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TEAM MEMBER POLICY HANDBOOK

CHICK-FIL-A Largo

10075 Ulmerton Rd Largo, FL 33771

Tony Menendez - Owner

Welcome to Chick-fil-A Largo. Today you begin a new chapter in your life. As you open this chapter, we at Chick-fil-A will help you become a responsible and productive team member. Along the way you will learn valuable life lessons and refine your leadership skills. You will receive training and have the opportunity for advancement while working here. The success from Chick-fil-A comes from its most important asset, our people. It is the dedication of our people to perform at a high level that is unmatched by our competitors which allows us to create Raving Fans on a daily basis.

Your first day of work will consist of learning much about the history of Chick-fil-A and our values. Morals and values are two high priorities at Chick-fil-A. We also have high expectations for our team members and ask that you always keep a positive attitude and give us maximum effort.

Our Restaurant Business Vision: To Serve the Largo Team and Community with Care and Excellence.

You will be receiving a Culture Card that displays our Why, Character and How We Do It. We ask that you keep that card on your person and fully understand and embody our Why, Character and How We Do It.

In the following pages you will read about some of the policies at Chick-fil-A Largo. The policies are meant to be absolutes and not guidelines. Policies change from time to time and you are encouraged to review them and expected to follow them. Please read the attached documents and sign the final 3 pages indicating that you understand each policy. If you have any questions about a policy or need a further explanation on a particular policy please ask before signing the statement on the last page.

Welcome to the Chick-fil-A Team!!

Tony Menendez
Owner

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Attitude and Effort

We expect every Team Member and Leader to have a positive attitude and give maximum effort at all times.

At-Will Employment

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

Chick-fil-A, Inc. Background

The Chick-fil-A story started in 1946, when Truett Cathy opened his first restaurant, Dwarf Grill, in Hapeville, Georgia. Credited with inventing the original boneless breast of chicken sandwich, Mr. Cathy founded Chick-fil-A, Inc. in the 1960s and pioneered the establishment of restaurants in shopping malls with the opening of the first Chick-fil-A restaurant at a mall in suburban Atlanta in 1967. Since then, Chick-fil-A has steadily grown to become the second largest quick-service chicken restaurant chain in the United States with more than 2600 locations in 47 states and Washington, D.C, Canada and Puerto Rico. Chick-fil-A, Inc. is still privately held and family owned.

Commitment to Hospitality

Chick-fil-A Largo strives to maintain an atmosphere of hospitality for all customers. We want to create a comfortable experience for all who visits our Restaurant. We want to maximize the opportunity to build the business and to positively influence others by creating a welcoming environment. We are hospitable to all guests.

2nd Mile Service

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

Closed on Sundays

Chick-fil-A restaurants are, and always have been, closed on Sundays. The chain's founder, Truett Cathy, wanted to ensure that everyone had at least one day a week as an opportunity for rejuvenation, rest and personal activities. At this Restaurant, we are always closed on Sundays.

Probationary Period Policy

New hires by the Company undergo a probationary period during which time the Company closely evaluates their performance and determines their fit for the position. This period begins on their first day of employment and lasts for ninety (90) calendar days. If the employee's supervisor in conjunction with Executive Director of Operations determines that additional time is needed to evaluate the employee, then prior to the expiration of the initial ninety-day probationary period, the Company may extend the period for one additional ninety-day period.

In some cases, the Company may waive or shorten this probationary period.

The probationary period is a trial period during which time the employee can learn about the demands of the position, become acquainted with his or her colleagues, become familiar with the culture and expectations of the Company, and demonstrate his or her ability to perform the requirements of the job. The Company, for its part, can observe the employee's ability to work with his or her colleagues, conform his or her conduct to the Company's standards, and perform the tasks associated with the job.

At or around the conclusion of the probationary period, the Company and the employee will discuss the employee's performance and the Company will inform the employee whether the employee will continue in the position. The Company may also provide interim feedback regarding the employee's performance. The employee must demonstrate sustained satisfactory performance to continue in the position.

During the probationary period, the employee is considered a temporary employee. Employees will not be eligible to utilize, nor earn, any fringe benefits until the satisfactory completion of their probationary period.

