Our disciplinary system at Chick-fil-A Largo is completely electronic and connected to Nation. After the manager on duty informs you verbally of the infraction, you will be sent a document and be notified to acknowledge and respond to it through Nation. Until the corrective action is acknowledged, you will be unable to access your Nation account. If you have any questions or concerns about the said infraction, feel free to talk to Aracelis Fitchett, our HR rep. Both verbal warnings (points are not incurred for these) and write-ups are sent through the same system. Points incurred will roll off every 90 days.

Points scale:
Late 5 - 30 min (2 points)
30 minutes - 1 hour late (3 points)
Call out without a cover/Over 1 hour late to shift (5 points)
No call no show (10 points)
Insubordination (5 points)
Dereliction of duty (3 points)
Unprofessionalism (3 points)
Unauthorized Cell Phone use (2 points)
Improper Uniform or grooming (2 points)
Foul Language (5 points)
Taking food or money (8 points)
$5 over / under on register (3 points)
(LEADERS) Failure to document or provide accountability (5 points)

12 points - Loss of break meal privileges for a week
15 points - Termination

# New Hire Probationary Period: Three-Strike Policy

### Welcome to Chick-fil-A Largo

During your first 90 days, you are in a **probationary period**. This time is designed to help you learn our standards, grow in your role, and demonstrate reliability, professionalism, and alignment with our team culture.

Our goal is to support you and set you up for success. This Three-Strike system provides clear expectations and consistent communication.

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## Strike 1 — Coaching & Reset

**What this means:**
A first strike is a coaching moment. It is not a punishment. It is a chance to correct a behavior early and get back on track.

**Examples of what may lead to Strike 1:**

- First attendance issue (late arrival, call-out, leaving early)
- First guest-service concern
- First teamwork or behavior concern
- First failure to follow procedures (uniform, phone use, food safety, etc.)
- First uniform violation

**What happens next:**

- A leader will talk with you about what happened
- Expectations will be clarified
- The conversation will be documented
- You will receive your first written warning
- You will be supported in making improvements

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## Strike 2 — Written Warning & Improvement Plan

**What this means:**
A second strike indicates that an issue has repeated or a new concern has occurred. At this stage, improvement must be immediate and consistent.

**Examples of what may lead to Strike 2:**

- Repeating the same issue after Strike 1
- A new issue of similar seriousness
- Behavior that disrupts team culture or guest experience

**What happens next:**

- You will receive a written warning
- A follow-up meeting will be scheduled
- All steps will be documented

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# Strike 3 — Final Review

**What this means:**
A third strike indicates a pattern of behavior that has not improved. At this stage, employment may be ended.

**Examples of what may lead to Strike 3:**

- Repeating the same issue after Strike 2
- A new issue showing lack of reliability or culture fit
- Any action that significantly impacts guests, team members, or operations

**What happens next:**

- A final review meeting will be held with leadership
- Documentation from all strikes will be reviewed
- A decision will be made regarding continued employment

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# Additional Information

## Strike Reset Option

If you show **30 consecutive days of consistent improvement**, leadership may reset you to Strike 1. This is based on performance, attitude, and reliability.

## Immediate Termination Situations

Some actions bypass the strike system entirely, including:

- Theft
- Harassment or discrimination
- Violence or threats
- Major safety violations
- Intentional damage to property
- Gross misconduct

## Your Acknowledgment

By signing below, you acknowledge that you have received and reviewed the Three-Strike Probationary Policy and understand how it applies during your first 90 days.

**Team Member Name: _____**

**Signature: _____**

**Date: _____**