



Team Member Policy Handbook

Robert Hewes, Ph.D., CAGS

Franchise Owner

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Team Member Policy Handbook

Welcome and Introduction!

We're excited to welcome you to the Chick-fil-A Chicopee family! Thank you for choosing to be part of our team. We look forward to the unique contributions you will bring as we work together to: **“Win the Heart” and Create WOW Moments!**

We are committed to providing a work environment that is both challenging and rewarding, where each team member has the opportunity to grow and thrive. This Team Member Policy Handbook (the “Handbook”) is intended to familiarize you with important personnel policies, work rules, and available benefits specific to **Chick-fil-A Chicopee FSU (the “Company”)**.

Please note that **Growing Servant Leaders 24/6, LLC, d/b/a Chick-fil-A Chicopee FSU**, is the legal name and operating entity of this restaurant. For the purposes of this Handbook, the terms **“the Company”** and **“Chick-fil-A Chicopee FSU”** are used interchangeably. Both refer to **Growing Servant Leaders 24/6, LLC**, the legal entity operating under the name Chick-fil-A Chicopee FSU.

Handbook Supersession Notice

This edition of the **Team Member Handbook** supersedes and replaces all prior versions, whether written or verbal. The policies, procedures, and guidelines contained herein are effective as of the date of distribution and shall remain in effect unless modified, rescinded, or amended by Chick-fil-A Chicopee FSU (referred to herein as the “Company”). Until such changes are made, this version is considered current and final.

This Handbook outlines current policies and expectations that apply to all employees at this location. As a team member, it is your responsibility to review and understand this information. Adhering to these policies helps ensure a positive, productive, and respectful workplace for everyone.

We encourage open communication. Please feel free to ask questions, offer suggestions, and share any concerns with your leadership team.

Welcome aboard, we're glad you're here!

Please note that these policies may be reviewed periodically and updated occasionally without prior notice to the employee. Chick-fil-A Chicopee FSU reserves the right to amend,



modify, change, supplement, or delete, as it deems necessary, any provision of this Handbook, in whole or part. No changes will seek to amend, modify, or otherwise alter 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, e-mails, postings on a bulletin board in our Restaurant, and/or a meeting led by the Owner/Operator or Leader. 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 matter 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 Chicopee FSU is “at-will”, which means that either you or we may terminate your employment at any time with or without notice or cause, for any reason not prohibited by law. Nothing in this Handbook or any other team member or human resources policy document is to be construed as an employment contract or any 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 any other written or unwritten policy, document, or statement shall alter or limit the “At-will” nature of your employment.

Introductory/Probationary Period

Newly hired employees shall be considered probationary employees for a period of thirty (30) days from the date of hire. During and after successful completion of the introductory/probationary period, employees will remain “at will” employees. Employees may be terminated before the expiration of the 30-day probationary period at the discretion of the employer.



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 the United States and Canada, and we are continuing to grow internationally every day.

You can find additional information about Chick-fil-A's history at < www.chick-fil-a.com >.

Our Shared Vision with Chick-fil-A Inc.

To be the world's most caring company.

"A GREAT company, is a CARING company."

- S. Truett Cathy, Founder of Chick-fil-A Inc.

Chick-fil-A Chicopee's Core Values

Caring - Committed – Connected

- We will care deeply for our guests and team members.
- We are committed to growth and excellence in our service.
- We stay connected using our heart, mind, and soul.

Some examples:

- Caring deeply about people
- Serving hot, fresh food
- Being quick, but not rushed
- Keeping everything clean
- Smiling and touching the heart



Chick-fil-A Chicopee's Mission

Win the Heart!

Create 'WOW' moments for the guests, team members, and the business.

How do you create a WOW moment? Simply, go above and beyond expectations! WOW!

Commitment to Education: The Remarkable Futures Scholarship Program & Tuition-Free College Benefit

At Chick-fil-A, our commitment to supporting personal and professional growth is a cornerstone of our culture. In 1973, our founder, Truett Cathy, established the Team Member Scholarship program to encourage restaurant employees to pursue higher education opportunities. Reflecting our evolving mission, the program was reimaged in 1996 as the Remarkable Futures Scholarship program, placing a strong emphasis on leadership development and community service.

Since its inception, Chick-fil-A, Inc. has awarded scholarships to over 100,000 team members, helping them attend a wide range of colleges, universities, and educational institutions across the nation.

Today, we are proud to continue this legacy by offering team members the opportunity to attend Point University with full tuition coverage*. This initiative eliminates the financial barriers associated with higher education, empowering our team members to achieve their academic and professional goals without the burden of tuition expenses.

****Team member responsible for the cost of books.***

H.E.A.R.D. Model

All team members will use the H.E.A.R.D. model for guest recovery whenever there is an issue or problem:

- **H**ear the guest's concerns. Try to understand.
- **E**mpathize with their situation.
- **A**pologize.
- **R**esolve the problem or concern.
- **D**elight the guest with your care, concern, and thoughtfulness.



Closed on Sundays

Chick-fil-A Chicopee FSU is closed on Sundays. This longstanding practice is a distinctive part of the Chick-fil-A brand and culture. Established by our founder, Truett Cathy, Sunday closure reflects a commitment to providing team members with at least one day each week for rest, rejuvenation, and personal time. This principle has remained a core value of the company and continues to serve our team well. It made sense then, and it still makes sense now.

Commitment to Hospitality

Chick-fil-A Chicopee FSU strives to maintain an atmosphere of hospitality for everyone. We want to create a genuine “cared-for” experience for all who visit our restaurant. We welcome everyone regardless of how they pray, who they love, what language they speak, the color of their skin, or which country they come from.

2nd Mile Service

Chick-fil-A Chicopee FSU 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 each 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, so that everyone will feel cared for and valued. Providing 2nd Mile Service is important for 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 guests, but also your fellow team members!



Civility, Equal Employment Opportunity & Non-Harassment Policy

Chick-fil-A Chicopee FSU is committed to a civil and respectful work environment. Our Restaurant values all people 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 safe, cordial, positive, and professional.

Chick-fil-A Chicopee FSU is an Equal Opportunity Employer

We make employment decisions on a non-discriminatory basis. It has been and shall continue to be our policy that we do not discriminate in employment decisions based upon sex, race, color, religion, national origin, ancestry, citizenship, pregnancy, age, physical or mental disability, service in the uniformed services, genetic information, marital status, sexual orientation, and/or any other legally protected class, classification, or factor, following 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 Chicopee FSU is committed to maintaining work environments free from all forms 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.

Sexual, Other Harassment, Harassment-Free Workplace

Workplace harassment, including but not limited to verbal slurs, negative stereotyping, overt hostility, bullying, and the dissemination of written or graphic material designed to attack or ridicule someone based on their race, color, sex, age, disability, religion, national origin,



ancestry, marital status, or sexual orientation is prohibited. The company also prohibits sexual harassment in the workplace.