The probationary period does not alter an employee's at-will status. At any time during or after a probationary period, an employee is employed at will and the employment relationship can be terminated by the Company or the employee at any time, with or without cause or notice.

Benefits

Employees, upon becoming eligible to participate in all health, dental, disability, life insurance, retirement, and other plans as may be offered by the Company to all similarly situated employees from time to time by enrolling in the Guardian Independent Operator Association (GIOA) portal. Information about how to enroll will be made available to the employee electronically upon becoming eligible for benefits.

The Company reserves the right to modify or discontinue any of its employee benefits or plans on a prospective basis at any time. The Company will attempt to notify employees of any benefit changes as soon as practicable.

Civility, Equal Employment Opportunity, Non-Discrimination & Anti-Harassment Policy

Chick-fil-A Largo is an equal opportunity employer, and we make employment decisions on a nondiscriminatory 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, and/or any other protected status, classification or factor, in accordance with the requirements of all federal, state and local laws. This policy applies to all aspects of the employment process including, but not limited to, hiring, assignment, promotion, evaluation, compensation decisions and separation decisions. It is expected that all individuals will avoid any behavior, action, decision and/or conduct that is inconsistent with this policy.

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

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

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

- unwelcome sexual advances, propositions or statements;
- unwelcome physical conduct such as touching, or impeding or blocking movements;
- verbal conduct such as making or using derogatory comments, explicit jokes, or comments about a person's body or dress; and/or
- any other visual, verbal, or physical conduct of a sexual nature by any employee, supervisor, manager or other person.

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

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

Everyone is accountable for reporting concerns or perceived violations of this policy. Every individual has responsibility for ensuring compliance with this policy. Chick-fil-A Largo cannot resolve matters that are not brought to the attention of the Executive Director of Operations or Talent Director. Accordingly, anyone who believes he or she is being subjected to prohibited discrimination, harassment or retaliation by a co-worker, manager or any other individual (whether or not the individual is employed at our Restaurant), or anyone who believes he or she has witnessed or learned about such conduct, is directed to immediately report such incidents and/or information to the Executive Director of Operations or Talent Director. The Company will promptly take steps investigate the matter and take any appropriate remedial action based on the Company's findings. Although the employee may be requested the participate in the investigation, the Company reserves the right to treat as confidential the results and findings of all such investigations and has no duty to disclose the contents of any investigation to the employee or third party unless compelled by legal process.

Anti-retaliation Policy

1. The Company endeavors to maintain an environment free from harassment, discrimination, and retaliation. Employees should feel comfortable reporting complaints or concerns about violations of Company policies or procedures or applicable laws without fear of reprisal. In furtherance of this policy, the Company does not tolerate retaliation against any employee who in good faith makes a complaint or reports concerns about the workplace, or provides information or otherwise participates in an investigation or proceeding regarding complaints or concerns about the workplace. The Company prohibits retaliation against employees who in good faith make complaints or report concerns—or who provide information or participate in investigations or proceedings—

regarding workplace discrimination or harassment and/or workplace violations of, or non-compliance with, matters including, but not limited to, applicable federal, state, and local laws, rules, and regulations, Company policies, or Company procedures.

2. The Company will not retaliate against an employee who:

- Objects to, or refuses to participate in, any activity, policy, or practice of the Company which is in violation of a Florida law, rule, or regulation.

- Discloses or threatens to disclose to any appropriate governmental agency, under oath, in writing, an activity, policy, or practice of the Company that is in violation of a law, rule, or regulation, if the employee has, in writing, brought the activity, policy, or practice to the attention of a supervisor or the Company and has afforded the Company a reasonable opportunity to correct the activity, policy, or practice; or

- Provided information to, or testified before, any appropriate governmental agency, person, or entity conducting an investigation, hearing, or inquiry into an alleged violation of a law, rule, or regulation by the Company.

