



# **Team Member Policy Handbook**

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## Team Member Policy Handbook

### **Welcome and Introduction!**

Welcome to the Chick-fil-A Chicopee team! We are glad you have chosen to work with us, and we are excited to have you on our team. We look forward to your contributions toward fulfilling our mission to “Win the Heart - Create WOW-moments!” We hope that your employment here will be a challenging and rewarding experience.

This Team Member Policy Handbook (the “Handbook”) is designed to acquaint you with some of the personnel policies, work rules, and benefits at Chick-fil-A Chicopee FSU (the “Company”). Please note that Growing Servant Leaders 24/6, LLC (a.k.a. the “Company”) d/b/a Chick-fil-A Chicopee FSU is the legal name and entity of the business. The Handbook contains current information about various policies that have been established for your Chick-fil-A Chicopee restaurant in which you will be working. These policies apply to all employees at your restaurant. You should review this Handbook carefully. As a team member of this location, you will be expected to know and follow these policies. We encourage you to ask questions, make suggestions, and express any concerns that you have.

Please note that these policies may be reviewed periodically and updated from time to time 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 Manager. We will try to keep the Handbook current, but there may be times when policies will change before this Handbook can be revised. This Handbook replaces all prior published or unpublished policies regarding the subject matters addressed in these materials.

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

### **At-Will Employment**

Your employment at Chick-fil-A 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 in 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 in 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 prior to 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](http://www.chick-fil-a.com).

### **Our Shared Vision with Chick-fil-A Inc.**

To be the world’s most caring company.

### **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!

### **Scholarship Program**

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

### **H.E.A.R.D.**

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 will be closed on Sundays. Closing every Sunday makes Chick-fil-A unique. However, it's a practice that has always served the Company well. Truett Cathy wanted to ensure that everyone had at least one day a week for rejuvenation, rest and personal activities. It made sense then, and it still makes sense now.

### **Commitment to Hospitality**

Chick-fil-A 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 every customer, on every visit, will experience at least one element of 2nd Mile Service. There are unlimited ways in which we can deliver 2nd Mile Service to our customers. Many are as simple as a warm welcome, a heartfelt “My Pleasure” when the customer thanks us, and a fond farewell as the customer departs. The key to providing 2nd Mile Service is showing honor, dignity and respect, so that everyone will feel cared for and valued. Providing 2nd Mile Service is important to all team member positions at our restaurant. We trust you will enthusiastically embrace this concept and display a 2nd Mile Service attitude not only toward our 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 persons and is committed to the principle that we should treat one another and those who come into contact with our business with honor, dignity and respect. We highly value professional relationships, and we are committed to maintaining a work environment that is safe, cordial, positive and professional.

Chick-fil-A Chicopee FSU *is an equal opportunity employer, and we make employment decisions on a non-discriminatory basis.* It has been and shall continue to be our policy that we do not discriminate in employment decisions based upon sex, race, color, religion, national origin, ancestry, citizenship, 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, in accordance with the requirements of all federal, state and local laws. This policy applies to all aspects of the employment process

including, but not limited to, hiring, assignment, promotion, evaluation, compensation decisions and separation decisions. It is expected that all individuals will avoid any behavior, action, decision and/or conduct that is inconsistent with this policy.

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

### **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 have 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](mailto: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 OWN 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 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 the harassment 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 harassment (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.

### **Reasonable Accommodation Policy**

*Our policy also provides for “reasonable accommodation” of qualifying disabilities on a case-by-case basis, in accordance with 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 equal employment opportunities without regard to disability. Accordingly, we will make reasonable accommodation 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 a reasonable accommodation due to a qualifying disability, please bring it to the attention of the Operator or one of the Managers. Requests for an accommodation and other inquiries, reports or information provided pursuant to this policy will be maintained as confidentially as possible, with information being disclosed only on a need-to-know basis. Upon notification that a disability may exist, the Company will engage in an interactive process with the individual to determine whether a reasonable accommodation can be made without resulting in undue hardship. The Company may need information from an employee’s physician(s) or other health care provider(s) to determine whether an appropriate reasonable accommodation can be implemented.