SEXUAL HARASSMENT MEANS ANY UNWELCOME SEXUAL ADVANCES OR REQUESTS FOR SEXUAL FAVORS OR ANY CONDUCT OF A SEXUAL NATURE WHEN:

- (1) SUBMISSION TO SUCH CONDUCT IS MADE EITHER EXPLICITLY OR IMPLICITLY A TERM OR CONDITION OF AN INDIVIDUAL'S EMPLOYMENT.
- (2) SUBMISSION TO OR REJECTION OF SUCH CONDUCT BY ANY INDIVIDUAL IS USED AS THE BASIS FOR EMPLOYMENT DECISIONS AFFECTING SUCH INDIVIDUAL, OR
- (3) SUCH CONDUCT HAS THE PURPOSE OR EFFECT OF SUBSTANTIALLY INTERFERING WITH AN INDIVIDUAL'S WORK PERFORMANCE OR CREATING AN INTIMIDATING, HOSTILE, OR OFFENSIVE WORKING ENVIRONMENT.

Each employee and each supervisor has a responsibility to maintain the workplace free of any form of sexual harassment. No officer or supervisor is to threaten or insinuate, either explicitly or implicitly, that an employee's refusal or willingness to submit to sexual advances will affect the employee's terms or conditions of employment. Other unwelcome, sexually harassing, or offensive conduct in the workplace, whether committed by supervisors, non-supervisory employees, clients, or other non-employees, is also prohibited.

Such conduct includes, but is not limited to:

- Sexual flirtations, touching, advances, or propositions
- Verbal abuse of a sexual nature
- Graphic or suggestive comments about an individual's dress or body
- Sexually degrading words to describe an individual
- The display in the workplace of sexually suggestive objects or pictures, including nude photographs
- Any e-mail or Internet correspondence or literature that includes any of the above

All employees must understand that violation of this policy by any kind of discrimination or harassment, including sexual harassment, is strongly condemned and will not be tolerated. Violators will receive discipline appropriate to the magnitude of the offense, up to and including termination. Other Unlawful Harassment Defined Harassment based upon an individual's sex, race, color, creed, national origin, age, physical or mental disability, military or veteran status, sexual orientation, religion, or any other legally protected status will not be tolerated. Unlawful harassment consists of unwelcome conduct, whether verbal, physical, written, or illustrated, that is based upon a person's protected status. No



Retaliation for Complaints of Workplace Harassment. An effective anti-harassment policy requires the support and cooperation of all employees. If you are the subject of, or are aware of, actual or perceived harassment, you must bring it to the company's attention IMMEDIATELY.

Employees may bring their good-faith complaints of harassment without fear of retaliation. Retaliation against an individual for reporting workplace harassment or assisting in providing information relevant to a claim of harassment is a serious violation of this policy and will be treated with the same strict discipline as would the harassment itself. Acts of retaliation should be reported immediately and will be promptly investigated. In addition, an employee who fails to cooperate in investigating a complaint or in implementing remedial measures following resolution of a complaint will also be subject to disciplinary action, up to, and including termination.

Complaint Procedure

If any of our employees believes that they have been subjected to harassment, it is our policy to provide the employee with the right to file a complaint with our organization. This may be done in writing or orally. The filing of false complaints or false information in connection with a complaint will not be tolerated and is grounds for disciplinary action up to and including termination. Using our complaint process does not prohibit you from filing a complaint with the appropriate government agencies. Any employee who believes that he or she has been harassed should bring his or her concerns to the attention of management immediately in any of the following ways:

- Report the conduct to your immediate supervisor.
- Report the conduct to the Director of Operations or a member of the HR Team.
- Report the conduct to the Operator, Robert Hewes.
- Report the conduct to any member of management with whom you feel comfortable. Your manager has been designated to handle complaints of harassment and has received special training for this task.
- You may report your complaint by sending an email to 03279@chick-fil-a.com or by sending a written complaint by mail to 501 Memorial Drive, Chicopee, MA 01020.

IMPORTANT NOTE: IF THE PARTICULAR CIRCUMSTANCES MAKE A DISCUSSION WITH OR A COMPLAINT TO YOUR SUPERVISOR INAPPROPRIATE (FOR EXAMPLE, THE COMPLAINT INVOLVES YOUR SUPERVISOR, OR YOU FEAR RETALIATION BY YOUR SUPERVISOR), YOU SHOULD NOT HESITATE TO



IMMEDIATELY BRING THE MATTER TO THE ATTENTION OF ANY OFFICER OF THE COMPANY OR ANY OTHER MEMBER OF MANAGEMENT.

It is the Company's policy that all such matters will be handled with appropriate care and discretion and be investigated. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. While we will do our best to maintain confidentiality, it cannot be guaranteed in every situation. When an employee brings a complaint to any member of the management, an investigation of the allegations will be undertaken promptly. Generally, our investigation would include a private interview with the person filing the complaint, with any witnesses identified, and with the person alleged to have committed harassment.

Disciplinary Action

If the investigation reveals that the complaint is valid, management will promptly take appropriate action against the offending person. When we have completed our investigation, we will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation. Such measures are designed to put an immediate stop to harassment and initiate whatever action is appropriate under the circumstances, up to and including termination of the offending person. In addition, retaliation against employees for reporting or complaining of harassment (or cooperating in investigating a report or complaint) is unlawful and will not be tolerated. Any retaliation will warrant disciplinary action, up to and including termination of the offending person.

Reasonable Accommodation Policy

Our policy also provides for "reasonable accommodation" of qualifying disabilities on a case-by-case basis, under applicable law. As part of Chick-fil-A at Chicopee FSU's commitment to equal employment opportunity, it is and has been the Company's policy to ensure that all individuals are provided with equal employment opportunities without regard to disability. Accordingly, we will make reasonable accommodations for the functional 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 reasonable accommodation due to a qualifying disability, please bring it to the attention of the Operator or one of the Leaders.

Requests for accommodation and other inquiries, reports, or information provided according 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 provided 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 appropriate reasonable accommodation can be provided. Determining whether 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 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 Chicopee FSU 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. Employees under the age of 18 are required to provide an appropriate work permit before the start of employment or show a high school diploma or its equivalent. Any offer of employment will be rescinded if the recipient of the offer fails to complete all onboarding documents within two weeks of the offer of employment being made.

Compensation

Your pay rate and pay range for your position will be provided to you before beginning work. If your pay rate changes during your employment (for example, if you are awarded a raise),

such changes will generally be communicated to you by the Operator or a Leader. Pay raises are based on business factors, including, but not necessarily limited to, job performance, merit, attendance, and attitude.

It is Chick-fil-A Chicopee FSU's 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 of their time worked and are prohibited from performing any work "off the clock" or without reporting all time worked.

All overtime must be pre-approved by your supervisor before working overtime. Failure to obtain pre-approval for overtime hours may lead to disciplinary action, up to and including termination.

Employee Classifications

Chick-fil-A at Chicopee FSU complies with all applicable wage and hour laws for the appropriate job classification of employees. Employees will be advised of their employee classification(s) at the time of hire, promotion, transfer, or if any other change in position with the Company occurs.

- **Exempt**

Exempt employees are employees who, because of their positional duties and responsibilities and level of decision-making authority are exempt from the overtime provisions of the Fair Labor Standards Act (FLSA).

- **Non-Exempt/Hourly**

Non-exempt/hourly employees are employees who, because of the type of duties performed, the usual level of decision-making authority, and the method of compensation, are subject to all Fair Labor Standards Act (FLSA) provisions, including the payment of overtime. Non-exempt employees are required to account for all time worked.

- **Full-Time Status**

A full-time employee is an employee hired for an indefinite period and regularly scheduled to work at least 30 hours per week. These employees are eligible for participation in employee benefits, subject to the terms and conditions of each

benefit program. A full-time employee can be considered either exempt or nonexempt, or exempt based on the FLSA.

