe ponerse a si mismo en riesgo para cumplir una necesidad de negocio. Empleados que sean multados con violaciones de tráfico resultando del uso del celular u otros aparatos electrónicos mientras maneja serán responsables por su propia cuenta por todas las responsabilidades que resulten de esa acción.

Las violaciones de estas reglas podrán resultar en acción disciplinaria, incluyendo la terminación del empleo.

Periodo de Prueba para todo empleado nuevo

Todos los miembros nuevos del equipo automáticamente están de acuerdo para entrar en un periodo de prueba de 90 días al momento de comenzar en Chick-fil-A en Englewood. Este periodo inicial de empleo le provee a cada miembro del equipo la oportunidad de aprender las responsabilidades y habilidades necesarias para desempeñar su trabajo. Provee una oportunidad para evaluar el trabajo de los miembros del equipo y asegurar que altos estándares son regularmente establecidos y sobrepasados.

Ley de licencia por enfermedad de Nueva Jersey

Chick-fil-A Englewood cumple en todos los aspectos con la Ley de licencia por enfermedad pagada de Nueva Jersey (el "PSLL" o "Ley").

Elegibilidad de los empleados

Todos los empleados acumulan y son elegibles para usar la licencia por enfermedad acumulada en virtud de la Ley.

- La licencia por enfermedad comienza a acumularse en la fecha en que la ley entra en vigencia, el 29 de octubre de 2018.
- Estos empleados pueden usar la licencia por enfermedad ganada a partir del 120º día calendario después de que comience su empleo.
- Para los empleados contratados después de que la Ley entre en vigencia:
- La licencia por enfermedad comienza a acumularse en la fecha de inicio de su empleo

Razones de la licencia y las cantidades de licencia

Un empleado puede tomar hasta cuarenta (40) horas de tiempo acumulado de enfermedad, por alguna enfermedad, cada año por los siguientes motivos:

- Diagnóstico, atención, tratamiento o recuperación de una enfermedad mental o física, lesión u otras condiciones de salud adversas, o para la atención médica preventiva del empleado.

- Cuidar a un miembro de la familia durante el diagnóstico, la atención, el tratamiento o la recuperación de una enfermedad mental o física, lesiones u otras afecciones de salud adversas, o para la atención médica preventiva del miembro de la familia del empleado.
- Tiempo necesario después del cierre del lugar de trabajo del empleado o la escuela / lugar de atención del hijo del empleado por orden de un funcionario público u otra agencia de salud pública, o si una autoridad de salud pública emite una determinación de que la presencia del empleado o el miembro de su familia pondría en peligro la salud de los demás.
- Asistir a una función relacionada con la escuela del niño del empleado solicitada o requerida por la escuela responsable de la educación del niño, o asistir a una reunión sobre el cuidado que se le brinda al niño en relación con las condiciones de salud o la discapacidad del niño.
- Las ausencias son necesarias debido a que el empleado o el miembro de la familia del empleado ha sido víctima de violencia doméstica o sexual si la licencia por enfermedad se usa para:
 - Atención médica necesaria para recuperarse de lesiones físicas o psicológicas o discapacidades causadas por violencia doméstica o sexual
 - Servicios de una agencia de violencia doméstica u organización de servicios para víctimas designada
 - Asesoramiento psicológico u otro asesoramiento.
 - Reubicación
 - Otros servicios legales, incluida la obtención de una orden de restricción, o la preparación o participación en cualquier procedimiento legal civil o penal relacionado con la violencia doméstica o sexual.

Aviso de Operador

Si desea utilizar el "tiempo acumulado por enfermedad" acumulado según se define en la Ley por una de las razones establecidas en esa Ley, debe cumplir con las siguientes pautas al asesorar al Operador o al Liderazgo:

- Si es previsible el uso de la licencia por enfermedad ganada, usted debe enviar un aviso con 7 días calendario de anticipación al Operador o al Liderazgo.
- Si el uso de la licencia por enfermedad no es previsible, debe notificar al Líder en servicio o al Operador tan pronto como sea posible.
- En ambos casos, debe informar al Líder de servicio o al Operador sobre cuándo comenzará su licencia por enfermedad y la cantidad de licencia por enfermedad que tiene intención de tomar. Por favor revise la sección a continuación con respecto a los detalles de la Ley de Permiso por Enfermedad Pagada de Nueva Jersey.

Los empleados deben proporcionar información suficiente para que el Operador determine si la licencia califica según la Ley.

Documentación

Si necesita licencia por enfermedad durante tres (3) días consecutivos o más, se le exige que proporcione la documentación necesaria al Operador. Para los días de apagón especiales establecidos por el Operador, se requiere documentación para el uso de incluso un (1) día. Los días de inactividad son los días de Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve y New Year's Day, incluyendo los días anteriores y posteriores a los días festivos mencionados anteriormente, y cada Viernes y Sábado. Esta documentación debe demostrar que está utilizando la licencia por enfermedad de acuerdo con los pautas permitidas por la ley antes del final del período de pago durante el cual se usó el día de la enfermedad. La nota de un médico es un ejemplo de documentación que puede usarse para validar el uso de la licencia por enfermedad.

Compensación

Incrementos de la licencia por enfermedad: el mayor incremento en la licencia por enfermedad que un empleado deberá usar es la cantidad de horas programadas para trabajar durante el turno correspondiente. Por ejemplo, si está programado para trabajar un turno de 7 horas, el Operador no le ordenará que utilice un tiempo de enfermedad pagado de 8 horas. Se le pagará por la licencia por enfermedad ganada la misma tasa de pago con los mismos beneficios que gana normalmente. Cuando deja el empleo de Chick-fil-A Englewood, no tiene derecho a compensación por el tiempo acumulado de enfermedad no utilizado conforme a la Ley.