3. Retaliate means taking adverse action against an employee because the employee makes a complaint or reports concerns—or provides information or otherwise participates in an investigation or proceeding regarding complaints or concerns—regarding workplace discrimination or harassment and/or workplace violations of, or non-compliance with, matters including, but not limited to, applicable federal, state and local laws, Company policies, or Company procedures. Adverse actions can include, but are not limited to, demotion, denial of promotion, suspension without pay, termination, a decrease in an employee's salary, other denials of benefits of employment to employees, and fostering of a hostile work environment.

4. If you feel you were subject to retaliation or are aware of retaliation against another employee, you should report this to the Executive Director of Operations or, in the event of a conflict of interest, the Operator. This policy is *not* meant to impede you from bringing a claim to, or providing information to, appropriate governmental authorities regarding possible violations of state, local, or federal law, or making disclosures pursuant to whistleblower laws. It is also not intended to impede employees from discussing terms and conditions of employment with other employees.

5. Any employee who engages in retaliation or otherwise violates this policy is subject to disciplinary action, up to and including termination of employment.

Open Door Policy

In an organization as dynamic and creative as the Company, disagreements among employees or between managers and employees may occasionally arise. In most situations, the individuals directly involved will resolve those disagreements. If that cannot be accomplished, the "Open Door Policy" provides an effective path toward resolution. If you have a job-related problem, complaint, or suggestion, you are encouraged to speak to your supervisor or any member of management at a mutually convenient time.

Similarly, employees who feel that they have been harassed, discriminated, or retaliated against, or who witness any such conduct by an employee, contract worker, customer, vendor, or anyone else who does business with the Company, should immediately report such conduct to the Executive Director of Operations. Please refer to the Civility, Equal Employment Opportunity, Non-Discrimination & Anti-Harassment and Anti-Retaliation Policies for additional information regarding this issue.

We encourage all our employees to use the Open Door Policy to resolve any work-related problems or concerns. This policy is not intended to prohibit employees from discussing terms and conditions of employment with others, reporting to the government possible violations of law or regulation, or making other disclosures to the government protected under the whistleblower

provisions of applicable law or regulation.

This procedure should not be construed as preventing, limiting, or delaying the Company from taking appropriate disciplinary action against any individual, up to and including termination, in circumstances where the Company deems such action appropriate.

Disability Accommodation Policy

It is the policy of the Company to comply with all relevant and applicable provisions of the Americans with Disabilities Act (ADA) and corresponding state and local laws. The Company will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability. The Company also will make a reasonable accommodation wherever necessary for all employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the essential functions of the job and provided that any accommodations made do not require significant difficulty or expense.

Reasonable Accommodation

A reasonable accommodation in the workplace allows an employee to perform the essential functions of the job, as long as it does not create undue hardship for the Company. The Company will provide reasonable accommodations to qualified individuals with a disability under the ADA and/or corresponding state and local laws who have notified the Company of their disabilities.

Requesting an Accommodation

If you feel you need an accommodation for a disability, notify the Executive Director of Operations. The request should include the following information:

- A description of the requested accommodation
- The reason for the requested accommodation
- How the requested accommodation will assist you in performing the essential functions of your job

Determinations of Accommodation Requests

The Company makes determinations concerning accommodation requests on a case-by-case basis and relies on fact-specific inquiries to determine if it will provide a reasonable accommodation. The Executive Director of Operations or their designee will notify you of the Company's determination of your request.

Reporting Violations of the Policy

If you believe that you are aware of a violation of this policy, follow the Company's Complaint Procedure to report the violation. The Company will investigate your complaint and take remedial action, if necessary.

Retaliation is Prohibited

The Company prohibits retaliation against employees who request a disability accommodation or who participate in an approved accommodation. An employee who violates this anti-retaliation provision may be subject to discipline, up to and including termination.

Religious Accommodation Policy

The Company is committed to providing a work environment that is respectful of the religious beliefs of all its employees. Consistent with this commitment, the Company will make good faith efforts to provide a reasonable religious accommodation to employees whose sincerely held religious beliefs conflict with a Company employment requirement, unless such an accommodation would create an undue hardship for the Company.