- **Part-Time Status**

Any employee who does not meet full-time status. A part-time employee is an employee hired for an indefinite period and regularly scheduled to work less than 30 hours per week. These employees may be eligible for participation in some employee benefits, subject to the terms and conditions of each benefit program. A part-time employee can be considered either exempt or non-exempt based on the FLSA.

Pay Periods and Time Adjustment Procedures

- The pay period for our restaurant ends bi-weekly on Saturday at 12 am. Employees will receive a paycheck once every two weeks. Your paycheck will be available on Friday after the pay period ends.
- You cannot receive your check in advance of the end of the pay period.
- Direct Deposit: If you have not done so during your onboarding, you may opt in for Direct Deposit at any time during your employment
- In case of time punch error, the Leaders of Chick-fil-A at Chicopee FSU have the authority to edit time punches in the system to reflect the correct time worked.
- Please report punch errors to the Leader on duty immediately.
- Failure to inform the Leader about a time punch variance, and/or intentionally falsifying information regarding time punch variances, may result in disciplinary action up to and including termination.
- A Leader must approve and initial all Time Punch Variance Form entries.
- Overtime Premium Pay You will be paid an overtime premium of 1.5 times your regular hourly rate of pay for any time worked over 40 hours in one workweek or after 7 consecutive workdays. 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 am. 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 Leader has specifically approved it.



- Working unauthorized overtime hours may result in disciplinary action, up to and including termination.
- Cashing Payroll Checks: To maintain adequate funds for our operations, we will *NOT* cash employee payroll checks.

Work Scheduling

The work schedule for your Restaurant will generally be posted for the following week on Saturday. You are responsible for working your scheduled hours. If for any reason you cannot work your scheduled shift, you are responsible for finding a manager-approved replacement. You should never change the schedule without the approval of the Operator or a Leader. Failure to report to your approved shift, and/or find a manager-approved replacement, will result in discipline per the following policy:

- First offense: 1-week unpaid suspension
- Second offense: 2-week unpaid suspension
- Third offense: termination.

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

The Company does not guarantee any employee a set number of hours per week. The Company reserves the right to adjust schedules per the needs of the Company without prior notice to the employee.

To maintain a safe and healthy environment for both team members and guests, any employee exhibiting symptoms identified by Chick-fil-A Chicopee or the Department of Health as a potential food safety concern may not report to work. In such cases, the team member must notify a manager immediately and secure manager-approved coverage for their scheduled shift. Return to work is only permitted once it is deemed safe following applicable health and safety guidelines.

Requesting Time Off

All time off requests must be submitted through HotSchedules at least two weeks prior to the schedule being posted. The Scheduling Leader will make every effort to accommodate reasonable requests, provided they align with the operational needs of the restaurant and



customer demand. It is the employee's responsibility to verify whether their request has been approved within HotSchedules.

Employees are not permitted to call or text any Team Leader's cell phone for time off requests or to address any employment-related matters. All such communication must follow designated workplace channels to ensure clarity, professionalism, and appropriate documentation.

Established Protocols for Employee Communication

The Company has two established protocols for employee communication.

1. Email the store leader on duty. Email addresses are available in Hot Schedules.
2. Call the store directly at 413-592-4500 to speak to the leader on duty.

Dropping your shift after the schedule is posted:

If you need time off after the schedule has been posted, you must drop the shift in Hot Schedules and find a manager-approved replacement for your shift.

Failure to properly drop your shift in Hot Schedules and/or to find a manager-approved replacement for a dropped shift will be considered a NCNS (no-call no-show) and may subject the employee to disciplinary action, up to and including termination. Requests for time off that are not made following 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. Any employee who takes an unapproved leave of absence in excess of three weeks will be considered to have abandoned their job and will be removed from the company payroll. Any such employee may seek reemployment through the normal application process. The company does not guarantee that any employee who has been deemed to abandon their job under this policy will be rehired.

Communication Etiquette for Email, GROUPME, Connect Team, and all other Messaging Applications:

Following these guidelines ensures professional, effective communication and helps maintain clarity and respect in all work-related correspondence.

Email Communication Guidelines



- **A Clear Subject Line:** Briefly summarize the purpose or topic of your email.
- **Correct Recipients:** Ensure the correct email address is entered in the "To" field. Use the "CC" (Carbon Copy) field to include individuals who should be informed or kept in the loop.

Email Body:

- **Greeting:** Begin with an appropriate and respectful greeting such as *Hi, Hello, or Dear*. Avoid informal greetings like *Hey, What's up*, or using only the recipient's name without a greeting.
- **Message Content:** Clearly and concisely communicate the purpose of your message. Include all necessary details to ensure your point is understood.
- **Closing:** Conclude your email by restating your request or summarizing the purpose of your message. Use a courteous sign-off such as *Thank you, Best regards, or Sincerely*, followed by your full name—especially if your email address does not include your name.

Workplace Group Chats & Messaging Applications:

- **Communication Guidelines**

To support efficient and respectful communication, team members may use approved group chats and messaging applications for work-related purposes. When participating in these channels, employees are expected to follow these guidelines:

- **Maintain Professionalism:** All messages should be courteous, clear, and relevant to the workplace. Avoid slang, excessive abbreviations, or language that may be perceived as inappropriate, sarcastic, or unprofessional.
- **Be Respectful and Inclusive:** Treat all participants with respect. Do not use group chats to single out individuals, complain, or discuss sensitive topics. Avoid humor that could be misunderstood or offend others.
- **Use for Work-Related Communication Only:** These channels are intended for scheduling updates, shift swaps (with manager approval), important announcements, and operational needs. Personal conversations should be kept outside of these platforms.
- **Timing Matters:**
Avoid sending messages late at night or during non-working hours unless it is urgent and appropriate. Respect others' time off and personal boundaries.
- **Keep Messages Clear and Concise:**
When sharing important information, ensure it is easy to understand and actionable.

- **Avoid Overuse of Notifications:**

Avoid spamming the group with unnecessary messages, repeated emojis, or off-topic content that distracts from workplace communication.

- **Follow Chain of Command:**

Do not use messaging apps to bypass formal procedures or managerial communication. For issues such as time off, scheduling, or HR-related matters, follow the established protocols as outlined in this Team Member Handbook.

By adhering to these guidelines, we ensure our digital communication reflects the professionalism, care, and teamwork that our in-person dialogue at Chick-fil-A Chicopee reflects on a day-to-day basis.

Meal Breaks

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

Team members who work at least 6 hours during a single day are permitted to take one unpaid meal break for thirty minutes. In addition, team members who work eleven hours or more during a single day are permitted to take a second unpaid meal break of thirty minutes. Meal breaks should be taken separately and should not be combined.

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

If circumstances permit, an employee may request breaks as needed after working three hours or more, and management will make every attempt to accommodate all reasonable break requests. Nothing in this policy guarantees that an employee will be permitted to take a requested break.

In addition to any lawfully required breaks, a manager may also require an employee to take any additional breaks as the manager deems necessary and in the best interest of the employee and the company. The employee may only return to work once directed to do so by the manager.

Employees on break may not interfere with or hinder other employees' ability to work, and therefore, they are not permitted to take any portion of their break in the operational locations of the facility.



The Leader 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 Leader on duty. Meal breaks will be permitted 2 hours after you begin your shift and 2 hours before your shift ends.