Determining whether a reasonable accommodation exists and is appropriate is an individualized process. Decisions will be made on a case-by-case basis, depending upon the individual involved, the essential functions of the job in question and any other relevant factors. Although the Company cannot guarantee that it will provide any 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 prior to

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 prior to 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 Manager.*

*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 prior to 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 non-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 12am. Employees will receive a paycheck once every two weeks.  
Your paycheck will be available on the Friday after the pay period ends.
- You cannot receive your check in advance of the end of the pay period.
- In case of time punch error, the Managers of Chick-fil-A at Chicopee FSU have the authority to edit time punches in the system to reflect the correct time worked.
- Time punch errors happen. Please report all time punch errors to the Manager on duty immediately.
- You must enter all time punch errors into the Time Punch Variance Form which must be signed by you and initialed by the manager.
- The Time Punch Variance Form is located at the Manager Station
- Failure to complete the Time Punch Variance Form, and/or intentionally falsifying information on the Time Adjustments and Time Punch Variance Form may result in disciplinary action up to and including termination.
- A Manager must approve and initial all Time Punch Variance Form entries. Overtime Premium Pay
- You will be paid at an overtime premium of 1.5 times your regular hourly rate of pay for any time worked over 40 hours in one workweek or after 7 consecutive work days. For purposes of calculating overtime premium pay under this policy, the work week at our Restaurant begins on Sunday at 12:01 a.m. and ends on the following Saturday at 12:00 a.m. In addition, the "workday" is defined as beginning at 12:01 a.m. each day and ending at midnight that evening.
- You are directed not to work any overtime unless your Operator or a Manager has specifically approved it.
- Working unauthorized overtime hours may result in disciplinary action, up to and

including termination.

### **Cashing of Payroll Checks**

In order to maintain adequate funds for our operations, we will not cash employee payroll checks.

### **Work Scheduling**

The work schedule for your Restaurant generally will 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 Manager. Failure to report to your approved shift, and/or find a manager approved replacement will result in discipline in accordance with 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 a number of business factors taken into consideration by management at our Restaurant including, but not necessarily limited to, skills, availability, productivity, performance, attitude, and punctuality.

The Company does not guarantee any employee any 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.

In the event that an employee exhibits symptoms listed by Chick-fil-A Chicopee or the Department of Health as a potential food safety risks or risk to team members and/or guests, you are not permitted to work your shift and must find a manager approved replacement until it is deemed safe to return as specified by those guidelines.

### **Requesting Time Off**

Please submit any requests for time off in Hot Schedules two weeks in advance from the time your schedule is posted. The Scheduling Manager will attempt to accommodate reasonable scheduling requests if possible, consistent with the need to staff the Restaurant appropriately to meet business and customer needs. Employees are responsible for confirming whether or not a time off request has been granted.

Employees are NOT PERMITTED to call or text team leader personnel cell phones to request time off or otherwise communicate with team leaders regarding any employment related

issues.

### **Established Protocols for Employee Communication**

The Company has two established protocols for employee communication.

1. Email to store leader on duty. Email addresses are available in Hot Schedules.
2. Calling 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 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 in accordance with this policy may be denied unless the time off is for leave mandated by federal, state or local law and you are both qualified and have complied with all procedural requirements in requesting the leave.

Any employee who takes an unapproved leave of absence in excess of three weeks will be considered to have abandoned their job and 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.

### **Meal Breaks**

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

Team members who work at least 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 for 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 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.

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

The Manager on duty will coordinate all meal breaks to ensure that the Restaurant is adequately staffed at all times. You should take your meal break(s) only at a time approved by the Manager on duty. 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 Culture Card to receive any Team member discounts. 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 \$5.50 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 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 Manager.
- 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 prior to tendering in order 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 by your Restaurant's management as appropriate for team member dining. You may not take your meal off the premises during your break.
- You may not take 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 (as long as 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 require a clean work environment at all times. 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.

### **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 Manager or team shift leader immediately. Team members also are expected to remain at work for their entire work schedule, unless released early by the Manager 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 Manager on duty and find manager approved coverage if the Manager on duty deems it necessary. Failure to

notify your Manager or supervisor of any anticipated or unanticipated absence, the need to leave work early, or delay in reporting for work may be grounds for disciplinary action, up to and including termination, except 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 Manager 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 of time (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 the following 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 actually worked. Do not work “off the clock.” This means that team members may not perform any work at any time when not clocked in to work.
- You must clock-in your own hours. Do not clock in or out for another team member. Recording time for another team member is a serious offense that may result in disciplinary action, up to and including termination.
- If you believe that you need to begin work early (prior to the start of your scheduled shift), or stay late (after the time your shift is scheduled to end), you must obtain approval of the Manager on duty. You must obtain this approval before you perform any work during any time in which you are not scheduled to work. Failure to obtain pre-approval may result in disciplinary action, up to and including termination.
- Notify your Manager immediately of any timekeeping error, any error on our timekeeping system, or any error on your paycheck, so that we can look into the matter and make any necessary corrections promptly.
- If you fail to clock out at the end of your shift, notify your Manager as soon as

- possible, and before you clock in for your next shift, at the latest.
- Failure to properly record your time may result in disciplinary action, up to and including termination.
  - Your personal items (purse, jacket, mobile phone and any other personal items) should already be placed in the break room - or employee locker - prior to clocking-in for your shift. In order 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 as to his or her usage of the Restaurant's employee lockers.
  - Team Members are required to report to their assigned position immediately after clocking into their assigned shift.
  - A violation of any of these policies is considered stealing from the company and may result in disciplinary action, up to and including termination.