Reasonable Religious Accommodation

A reasonable accommodation in the workplace allows an employee to observe a sincerely held religious practice or belief, as long as it does not create undue hardship for the Company. For example, the Company will accommodate religious clothing and accessories (e.g., wearing a hajib for Muslims or a yarmulke for Jewish employees). The Company will provide reasonable accommodations to employees to observe a sincerely held religious belief under Title VII of the Civil Rights Act of 1964 and/or corresponding state and local laws, provided that the Company has notice of their need for religious accommodations.

Requesting a Religious Accommodation

If you feel you need an accommodation for a sincerely held religious belief, then notify the Executive Director of Operations. The request should include the following information:

- A description of the requested accommodation
- The reason for the requested accommodation

Determinations of Accommodation Requests

The Company makes determinations concerning religious accommodation requests on a case-by-case basis, and relies on fact-specific inquiries to determine if it will provide a reasonable accommodation. Your supervisor will notify you of the Company's determination of your request.

Retaliation is Prohibited

The Company prohibits retaliation against employees who request a religious accommodation or who participate in an approved accommodation. An employee who violates this anti-retaliation provision may be subject to discipline, up to and including termination.

Pregnancy Accommodation

The Company will provide reasonable accommodations to employees for needs related to pregnancy, childbirth, or a related medical condition if an accommodation is requested and does not cause an undue hardship for the Company. This policy complies with the accommodation requirements of applicable federal, state, and local law. The Company has a separate policies that covers reasonable accommodations for pregnancy and religion under applicable federal, state, and local law, as well as for serious health conditions under the Family and Medical Leave Act.

Reasonable Accommodation

A reasonable accommodation in the workplace is one that allows an employee to perform the essential functions of the job without imposing an undue hardship on the Company. Examples of possible reasonable accommodations may include restroom breaks, periodic rest breaks for employees who stand for long periods, help with manual labor, a leave of absence for a childbirth-related disability, reassignment to a vacant position, and job restructuring.

Requesting an Accommodation

You must notify the Human Resources Department if you feel you need a reasonable accommodation due to to pregnancy, childbirth, reproductive health autonomy, or a related medical condition. The request should include the following information:

- A description of the requested accommodation
- The reason for the requested accommodation
- How the requested accommodation will assist you in performing the essential functions of your job

Determinations of Accommodation Requests

The Company makes determinations concerning accommodation requests on a case-by-case basis and relies on fact-specific inquiries to determine if it will provide a reasonable accommodation. Your supervisor or Human Resources will notify you of the Company's determination of your request.

Reporting Violations of the Policy

If you believe that you are aware of a violation of this policy, follow the Company's Complaint Procedure to report the violation. The Company will investigate your complaint and take remedial action, if necessary.

Retaliation is Prohibited

The Company prohibits harassing, threatening, penalizing, discriminating, or retaliating against employees for (1) requesting or utilizing an accommodation as provided by this policy, or (2) making a charge, testifying or participating in an investigation or proceeding for failing to provide a reasonable accommodation in accordance with this policy. An employee who violates this anti-retaliation provision may be subject to discipline, up to and including termination.

Lactation/Breastfeeding Policy

Employees will be provided reasonable break time to express milk while at work, as frequently as they need to express milk, for up to three years following the birth of a child. Employees are permitted to use regularly scheduled paid break time or meal time for expressing milk. If this time is not adequate, or employees do not elect to use this paid break or meal time, employees will be provided with other reasonable break time to express milk.

The Company has designate the management office as the location for employees to express milk.

Employees are encouraged to speak with the Executive Director of Operations to discuss their nursing break time needs and to learn more about lactation breaks and the location for taking such breaks.

Social Media Policy

We understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and coworkers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

We therefore establish the following rules and guidelines for communicating employer information via social media. Violation of this policy may lead to disciplinary action, up to and including termination of employment.

"Social media" is defined broadly to include online platforms that facilitate activities such as professional or social networking, posting commentary or opinions and sharing pictures, audio, video, or other content. "Social media" includes personal websites and all types of online communities (e.g., Facebook, LinkedIn, Yelp, YouTube, Twitter, Instagram, blogs, message boards, and chat rooms).