Failure to record your break time accurately via the POS/cash register system may result in disciplinary action, up to and including termination.

Employee Food and Beverage Benefits

Employees must present their Win The Heart Card to receive any Team member discounts. *You will not be able to receive any discount without it.*

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

- You will receive 50% off your employee meal during your shift. This is a maximum discount of \$7.00 applied to your pre-discount/pre-tax meal (excluding milkshakes, frosted beverages, seasonal beverages, bottled beverages, iced coffee, and lemonade). This is a benefit provided exclusively for employees while they are working.
- You will receive 10% off on additional items ordered, and or any menu item not covered by the 50% off discount. *This will need to be rung up in a separate order.*
- Bring your own Bottle/ Reusable cup- You are entitled to free fountain drinks, tea, and hot coffee during your shift. This **DOES NOT** include lemonades, iced coffee, milkshakes, bottled beverages, seasonal beverages, or frosted beverages.

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

- To obtain your meal, you must clock out first, order your meal from the front counter from a Leader.
- When you are taking your 30-minute break, you are entitled to all 30 minutes, and we will require you to do so. A manager should not ask or require you to end your break early. If this occurs, please notify the Operator immediately. If you choose to order your meal using the Chick-fil-A App on your phone, order your meal and notify a manager before tendering to receive your discount.
- No employees may order food while on the clock.
- You must eat your meal in the Restaurant in the areas designated as appropriate for team member dining.



- Employees are permitted to take their breaks in the break room, dining room, or on the patio. Employees who choose to eat during their break may only eat in the dining room, break room, or on the patio. *Employees should refrain from taking seating away from guests whenever possible.*
- You may not take your meal off the premises during your break, or any unfinished portion of any meal provided or received under this policy, out of the Restaurant.
- You are allowed to bring a covered beverage container from home for your drinks (if it is clean and safe in a restaurant environment). Otherwise, you will be required to purchase every Chick-fil-A cup that you use during your shift.
- We always require a clean work environment. As a result, you are required to keep your beverage in the break room during your shift, unless you are on break.
- Employees are not allowed to use the cooler or freezer to store food.
- The employee discount is non-transferable. Bartering or otherwise utilizing your discount to trade with other companies is considered stealing. Any employee who does so will be subject to disciplinary action, up to and including termination.
- The Employee Food and Beverage Benefit is offered as a discretionary perk and is not considered a guaranteed entitlement. This benefit is subject to modification or discontinuation at any time, without prior notice, at the sole discretion of the Operator and/or designated senior leadership.

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. “Late” is defined as arriving at work any time after the exact time you are scheduled to be at work and ready to perform your specific task. If you arrive after your scheduled time, you must notify your Leader or team shift leader immediately. Team members are also expected to remain at work for their entire work schedule, unless released early by the Leader on duty.

If, for any reason, you will be tardy or unable to report for work on a scheduled workday, you are required to find a suitable manager-approved replacement for your shift and notify the manager on duty no later than two hours before you are scheduled to report to work. If you are unable to find suitable manager-approved coverage, you are still responsible for working your shift. The ONLY exception to this policy is following the process to drop, replace, and



obtain manager approval for your replacement and shift change in Hot Schedules as outlined in the “Requesting Time Off” section of this Handbook. Similarly, if you need to leave work early for any reason, you must first obtain the permission of the Leader on duty and find manager-approved coverage if the Leader on duty deems it necessary. Failure to notify your Leader or supervisor of any anticipated or unanticipated absence, the need to leave work early, or a delay in reporting for work may be grounds for disciplinary action, up to and including termination, except as 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 your Leader and your absence continues for a period of two days, the Company will conclude that you have abandoned your employment and have voluntarily terminated your employment. Should you know that you will be unavailable for work for a significant period (vacation, school, etc.) you are required to notify your Operator so that your schedule can be adjusted accordingly. If team members develop an excessive pattern of finding coverage for scheduled shifts, without notifying the Operator or leader on duty, and obtaining approval for the absences, they will be removed from the schedule and terminated. An excessive pattern of finding coverage will be considered job abandonment due to the ongoing and deliberate disruption it causes to the business.

Time Recording

You are required to follow the procedures concerning recording your work time:

- You must clock in on the cash register timekeeping system at the beginning of your shift.
- 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 out” button at the beginning of your break and the “clock in” button when you return to work.
- Your time receipt must show the hours that you 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 clock in your own hours. Do not clock in or out for another team member. Recording time for another team member is an egregious offense that may result in disciplinary action, up to and including termination.

- If you believe that you need to begin work early (before the start of your scheduled shift) or stay late (after the time your shift is scheduled to end), you must obtain approval from the Leader on duty. You must obtain this approval before you perform any work at any time when you are not scheduled to work. Failure to obtain pre-approval may result in disciplinary action, up to and including termination.
- Notify your Leader 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 Leader as soon as possible, and before you clock in for your next shift, at the latest.
- Team Members are required to report to their assigned position immediately after clocking into their assigned shift.
- Failure to properly record your time may result in disciplinary action, up to and including termination.

Personal Items (Purses, jackets, phones, bags, etc

Your personal items (purse, jacket, mobile phone, and other personal items) should be placed in the break room or employee locker before clocking in for your shift. To safeguard your personal property, it is advisable to place a combination padlock on the employee locker. Team members must, however, provide the combination to the owner/operator and understand that there should be no expectation of privacy by any team member regarding his or her usage of the Restaurant's employee lockers.

Job Duties and Responsibilities

This section is intended to outline your general job duties and responsibilities. The Company reserves the right to amend, change, alter, and/or modify your duties and responsibilities as necessary and without notice. 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 concerning all the functions of your job within the Restaurant.



Customer Service, other duties, and responsibilities

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 experience. 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 whom you may encounter) with honor, dignity, and respect.
- Although we strive for quick & speedy service, please never rush the customer.
- Please never argue with a customer. If you have a situation with a customer that you cannot handle or that the customer feels as though has not been handled adequately, then notify the Leader on duty immediately.
- Generally, you should stay at your assigned position, unless otherwise directed by a Leader 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 are also 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.
 - 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 supervisor(s) will familiarize you with your responsibilities during training.

Age-Restricted Activities

There are restrictions regarding the hours of work and certain tasks that apply to employees



under age 18. 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 Leader or the owner/operator.

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.

Workplace Safety/Food Safety

Failure to adhere to proper workplace safety and food safety standards can have serious consequences, including injury, illness, and even death. Therefore, Chick-fil-A Chicopee requires all employees to adhere to safe practices and prescribed processes in all aspects of the job to maintain a safe working environment for both employees and guests. You will receive training on appropriate workplace and food safety guidelines. It is impossible to list every possible workplace or food safety hazard; however, here are a few examples of areas where you will receive training:

- Time and Temperature Abuse
- Day Dots (expiration dates)
- Cleaning and Sanitation
- Securing Doors
- Washing Hands
- Reporting and communication of potential symptoms that could lead to a food safety or team member risk.
- Washing Dishes
- Stacking and lifting
- Mopping floors and cleaning spills
- Other potential risks associated with your job

If you have any questions regarding training or would like additional training in any aspect of your job, please bring it to the attention of your supervisor or the Operator, and additional training will be provided.

Failure to participate in all employee training or failing to adhere to safe workplace and food safety practices may result in disciplinary action, up to and including termination.

