



## Chick-fil-A Santa Barbara Progressive Disciplinary System for Attendance and Punctuality

The purpose and design of the Disciplinary system is to provide and enhance clarity among team members as to their standing within our business based on attendance and punctuality.

When there are infractions, performance standards or behaviors that fall otherwise as prescribed in the Employee Handbook or otherwise communicated by Chick-fil-A Leadership, the following process will be used. All of these steps will be documented and discussed explicitly with the Team Member.

*Verbal Warning:* Team members will receive an email communicating the verbal warning within 48 hours of attendance or punctuality infraction. Team members are eligible to receive 2 verbal warnings before receiving a written warning. Contact a Director directly if there is an issue with scheduling in order to help meet attendance and punctuality expectations. If you received this warning by accident, make sure you submit a time punch adjustment on our website.

Every infraction proceeding your first verbal warning will be accompanied with losing the benefit of your employee meal. You will lose this benefit for the entire week following the infraction.

*Written Warning:* If the behavior continues after 2 verbal warnings, team members will receive an email, informing them a leader will be meeting with them on their next shift. This meeting will be to discuss their written warning and ways to help them meet attendance and punctuality expectations. The team member will be asked to sign and acknowledge receipt of the warning.

*Suspension:* If the behavior continues after a written warning, the team member may be suspended for a specified period of time without pay. Upon return to the business it is expected that the team member returns to work with different behavior as outlined in the previous discussions.

*Termination:* If the behavior continues after a suspension, the team member may be terminated. The termination process should be handled in a professional and

respectful manner, with documentation of the steps taken and the reasons for termination by a Director.

### *Attendance and Punctuality*

- Calling out of shift without an approved reason or verifiable emergency, failed to release and get shift covered on hotschedules.
  - Notification of callout must be done directly to a leader on duty 3 hours prior to shift.
  - Communication must be done through our store phone.
  - If the leader is not available to answer the store phone make sure to send a text notifying them of your callout.
- Exceeding allotted break times including 10 minute breaks and 30 minute breaks
- Clocking in more than 3 minutes late to the assigned shift.
- Failure to complete shift without an approved reason or verifiable emergency
- Failure to show up for shift without notifying leadership (considered a no call no show, subject to immediate termination)

Agreement to work at Chick-fil-A Santa Barbara indicates an understanding of our procedures and the consequences for violating them. Leadership has the prerogative to assess discretionary disciplinary actions that are not defined above depending upon circumstances that may arise.

I understand and agree to abide by the Progressive Disciplinary System,

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_