### **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 with respect to all the functions of your job at your Restaurant.

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

- Please remember to always smile at the customer and be friendly.
- Please remember to treat every customer (and all individuals) with honor, dignity and respect.
- Although we strive for 60-second service, please do not rush the customer.
- Please do not argue with a customer. If you have a situation with a customer that you cannot handle or that the customer feels has not been handled adequately, then notify a Manager immediately.
- Generally, you should stay at your assigned position, unless otherwise directed by a Manager or team leader or in case of an emergency. During this time you will need to aid your fellow team members.

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

- When you are working as a cashier or otherwise providing food orders to customers, always double-check the order to ensure it is correct before giving it to the customer.
- When you are working as a cashier, never leave a cash register drawer open. Only work out of the drawer assigned to you.
- 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 Manager 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 your job in order to maintain a safe working environment for both employees and guests.

You will receive training on appropriate workplace and food safety. It is impossible to list every possible workplace or food safety hazard, however, here are 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 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 conduct themselves in a professional manner at all times, 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 set forth in this Handbook).

In some instances of rule violations, improper conduct or unsatisfactory job performance, progressive disciplinary action may be appropriate. Serious instances of rule violations, improper conduct or unsatisfactory job performance, as determined by the Owner/Operator or the Restaurant's Managers may, however result in disciplinary action, up to and including immediate termination of employment, without prior progressive disciplinary action. The following include 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 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 if 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 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, email 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.

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

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

- Verbal warning(s)
- Written warning(s)
- Suspension without pay
- Termination

Disciplinary actions will be approached on a case-by-case basis, taking into account all the relevant facts and factors of the situation. Therefore, Chick-fil-A at Chicopee FSU retains the right to skip any of these steps of progressive discipline if circumstances necessitate.

Chick-fil-A at Chicopee FSU also reserves the right to discipline an employee at any time for inappropriate conduct or behavior, whether or not such conduct is referenced or mentioned in this policy.

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

Where progressive discipline is appropriate, the following types of disciplinary action may be taken:

Verbal warning(s)

Written warning(s)

Suspension without pay

Termination

Disciplinary actions will be approached on a case-by-case basis, taking into account all the relevant facts and factors of the situation. Therefore, Chick-fil-A Chicopee retains the right to skip any of these steps of progressive discipline, as it deems appropriate. Chick-fil-A Chicopee also reserves the right to discipline an employee at any time for inappropriate conduct or behavior, whether or not such conduct is referenced or mentioned in this policy. Nothing in this policy is a guarantee that any particular disciplinary steps will be followed in any given case, or at all, and this policy does not reflect any contractual agreement or right of any team member that any particular disciplinary steps will be followed in any given case. Employment at Chick-fil-A Chicopee remains at-will.

### **Drug and Alcohol Policy**

We have adopted the following policies to reinforce our commitment to provide 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 18 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 pants, shirt, one belt, a nametag, and Core Value card for meal discounts. Other items, such as visors, may be provided depending upon 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 property of Chick-fil-A Chicopee. Use of uniforms is 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 provide their own slip resistant shoes. Shoes for Crews are recommended.
- All uniform items (including belts, outerwear and caps) must be from the Chick-fil-A TeamStyle collection.
- All garments should fit properly and be clean, pressed (as applicable) and in good condition (i.e., no holes, fraying, stains, discoloration, etc.).
- All team members must wear proper undergarments.
- Team members must present a professional appearance (neat, clean and well groomed).
- Chick-fil-A name tags must be worn at all times, on 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 ¾-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 shirtsleeve.
- 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, etc.).
- 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 ¾-sleeved or long-sleeved shirts.
- Chick-fil-A TeamStyle caps/visors may be worn at the Operator's discretion and/or in order to comply with local health department requirements. Caps/Visors must be clean and have no visible stains or discoloration. Caps/Visors should be worn on the head with the bill facing directly forward and above the eyebrows so that eyes are clearly visible under 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 not wear earrings.
- 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 prior to 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 midpoint of ear on the sides, or below eyebrows on the forehead. Facial hair, other than a neatly trimmed mustache, is not allowed. Sideburns must be trimmed to be no longer than the bottom of the earlobe and of a consistent width on the sides from top to bottom.
- Makeup must be subdued and worn in good taste so as not to be distracting to customers or fellow team members.
- Fingernails must not extend beyond fingertips when viewed from the open palm.
- Fingernail polish must not be worn in food preparation areas; if worn elsewhere, it must be a solid color 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 ¼ inch in length, neatly trimmed and maintained at all times;

If clothing or appearance fails to meet acceptable standards as determined by the manager on duty, the issue will be addressed by the Operator. 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 with respect to dress or grooming requirements that are directly related to a team member's religion and/or ethnicity. If an accommodation of this nature is required, please notify your Operator and be prepared to discuss potential reasonable accommodations.