Standards of Conduct & Disciplinary Actions

At Chick-fil-A Chicopee FSU, all team members are expected to perform their jobs well, to always conduct themselves professionally, and to treat others with honor, dignity, and respect. Additionally, all team members are expected to comply with any rules applicable to employment in this Restaurant (including, but not limited to, the rules outlined 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 Owner/Operator or the Restaurant's Leaders, may, however, result in disciplinary action, up to and including immediate termination of employment, without prior progressive disciplinary action. The following includes 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, marijuana, or illegal and illicit drugs;
- Any form of theft, or giving away of company or private property;
- Insubordination to leaders or disrespecting any guest, vendor, or fellow team member, Management, or team leaders;



- Excessive unexcused tardiness or absence, or failure to notify the Company of tardiness or absences in a timely manner;
- Excessive use of another team member(s) to cover your shift, defined by finding more than 3 covers in a given month;
- Not showing up for your shift, regardless of whether you called the restaurant, talked to a member of the leadership team, posted a request for a shift cover on social media, or any other form of communication. It is the team member's responsibility to find a cover for his/her shift.
- Dishonesty or falsification of Company records or documents, including but not limited to the employment application, Form I-9 documentation, and time cards, 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;
- Failure to report known policy violations committed by any other employees. It is your responsibility to tell your manager and/or the Owner/Operator immediately when you become aware of any violation specifically outlined in this employee handbook. Otherwise, depending upon the circumstances, you may be considered to be complicit, thereby subjecting you to disciplinary action;
- Transacting personal business on company property;
- Unauthorized use of company time, materials, or equipment;
- Failure to observe safety rules and regulations;
- Destruction/defacement of company or private property;
- Violations of the Cash and Coupon Accountability policy;
- Any form of rude or unwanted behavior toward any customer or team member;
- No-show, no call;
- Asking for and securing a cover for your shift without the consent and permission of a member of the leadership team;
- Creating a negative or divisive work environment through rumors, innuendos, gossip, or excessive talk or complaining;
- Falsifying or lying about the reason you cannot come into work to work your shift or why you need to leave early;
- Leaving a shift without checking-in with a leader; leaving work without completing your required duties or tasks;

- Talking back to a leader; this includes texting, emailing, or any form of social media;
- Sabotaging a shift or in-store inspection due to a poor attitude or poor performance;
- Failure to effectively run Lean Chicken Entrée;
- Focusing on pre-closing and failing to attend to the quality of our product, speed, or customer service;
- Violating someone's personal property;
- Accessing the company's private or personnel information;
- Cash theft, which includes, but is not limited to:
 - taking money from the cash register (which may be revealed by a cash shortage);
 - Writing over rings for entries not made;
 - Failing to ring up a sale or a part of a sale;
 - Purposely giving too much change.
- Reward point or CEM survey coupon theft, which includes, but is not limited to:
 - Scanning your app to collect reward points on guest purchases
 - Attaching your loyalty ID to collect reward points on guest purchases
 - Scanning or attaching a loyalty ID to collect reward points for others who did not make the purchases
 - Keeping receipts from guests and using the "forgot to scan" feature to collect reward points
 - Collecting CEM survey receipts from guest purchases, taking the survey, and redeeming for free food
 - Using an alias (name or phone number) on your CFA app account for the purpose of deception
- Violation of another's privacy, including but not limited to privacy in the restroom.
- Improper food distribution, which includes, but is not limited to:
 - Giving away food over the counter without a 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.
- Progressive Discipline: Where appropriate, the Company may utilize a progressive discipline approach to address performance or behavioral issues. The following types of disciplinary action may be taken, in no particular order and depending on the nature and severity of the situation:
 - Verbal warning(s)
 - Written warning(s)
 - Suspension without pay
 - Termination

Disciplinary actions will be determined on a case-by-case basis, taking into consideration the specific facts and circumstances of each situation. Chick-fil-A Chicopee FSU reserves the right to bypass any step in the progressive discipline process if deemed appropriate. Additionally, the Company reserves the right to take disciplinary action at any time for conduct or behavior that is considered inappropriate, regardless of whether such conduct is explicitly outlined in this Handbook.

- Disclaimer on Disciplinary Procedures
 - Nothing in this policy guarantees that any specific disciplinary steps will be applied in a given situation. The progressive discipline process is a guideline, not a contractual agreement, and does not create any entitlement or obligation for the Company to follow a particular sequence of actions.
 - All employment at Chick-fil-A Chicopee FSU is and will continue to be **at-will**, meaning either the team member or the Company may terminate the

employment relationship at any time, with or without cause or notice, except as otherwise provided by applicable law.

Drug and Alcohol Policy

We have adopted the following policies to reinforce our commitment to providing a safe, drug-free work environment:

- The use, sale, possession, or distribution of alcohol and drugs, both legal and illegal, or the abuse of alcohol or drugs while at work, including any work performed off company property, is strictly prohibited;
- Alcohol and marijuana may not be brought on the premises, nor may it be consumed while at work, whether on or off the job;
- Being under the influence of alcohol or drugs, including marijuana, while at work is strictly prohibited. All employees must report to work in a physical and mental condition necessary to perform their jobs without impairment.
- The legal use of prescribed drugs is permitted on the job if such use does not impair the employee's ability to work safely and does not endanger other employees.
 - Employees must keep all prescribed medicine in the original container, which identifies the drug, date of prescription, dosage, and prescribing physician. All such prescriptions must be kept locked in a locker and not accessible to other individuals.

Appearance

Chick-fil-A Chicopee FSU 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 will receive one complete uniform at no cost. Your uniform consists of a pair of pants, one shirt, one belt, one nametag, and a Core Value “Win The Heart” card for meal discounts. Other items, such as visors, may be provided depending on your position. It is important to note that your uniform is company property and must be returned in good condition within 24 hours of your final shift. (whether by voluntary resignation or involuntary discharge, or otherwise).
- Uniforms provided to Team Members free of charge remain the property of Chick-fil-A Chicopee.
- Uniforms are restricted to work-related activities only. Uniforms may not be worn or utilized for any reason other than work-related activities. Failure to adhere to this policy will result in disciplinary action, up to and including termination.
- Shoes must be solid black and slip-resistant. Team members will be required to buy 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 your outermost garment, on the team member’s right side. Other miscellaneous pins, buttons, stickers, and/or ribbons may not be worn on the uniform or affixed to the nametag.
- All shirts (except maternity tops) must be worn tucked in.
- All polo shirts must be worn with at least the bottom two buttons fastened.
- All buttons must be fastened on women’s short-sleeved woven (button-front) and/ -sleeved woven shirts. Women’s white long-sleeved shirts may have the 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 the bottom edge of TeamStyle shirt sleeve.