• Your social media activity is covered by all the Company policies including, among others, the Company's Equal Employment Opportunity / Non-discrimination, Anti-harassment, and Anti-retaliation policies.

• You should not post content on social media that violates our discrimination or harassment policies (including, among other things, content that is racist, sexist, ageist, homo- or transphobic, antisemitic, or islamophobic), or that is threatening or obscene. This rule does not prohibit activities protected by Section 7 of the National Labor Relations Act, such as employees' rights to discuss terms and conditions of employment or to seek public support during a labor dispute.

• You may not use social media for non-business purposes while at work.

• You should not represent that the company has authorized you to speak on behalf of the company or that the company has approved your message, unless you receive prior written authorization to do so from the company's Executive Director of Operations or their designated member of the management team. If you do not receive written authorization to speak on behalf of the company, you are strongly encouraged to state explicitly, clearly, and in a prominent place on the site that views expressed are the employee's own and not those of the company or of any person or organization affiliated or doing business with the company. Should you decide to make social media postings about the company's services or products, you must expressly state in your postings that you are an employee of the company and that your views are not necessarily those of the company or its affiliates.

• You may not illegally disparage the company's products/services, or the company's vendors' or competitors' products/services. This means that you may not intentionally make maliciously false statements that denigrate the company's products/services, or the company's vendors' or competitors' products/services.

• You should not advertise or sell the company products via social media without the prior written approval from the Executive Director of Operations or their designated member of the management team

• The company protects its copyrights, trademarks, and logos. You should respect the laws regarding copyrights, trademarks, rights of publicity, and other third-party rights. To minimize the risk of a copyright violation, you should reference to the source(s) of information you use and accurately cite copyrighted works you identify in your online communications. Do not infringe on company logos, brand names, taglines, slogans, or other trademarks. You may not use the company's (or any of its

affiliated entities') logos, brand names, taglines, slogans, or other trademarks or other protected information or property for any business/commercial venture without the Executive Director of Operations' express written authorization.

• The company protects its confidential information (including documentation of its operations, processes, formulas, and financial information that is non-public and that employees can access). You should not display or disclose such confidential information through social media without prior written approval from the Executive Director of Operations. This rule does not prohibit activities protected by Section 7 of the National Labor Relations Act, such as employees' rights to discuss terms and conditions of employment or to seek public support during a labor dispute.

• The company protects its premises and processes. You should not record audio/video or take pictures of non-public areas of the company's premises or of the company's processes and display such content through social media without prior written approval from the Executive Director of Operations.

• You should not display or post video or other images of, or material about, the company's employees that are libelous, proprietary, harassing, bullying, discriminatory, retaliatory, or that can create a hostile work environment. Such conduct that would not be permissible in the workplace is not permissible between or among employees online, even if done during non-work hours and away from the workplace on personal devices or home computers.

• You should not display or post video or other images of, or material about, the company's competitors, vendors, or customers without prior written approval from the Executive Director of Operations or their designated member of the management team

• Under no circumstances may you post the company's employees', competitors', vendors', or customers' personally identifying information, such as social security numbers, credit card numbers, or phone numbers.

The company respects your right to communicate on your own (or other employees') behalf concerning terms and conditions of employment. Nothing in this policy is intended to interfere with your rights under federal and state laws, including the National Labor Relations Act (NLRA), nor will the Company construe this policy in a way that limits such rights.

Please contact the Executive Director of Operations or their designated member of the management team if you have any questions concerning this policy.

Pay Periods

- The pay period for our Restaurant ends bi-weekly on Saturday at 11:59 p.m.. Employees will receive a paycheck once every two weeks.
- Normally, your paycheck and/or direct deposit will be available on the Thursday afternoon after the pay period ends.
- You cannot receive your check in advance of the end of the pay period.
- You cannot cash your check in the Restaurant.

Overtime Premium Pay

- You will be paid at 1.5 times your regular hourly rate of pay for any time worked over 40 hours in one work week.
- For purposes of calculating overtime premium pay under this policy, the work week at our Restaurant begins on Sunday at 12:00 a.m. and ends on Saturday at 11:59 p.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 it has been specifically approved by the Executive Director of Operations.