### **Smoking and Use of Tobacco Products Prohibited**

Smoking of any substance, 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 prohibited on company property. Violation of this policy may lead to disciplinary action, up to and including termination.

### **Workplace Violence**

To help create a safe workplace, and consistent with our commitment to treating every individual with honor, dignity and respect, Chick-fil-A at 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, any-and-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 believes 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](mailto: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 OWN 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 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 the workplace violence or 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 Manager on duty.

- Fighting or horseplay on the job is prohibited.
- Running and/or sliding across the floor of the restaurant is prohibited
- Headphones, earbuds, or other listening devices are prohibited during working hours.
- Report any defective equipment or possible hazardous condition to your supervisor.
- Feel free to make any safety suggestions.

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. It is important that you are familiar with the safety rules for your job. Carelessness on 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 own 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 designed 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. Absolutely 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 on the clock employees are permitted in the store after closing hours. Otherwise, remaining in operational areas can hinder an employees ability to work and/or otherwise maintain a safe workplace environment.

You are responsible for securing proper childcare for your children prior to 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**

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

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

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

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 as a result of a work-related incident, and who are eligible for family and medical leave under the federal Family and Medical Leave Act ("FMLA") 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 of xx weeks in a 12-month calendar year. 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 with respect to any aspect of the Restaurant premises including, but not limited to, any locker or other storage area that may be provided for the use of the team member. Additionally, team members should not have

any expectation of privacy with respect to any property brought onto or received at the Restaurant's premises.

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

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

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

#### **Use of Company-Owned Telephone and Electronic Devices**

This policy addresses the use of Chick-fil-A 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 prior to 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 offers no vacation to its team members. (Jonathan - I do offer vacation to high level leaders.)

### **Solicitation and Distribution Policy**

Chick-fil-A Chicopee FSU’s non-solicitation and non-distribution policy is intended to protect the interest 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 committing 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 other internet communications, including blogs, message boards, personal websites, chat rooms, group discussions, and others is 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 e-mail 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 personal 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 cashier is very important. Because you will be handling cash and coupons, it is very important that you understand what is expected of you in this aspect of your job.

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

1. At the beginning of your shift, you should verify the beginning cash total in your cash drawer. If you choose not to count the drawer, it will be assumed that you agree with the beginning total determined by the team shift leader, or Manager.
2. You should not allow any other team member (including team leaders) to use your cash drawer.
3. Should it be necessary to obtain change during your shift, contact a team or shift leader, or the Manager to make change. Cashiers should not make change with other cashiers.
4. Should it be necessary to reduce the amount of cash in your drawer, perform a Paid-in or Paid-out both the cashier and team leader (or Manager) should verify and record the amount in the POS system.
5. When you finish your shift, you may only count your drawer in the presence of a team leader or Manager. If you decide not to count your drawer with a team leader or Manager, the team leader or Manager will count the drawer and it will be assumed that you agree with the ending cash and coupon total determined by the team leader or Manager.
6. It is against our policy to undercharge a customer, ring up an unauthorized discount or pass food across the counter without payment. Any such incident may result in serious disciplinary action, including but not limited to immediate termination of employment.
7. Team members should never store or place cash or coupons in their pockets or

otherwise on their persons.

8. 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 Manager, 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 reemployment of team members upon return from military obligations.

### **Family and Medical Leave**

**Massachusetts’ 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 his or her 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 levels the employee had prior to 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 a 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 Manager as soon as they receive a jury summons, and make arrangements with their Manager 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 in order to allow their employer to plan accordingly before the resigning employee departs. If you choose to resign from your employment at Chick-fil-A 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 have the opportunity to resign your employment at any time you choose.

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

To be considered an Official Resignation, resignations must be submitted in writing and include the date, your printed name and signature, and final date of employment. Resignations submitted in any other form, including text message, email, app, or hot schedules will not be considered an Official Resignation. In such instances, the employee will continue to be scheduled 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 any and all Company property in the team member's possession, custody or control, including but not limited to any and all Company keys, name badges, culture card, uniforms, documents and any 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.

### **Core Value Cards**

Core Values 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.