- Mock turtlenecks, from the TeamStyle collection, may only be worn under polo shirts, woven (button-front) shirts or sweater vests.
 - Pants must fit properly and must be hemmed to fall at the midpoint of the heel. Cuffed and/or pegged pants are not allowed.
 - TeamStyle belts must be worn and must be trimmed so that the end does not hang below the belt line.
 - Shoes must fit properly with laces tied, unless limited by temporary medical conditions requiring corrective orthopedic devices (due to broken bones, surgeries, and or any other medical reason).
 - Females must wear solid black socks, black hose or flesh-toned hose. Males must wear solid black socks.
 - Chick-fil-A neckties must be worn with all long-sleeved men's woven (button-front) shirts. Ties should be properly knotted and securely fastened and fall to the midpoint of the belt buckle. Ties must not be worn with short-sleeved, button-front shirts or with women's shirts.
 - Chick-fil-A scarves may be worn with all women's / -sleeved or long-sleeved shirts.
 - Chick-fil-A TeamStyle caps/visors may be worn at the Operator's discretion and/or 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 the eyes are visible under the brim of the cap.
 - Your uniform is provided to you at no charge. It is the exclusive property of Chick-fil-A Chicopee. Utilizing your uniform for any non-work-related reason is prohibited, including utilizing your uniform on social media or other public outlets for personal reasons.
- Jewelry
 - Jewelry (including medical alert jewelry) must be modest in size to help prevent the cross-contamination of food and worn in good taste so as not to be distracting to customers or fellow team members. Any necklace worn should be tucked inside clothing to avoid being a safety hazard.
 - Rings must be limited to a wedding band or set (none on thumbs). In food preparation areas, rings, if worn, must be worn with gloved hands to avoid food contamination or catching on equipment.

- Wristwatches and/or medical alert bracelets must be conservative in size and appearance; they should not have gemstones that could come loose. Other bracelets or wristbands (e.g., rubber or string, etc.) may not be worn.
 - Earrings must be limited to plain stud earrings (no dangling earrings, including hoops of any size).
 - Women may have no more than two earrings per ear, worn only in the earlobe.
 - Men may have no more than one earring per ear, worn only in the earlobe.
 - Jewelry in pierced body parts exposed to customers, other than female earlobes, is not allowed.
 - One nose piercing is permissible. The piercing must be a stud. All other visible piercings must be removed before the start of your shift, and the piercing hole must be filled with a clear retainer.
- 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 the 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 the midpoint of the collar in the back, below the midpoint of the ear on the sides, or the 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 and may only be worn in customer service areas.
- False fingernails are not allowed in customer service areas or food preparation areas.
- False eyelashes are not allowed.
- Fingernail gems must not be worn.
- If you have a question about this policy, please bring it to the attention of the Operator.
- Tattoos are permissible as long as they are not offensive or profane.
- 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.
- Male facial hair is permissible. Facial hair must be no longer than 1/4 inch in length, neatly trimmed and maintained at all times.
- Professional appearance also includes, but is not limited to, being free from visible hickey(s).

If clothing or appearance fails to meet acceptable standards as determined by the manager on duty, the issue will be addressed by the Operator, and or designated senior leadership as appropriate. Progressive disciplinary action will be applied if dress code violations continue.

Chick-fil-A Chicopee FSU will, consistent with the requirements of federal, state, or local law, consider making reasonable accommodations concerning 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, Vaping, and or Use of Tobacco Products Prohibited

Chick-fil-A Chicopee FSU is a smoke-free facility, inside and out. This includes smoking of any substance, including but not limited to tobacco or marijuana, both medical and recreational, and the use of any type of tobacco or marijuana product is prohibited in all areas of the Restaurant, grounds, and/or in view of the customer, including outdoor areas



such as the playground, entry points, landscaped areas, parking lot, or dumpster pads. E-Cigarettes, jules, or any other apparatus or paraphernalia for smoking tobacco, marijuana, or any other substance is explicitly prohibited on company property. Violation of this policy may lead to disciplinary action, up to and including termination.

Zero Tolerance Workplace

To help create a safe workplace and remain consistent with our commitment to treating every individual with honor, dignity, and respect, Chick-fil-A at Chicopee FSU 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, all acts or threats of violence must be reported to management. 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.

Complaint Procedure

If any of our employees believe that they have been subjected to workplace violence or the threat of violence, it is our policy to provide the employee with the right to file a complaint with our organization. This may be done in writing or orally. The filing of false complaints or false information in connection with a complaint will not be tolerated and is grounds for disciplinary action up to and including termination. Using our complaint process does not prohibit you from filing a complaint with the appropriate government agencies.

Any employee who believes that he or she has been threatened should bring his or her concerns to the attention of management immediately in any of the following ways:

Report the conduct to your immediate supervisor.

- Report the conduct to the Director of Operations.
- Report the conduct to the Operator, Robert Hewes.
- Report the conduct to any member of management with whom you feel comfortable. Your manager has been designated to handle complaints of harassment and has received special training for this task.
- You may report your complaint by sending an email to 03279@chick-fil-a.com or by sending a written complaint by mail to 501 Memorial Drive, Chicopee, MA 01020

IMPORTANT NOTE: If circumstances make it inappropriate to discuss a concern or file a complaint with your immediate supervisor, **for example, if the complaint involves your supervisor or you fear retaliation**, you should **immediately bring the matter to the attention of any Company officer or another member of management**.

Chick-fil-A Chicopee FSU is committed to ensuring all team members feel safe and supported when raising workplace concerns.

It is the Company's policy that all such matters will be handled with appropriate care and discretion and be investigated. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. While we will do our best to maintain confidentiality, it cannot be guaranteed in every situation. When an employee brings a complaint to any member of management, an investigation of the allegations will be undertaken promptly. Generally, our investigation would include a private



interview with the person filing the complaint, with any identified witnesses, and with the person who is alleged to have committed workplace violence or a threat of violence.

Disciplinary Action

If the investigation reveals that the complaint is valid, management will promptly take appropriate action against the offending person. When we have completed our investigation, we will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation. Such measures are designed to put an immediate stop to the violence or threat of violence as well as initiate whatever action is determined to be appropriate under the circumstances, up to and including termination of the offending person.

In addition, retaliation against employees for reporting or complaining of violence or threats of violence (or for cooperating in the investigation of a report or complaint) is unlawful and will not be tolerated. Any retaliation will warrant disciplinary action, up to and including termination of the offending person.

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 Chicopee FSU. 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, unsafe equipment, 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. Spills that cannot be immediately cleaned up need to be marked appropriately to notify customers of the spill.
- 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 immediately report 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 the Leader on duty.
- Fighting or horseplay on the job is prohibited.
- Running and/or sliding across the floor of the restaurant is prohibited
- Headphones, earbuds, and other listening devices are prohibited during working hours.
- Report any defective equipment or possible hazardous conditions to your supervisor.
- Team members are encouraged to take an active role in maintaining a safe workplace. If you observe any potential safety hazards or have ideas for improving safety, please share your suggestions with a manager or a member of the leadership team. Your input is valued and helps ensure a safe environment for everyone.

You, as an employee of the company, have a responsibility and personal stake in safeguarding yourself from injury and the facility from damage by fire and accident. You must be familiar with the safety rules for your job. Carelessness on the part of an employee jeopardizes the safety of everyone. Most hazards are caused by the careless individual who is too lazy to pick up the “phantom’s mess” because it isn’t his/her job. You can help prevent any potential incidents by keeping your work areas clean and free from rubbish and litter.

Keep passageways clear at all times. Do not place anything where it will obstruct fire extinguishers, fire doors, electrical panels, or exits. Flammable materials, paper, cardboard, and oily or paint-saturated rags must never be left lying around. All materials should be stored in their designated areas, and the balance disposed of properly at once. Most of all, use common sense and be careful.