State or local law may set forth different, additional or conflicting requirements. In that event, our Restaurant complies with all laws applicable to the Restaurant and, in the event of conflict, follows the law most favorable to the employee.

Scheduling

The work schedule for our restaurant generally will be posted for the following week by Wednesday afternoon the week prior. You are responsible for working your scheduled hours. If there is an emergency or if for any other reason you cannot work your scheduled shift, you are responsible for finding a replacement. You should never change the schedule without the approval of the Executive Director.

Hours of work will be assigned based on a number of business factors taken into consideration by leadership at our Restaurant including, but not necessarily limited to, skills, availability, productivity, performance, attitude, and punctuality. Although the Company strives to accommodate availability change requests when made, ultimately the decision will be made in the sole discretion of the Company based on the legitimate business needs at the time.

Requesting Time Off

- The availability that is written on your application and inputted in HotSchedules must remain the same for a minimum of 3 months, however you can open your availability allowing for more scheduled shifts at any time.
- Work availability can only be changed at specific times of the year: once at the end of December for your spring semester, once in May for the summer months, and once in July for the fall semester. If you are on a break from school and wish to work more, record this in HotSchedules and make a Director aware.
- Please submit any requests for time off at least two weeks prior to the shift(s) requested off on HotSchedules. We will attempt to accommodate reasonable scheduling requests if possible, consistent with the need to staff our Restaurant appropriately to meet business and customer needs.
- If you need time off after the schedule has been posted, it is your responsibility to make arrangements with another appropriate team member to work your scheduled shift. This change, to be effective, must be approved by the Executive Director.
- Requests for vacation MUST be submitted on Hot Schedules a minimum of 2 weeks in advance and is awarded on a first come first serve basis.
- Any request off on a Holiday MUST be submitted to the scheduler 2 months in advance and is awarded on a first come first serve basis.
- 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.
- Other policies besides this Requesting Time Off policy may apply other specific types of requests. For example, requests for time off or schedule changes for a reason protected by federal, state, or local law (e.g. disability, religious observance, pregnancy) should be separately requested per the company's policies regarding reasonable accommodations. Requests for leave regarding jury duty or to address domestic violence have their own policies and legal requirements. Requests associated with leave for serious health condition of the employee or their immediate family member—or for the birth or placement of a child—as

defined by the Family and Medical Leave Act ("FMLA") should be processed according to the company's FMLA policies for FMLA-eligible employees.

Family and Medical Leave Act (FMLA) Policy

The Family and Medical Leave Act (FMLA) entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken leave. The terms used in this policy are defined in the FMLA, as amended, and applicable regulations. A summary of rights under the FMLA prepared by the United States Department of Labor (DOL Form WH 1420) is attached to this policy as Appendix A.

1. **Eligibility for Family and Medical Leave.** Employees who meet all of the following criteria are entitled to family and medical leave:

- They have worked for the Company for at least 12 months (not necessarily consecutively).
- They work at a location with 50 or more employees within 75 miles.
- They have worked at least 1,250 hours during the 12-month period immediately prior to the requested leave.

(a) **Family and Medical Leave in Blocks of Time up to 12 Weeks.** An eligible employee is entitled to a total of 12 workweeks of unpaid leave during each rolling 12-month period, measured backward from the date of the employee's first leave, for:

(i) The birth of, adoption by, or placement for foster care with the employee of a child, and bonding with such child

(A) Employees must take leave during the 12-month period following the birth, adoption, or placement.

(B) Spouses who are both employed by the Company will be entitled to a combined total of 12 weeks of leave for this event.

(ii) A serious health condition of the employee or a qualifying family member (i.e., spouse, parent, son or daughter) if the employee is needed to care for such family member.

(A) A "son or daughter" is defined as a biological, adopted, or foster child, a stepchild, or a legal ward of a person standing in loco parentis who is either under 18 or over 18 and incapable of self-care because of a mental or physical disability.

(B) A "parent" is defined as a biological, adoptive, foster, or stepfather or mother, or any other individual who stood in loco parentis to the employee.