For safety reasons, only Company employees who are on the clock are allowed in the kitchen area. Visitors who wish to talk to an employee must do so in the dining room, during the employee’s break period. No children will be allowed in the kitchen at any time. If the restaurant is closed to the public, all employees are required to leave the restaurant at the end of their shift. Only employees on the clock are permitted in the store after closing hours. Otherwise, remaining in operational areas can hinder an employee’s ability to work and/or otherwise maintain a safe workplace environment.



You are responsible for securing proper childcare for your children before the beginning of your scheduled shift. No employee will be allowed to bring his/her children to the restaurant as a substitute for childcare during a shift.

Workers' Compensation

Under state law, Chick-fil-A Chicopee FSU 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 Leader.
- 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 can return to work from a workers' compensation leave, the team member will be offered the same position held when 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 recommended on informational posters that are on display in our restaurant or otherwise available from your leader. All team members will be referred to the indicated location. Team members who do not pre-designate their physicians will be treated by the physician within the Medical Provider Network.

The Company must notify its workers' compensation insurance provider 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 because of a work-related incident, and who are eligible for family and medical leave under the federal Family and Medical Leave Act ("FMLA") or the Massachusetts Paid Family and Medical Leave Act ("PMLA") 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 number of weeks in a 12-month calendar year as listed by FMLA or PFMLA. Leave under the FMLA and applicable PMLA law runs concurrently.

Team Member Property & Workplace Searches

Team Members are provided with lockers and coat hooks, located in the employee break room, for employees to store personal items during work hours. No personal items may be left on the floor, cooler, freezer, or any other area aside from your designated locker and/or coat hook.

The Company reserves the right to conduct workplace searches when necessary. Team members should not have any expectation of privacy concerning 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 team members. Additionally, team members should not have any expectation of privacy concerning 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 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 for 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 Chicopee FSU 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 Chicopee FSU, and accordingly, any communications through our telephone and voice mail systems at the Restaurant should 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 Chicopee FSU and should be used only for approved 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. Additionally, cell phones are unsanitary and inappropriate for maintaining a safe food preparation environment. A team member's cellular telephone and/or other electronic resources including, but not limited to, smartphones, computers, internet enabled smart watches, 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 Operator and subject to any limitations set out by the Operator. 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 Operator before using, wearing or carrying the cell phone and explaining to the Operator the reason for the request and anticipated duration for the exception to this policy.



Team members may use personal cell phones only during approved breaks, in designated break areas only, 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.

Vacation Policy

Chick-fil-A Chicopee FSU does not offer vacation benefits to hourly team members. Vacation time may be provided to Executive Leadership as outlined in individual employment contracts or offer letters. Any such arrangements are made at the discretion of the Operator and are not governed by this Handbook.

Solicitation and Distribution Policy

Chick-fil-A Chicopee FSU's non-solicitation and non-distribution policy is intended to protect the interests of both the Company and its employees.

It is the policy of the Company that solicitation of or by employees during working time is prohibited. Distribution of literature by employees during working time is also prohibited, as is distribution of literature in working areas. "Working time," as used in this policy, excludes meals and break periods. Specifically, this rule prohibits solicitation and distribution at the time and places set forth above, for birthdays, retirements, private parties, and/or other non-work-related activities. Violations of the non-solicitation / distribution policy should be reported at once to your supervisor.



Company Confidentiality, Online Communication and Social Media Policy

Chick-fil-A Chicopee is committed to upholding the integrity and brand recognition attributable to all Chick-fil-A restaurants. With this goal in mind, we recognize that social media use is a beneficial tool in helping us achieve this purpose. However, unauthorized use of social media can be detrimental to this goal.

Accessing and using social media sites (such as Facebook, Twitter, TikTok, LinkedIn, Instagram, and YouTube, and or any other social media platform or service) and other internet communications, including blogs, message boards, personal websites, chat rooms, group discussions, and others, are not permitted while working.

Furthermore, team members are not permitted to disclose the Company's trade secrets, confidential or proprietary information in any way, including but not limited to online postings and/or publications. Such information includes, but is not limited to, the Company's processes, products, technology, procedures, store layouts, or internal documentation and reports. Sharing this information, even unintentionally, could result in harm to the organization and legal action against you or the Company. In furtherance of this policy, video and/or audio recording of any kind is not permitted within the restaurant.

You are personally liable for all communications and information you publish online. The company may be liable for online activity that uses company assets, a company e-mail address, or any e-mail address that can be traced back to the Company's domain, which generally is any internet address affiliated with the Company. Using your name, a Company's e-mail address, or posting on social media about the Company while wearing Company uniforms may be interpreted to imply that you are acting on the Company's behalf. Because social media and networking activities are public, your Company email address and Company assets, including but not limited to your uniform, should be used only to perform job-related activities. No one is permitted to speak on behalf of the Company in any manner, including posting any content online regarding the Company or while utilizing Company assets, including wearing your uniform, without prior written approval from the Operator.

If you choose to disclose your affiliation with the Company in an online communication, then You must ensure that your communication complies with this and other Company policies, as noted above.

Team Members are not permitted to post any pictures, videos, or comments involving the Company, Company information, or other team members that could be construed as harassment, bullying, discrimination, retaliation, or threats of violence. Avoid posting



information or material that could be viewed as malicious, obscene, threatening, or that could contribute to a hostile work environment. Outside the workplace, you have a right to participate in social media and networks using your e-mail address. However, information and communications that you publish on personal online sites should not appear to be endorsed by, or to have originated from, the Company.

Any violation of this policy may result in disciplinary action, up to and including information. Additionally, a violation of this policy may expose you to legal liability both personally and on behalf of the Company.

Nothing in this policy is intended to or will be applied in a manner that limits employees' rights to engage in protected concerted activity as prescribed by the National Labor Relations Act or to otherwise engage in any other legally protected activity. Bulletin Board Chick-fil-A, Chicopee FSU's bulletin board communications are reserved for the exclusive use of the Operator to communicate important information, such as federal, state, and local mandated postings, job openings, current news items, and official notices.

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 the cashier is very important. Because you will be handling cash and coupons, you must 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:

- At the beginning of your shift, you should verify the beginning cash total in your cash drawer. If you choose not to count the drawer, it will be assumed that you agree with the beginning total determined by the team shift leader, or the Leader.
- You should not allow any other team member (including team leaders) to use your cash drawer.
- Should it be necessary to obtain change during your shift, contact a team or shift leader, or the Leader to make a change. Cashiers should not make change with other cashiers.
- Should it be necessary to reduce the amount of cash in your drawer, perform a Paid-in or Paid-out; both the cashier and team leader (or Leader) should verify and record the amount in the POS system.



- When you finish your shift, you may only count your drawer in the presence of a team leader or a Leader. If you decide not to count your drawer with a team leader or Leader, the team leader or Leader will count the drawer, and it will be assumed that you agree with the ending cash and coupon total determined by the team leader or Leader.
- 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.
- Team members should never store or place cash or coupons in their pockets or otherwise on their persons.
- POS Monitors must be locked or “signed out” when left unattended
- You are responsible for the cash and coupons that you process during your shift. It is necessary in our business that we take this Cash and Coupon Accountability Policy extremely seriously. Any action by a team member contrary to this policy will result in disciplinary action, up to and including termination of employment. Additionally, you should understand that Chick-fil-A Chicopee FSU 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 Leader, another authorized representative of Chick-fil-A Chicopee FSU, or any authorized law enforcement agency.

Leaves of Absence

Chick-fil-A Chicopee FSU 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.

Military Leave and Reinstatement Rights

Chick-fil-A Chicopee FSU 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 the reemployment of team members upon return from military obligations.



Family and Medical Leave

Massachusetts's Paid Family and Medical Leave Act (PFML) and the federal Family and Medical Leave Act (FMLA) are separate laws that cover similar situations. Chick-fil-A Chicopee FSU will grant family and medical leaves of absence to eligible employees in accordance with applicable state or local law. (PFML law provides for family or medical leave. Any applicable Federal FMLA and Massachusetts 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. Nothing in this policy should be construed as a guarantee that Employees are eligible, and/or will receive any PFML. An employee should contact the Operator 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 to receive paid leave under PFML, an employee must have earned at least \$5,400 in the previous 12 months. PFML eligibility is not dependent on how long an individual has worked for a current employer.

To qualify for FMLA, an employee must have been with their employer for at least 12 months, with at least 1,250 hours worked over that time. Private sector employers must have over 50 employees to qualify for eligibility. FMLA also applies to all public sector employees and employees in all public and private schools.

Reasons for Leave and Amounts of Leave

Paid family and medical leave provides Massachusetts employees with up to 12 weeks of job-protected, paid family leave, up to 20 weeks of job-protected, paid medical leave, or up to 26 weeks of combined family and medical leave in a benefit year.

FMLA provides up to 12 weeks of job-protected, unpaid leave in a calendar year for family or medical reasons, or up to 26 weeks of job-protected, unpaid leave in a calendar year to care for a family member in the armed services. Employers are not required to pay employees taking FMLA leave.

In both PFML and FMLA, employers are required to maintain the employee's health insurance at the same level the employee had before going on leave. Upon their return to the workforce, an employee who has taken leave must be allowed to return to their previous position, or a position of similar responsibility and compensation.



In both PFML and FMLA, family leave may be taken to:

- Bond with a newborn or newly adopted child
- Care for a family member with serious health condition
- Care for a family member who is a covered servicemember and was injured while serving in a foreign country
- Manage family affairs when a family member is deployed or will be deployed in a foreign country

In both PFML and FMLA, medical leave may be taken if you are unable to work due to a serious medical condition.

Jury Duty Leave

Chick-fil-A Chicopee FSU allows team members to take leave to serve jury duty. Team members summoned for jury duty should notify their Leader as soon as they receive a jury summons and make arrangements with their Leader concerning their schedule. When team members serve jury duty, they generally are expected to return to work if excused from jury duty during their regular work hours.

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 to allow their employer to plan accordingly before the resigning employee departs. If you choose to resign from your employment at Chick-fil-A Chicopee FSU, we would appreciate your providing us with as much advance notice as is practicable for you under the circumstances -- although you are not required to provide any length of advance notice at all. Please remember that, whatever notice you are able and choose to provide, your employment remains at-will, which means you can resign your employment at any time you choose.

Upon receipt of a team member's resignation, the Company reserves the right to choose to release the team member immediately or at some date before 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.



To be considered an Official Resignation, resignations must be submitted in writing and include the date, your printed name and signature, and the final date of employment. Resignations submitted in any other form, including text message or hot schedules, will not be considered an Official Resignation. In such instances, the employee will continue to be scheduled for shifts. Failure to report to your scheduled shift will be considered job abandonment and will be handled consistent with this Handbook.

Termination of Employment

Consistent with the Company's at-will employment policy, Chick-fil-A Chicopee FSU 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.

Return of Company Property

Upon termination of employment (whether by voluntary resignation or involuntary discharge or otherwise), team members must immediately return all Company property in the team member's possession, custody or control, including but not limited to all Company keys, name badges, culture card, uniforms, documents and all proprietary and/or confidential documents or information of Chick-fil-A Chicopee FSU upon receipt of their final paycheck.

Earned Sick Time

The law entitles Massachusetts employees to earn up to 40 hours per year of sick leave to address certain personal and family needs. The number of hours to which an employee is entitled is related to the number of hours worked. An employee would be entitled to 40 hours of sick leave per year if the employee worked enough hours to earn 40 hours of earned sick time. Employees earn 1 hour of sick time for every 30 hours of work. EEs can use up to 40 hours of accrued earned sick pay per year. EEs with unused sick time at the end of the year can rollover up to 40 hours. EEs begin earning sick time on their first day of work and may begin using earned sick time 90 days after their start date. EEs must notify their employer before using sick time, except in an emergency. Earned sick time can be used to care for the employee's child, spouse, parent, or parent of a spouse, who is suffering from a physical or mental illness, injury, or medical condition that requires home care, professional medical diagnosis or care, or preventative medical care. Earned sick time can be used to care for the employee's own physical or mental illness, injury, or medical condition that requires home



care, professional medical diagnosis or care, or preventative medical care. Earned sick time can be used to attend a routine medical appointment or a routine medical appointment for the employee's child, spouse, parent, or parent of spouse. Earned sick time can be used to address the psychological, physical or legal effects of domestic violence. Earned sick time can be used to travel to and from an appointment, a pharmacy, or other location related to the purpose for which the time was taken.

Sick time cannot be used as an excuse to be late for work. To request sick time, you must email the person who processes payroll. You will need to include the date(s) and shift(s) you are requesting sick time and an approved reason under the Massachusetts Earned Sick Time Law. The email request for sick time must be submitted within a reasonable timeframe related to your incident. 'Reasonable timeframe' is defined as: "No more than 14 days following your requested date(s)."

Core Value Cards

Core Values cards, or Win The Heart Cards, are issued as part of the onboarding process. Core Value cards are part of your uniform and should be carried with you at all times while you are working. You are expected to know everything on your Core Value card. Additionally, you will need to present your Core Value to receive your employee meal discount or 10% family discount.

Personal Items

Any personal property brought to Chick-fil-A Chicopee must be taken home after a scheduled shift. Any personal items left at the restaurant overnight may be donated or discarded without notice at any time. Chick-fil-A Chicopee will not provide compensation or replacement for any item discarded or donated.

Chick-fil-A Chicopee is not responsible for any personal items brought to the restaurant or left at the restaurant. It is the team member's responsibility to secure all personal items at all times. Chick-fil-A Chicopee will not be held responsible for loss or damage of a team member's personal property; nor will Chick-fil-A Chicopee provide compensation or replacement for any damage or loss.



Team Member Handbook Acknowledgment Form

I acknowledge that I have received a copy of the **Chick-fil-A Chicopee FSU Team Member Policy Handbook**. I understand that it is my responsibility to read and become familiar with the policies, procedures, and expectations outlined within it.

I understand that the Handbook provides general information about the policies and procedures in effect at **Growing Servant Leaders 24/6, LLC d/b/a Chick-fil-A Chicopee FSU** and that these policies may be amended, modified, or discontinued at any time, at the discretion of the Operator or designated senior leadership, without notice.

I also understand that:

- This Handbook is not a contract of or for my employment.
- My employment is **at-will**, which means either I or the Company may terminate the employment relationship at any time, with or without cause or notice, except as otherwise provided by law.
- I am responsible for complying with all the policies and procedures outlined in the Handbook.

By signing below, I confirm that I have read, understood, and agree to abide by the policies in the Team Member Handbook.

Employee Name (Printed): _____

Employee Signature: _____

Date: _____