(C) A "serious health condition" is an illness, injury, impairment, or physical or mental condition that involves either in-patient care or continuing treatment by a health care provider.

(D) "Continuing treatment" includes:

i. Two or more treatments by a health care provider, plus incapacity for at least three full, consecutive calendar days

ii. Prenatal care

iii. Treatment for chronic conditions

iv. Continuing health care supervision for permanent or long-term conditions

v. Multiple treatments for certain conditions that could cause incapacity for at least three full, consecutive calendar days

(iii) Qualifying exigencies arising out of the active duty or call to active duty of a spouse, son, daughter, or parent during his or her deployment to a foreign country with the Armed Forces or their reserve components in a contingency operation.

(A) For purposes of qualifying exigency leave, a son or daughter need not be under 18 nor incapable of self-care.

(B) "Qualifying exigencies" include:

i. Addressing issues arising out of short-notice deployment

ii. Attending official military events, family assistance programs, or briefings

iii. Arranging childcare or education for, providing emergency childcare for, or attending school-related meetings about a child, legal ward, or stepchild of the military member

iv. Arranging care or providing emergency care for the military member's parent if the parent is incapable of self-care

v. Conducting or updating financial or legal affairs to address the absence of a covered military member

vi. Attending counseling provided by someone other than a health care provider for oneself, the military member, or the child, legal ward, or stepchild of the military member

vii. Spending up to 15 calendar days with the military member during short-term rest leave

viii. Attending official ceremonies or programs sponsored by the military for up to 90 days after a covered military member's active duty terminates or addressing issues arising from the death of a covered military member while on active duty

Family and medical leave will run concurrently with other medical leaves such as workers' compensation and short term disability.

Employees will not accrue additional vacation and sick time during this leave.

(b) **Military Caregiver Leave in Blocks of Time up to 26 Weeks.** Employees will be eligible for up to 26 weeks of unpaid military caregiver leave during a single 12-month period if they are a spouse, son, daughter, parent, or next of kin (nearest blood relative) of a servicemember who has suffered a serious illness or injury while on active duty in the Armed Services, including the National Guard or reserves, and who is undergoing medical treatment or therapy for, or recuperating from, that injury or illness.

(i) "Son or daughter" means a biological, adopted, or foster child, stepchild, legal ward, or a child for whom the service member stood in loco parentis.

(ii) "Parent" means a biological, adoptive, foster, or stepfather or mother, or any other individual who stood in loco parentis to the service member.

(iii) The servicemember may be either a current member of the Armed Forces or a veteran whom the Armed Forces discharged less than five years earlier.

The Company will deduct family and medical leave taken for reasons other than military caregiver leave from the 26 weeks of available leave for that 12-month period.

(c) **Intermittent or Reduced Schedule Leave.** Intermittent or reduced schedule leave is leave taken at varying times for the same qualifying condition. The amount of such leave may total up to 480 hours for family and medical leave or qualifying exigency leave and up to 1,040 hours for military caregiver leave within a 12-month period for employees who work 40-hour weeks. The total number of hours of available leave will be adjusted downward if the employee works part-time.

Intermittent or reduced schedule leave is not available for every type of leave:

(i) Leave due to a serious health condition may be taken intermittently or on a reduced work schedule basis when medically necessary, and when the need for intermittent or reduced schedule leave is certified by a health care provider.

(ii) Military caregiver leave may be taken intermittently or on a reduced work schedule basis when medically necessary, and when the need for intermittent or reduced schedule leave is certified by a health care provider.

(iii) Leave due to qualifying exigencies may be taken intermittently or on a reduced work schedule basis.

(iv) Leave due to the birth or placement of a son or daughter may not be taken intermittently or on a reduced work schedule basis.

Employees who take foreseeable intermittent or reduced schedule leave must attempt to schedule it so as not to disrupt the operations of the Company. In some instances, the Company may require employees taking such leave to transfer temporarily to a different position for which the employee is qualified and which better accommodates the employee's leave schedule. Pay and shifts would not be affected by a change to a different position.

Employees taking unforeseeable intermittent leave must follow the Company's standard call-in procedures absent unusual circumstances.

2. **Additional Requirements for Block, Military, and Intermittent/Reduced Schedule Leaves.** The Company will count any leave taken under one or more of the foregoing circumstances against the employee's total family and medical leave entitlement for that 12-month period. Consistent with the Company's policy regarding outside employment, employees may not engage in outside employment during the employee's regularly scheduled working hours while on family and medical leave. Employees will not accrue additional vacation or sick time during family and medical leave.

(a) **Paid Leave Runs Concurrently with Unpaid Leave.** Family and medical leave under this policy is generally unpaid leave. However, if the employee is eligible for paid leave under another applicable leave policy of the Company, including paid sick leave and vacation, and is not receiving temporary disability or workers' compensation payments, the employee will be required to exhaust his or her paid leave before taking unpaid family and medical leave. The Company will count

paid leave taken under such circumstances against the employee's total family and medical leave entitlement for that 12-month period. Family and medical leave will also run concurrently with other medical leaves such as workers' compensation and short-term disability leave.

(b) **Procedure for Employee Notice to Employer.** Employees are required to provide the Company with notice of their need for leave, enough facts to alert the Company that they may be eligible for family and medical leave, and the anticipated timing and duration of the leave.

Employees do not have to share a medical diagnosis, but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing the Company that the employee is or will be unable to perform his or her job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform the Company if the need for leave is for a reason for which FMLA leave was previously taken or certified.

Employees must follow normal call-in policies and notify the person they would normally notify for an absence. If the need for family and medical leave is foreseeable, employees are also required to provide such notice to the Executive Director of Operations least 30 days before the commencement of the leave unless it is impracticable to do so under the circumstances. If 30-day notice is impracticable, employees must give notice as soon as possible.

(i) In the case of planned medical treatment for a serious health condition, the employee is required to make a reasonable effort to schedule the treatment so as not to disrupt unduly the operations of the Company.

(ii) Employees are required to give additional notice as soon as practical whenever there is a change in the dates of scheduled leave. The Company periodically may require employees to report on their status and intent to return to work.

(c) **Employer Responsibilities.** The Company will inform employees requesting leave whether they are eligible for leave under the FMLA and, as applicable, state law. If they are, the Notice of Eligibility will specify any additional information required, as well as the employee's rights and responsibilities. If an employee is not eligible, the Company will provide a reason for the ineligibility.

The Company will also inform eligible employees if leave will be designated as FMLA-protected leave and the amount of leave that will be counted against the employee's leave entitlement.

(d) **Medical Certifications of Serious Health Conditions.** To take leave due to his or her own serious health condition or that of a qualifying family member, an employee is required to provide the Company with a medical certification on a Company-approved form completed by a health care provider within 15 calendar days of the employee's receipt of the form. Under certain circumstances, an employee must cooperate in obtaining a second medical opinion by a health care provider designated by the Company and, if the opinions differ, a medical certification from a third health care provider to be agreed upon by the Company and the employee. For long term, ongoing or permanent serious health conditions, the Company will require a new certification on an annual basis and recertification after six months. (An employee's eligibility for leave, in terms of hours worked, will be calculated at the time of the annual certification, but not the recertification). The Company may require more frequent recertification of serious health conditions, including 30-day

recertification of specific absences, if circumstances warrant. Failure to comply with these certification and recertification requirements will result in the delay, denial, or termination of leave.

(e) **Certification of Serious Injury or Illness for Military Caregiver Leave.** To take military caregiver leave to care for a current servicemember or a veteran, an employee is required to provide the Company with a Certification of Serious Injury or Illness of a Current Servicemember, or a Certification of Serious Injury or Illness of a Veteran, on a Company-approved form completed by a health care provider within 15 calendar days of the employee's receipt of the form. Failure to comply with these certification requirements will result in the delay or denial of leave.

(f) **Documentation for Qualifying Exigency Leave.** The first time an employee requests qualifying exigency leave for a particular military member, the employee is required to provide a copy of the military member's active duty orders or other documentation issued by the military that indicates the military member is on active duty or call to active duty status, and the dates of the military member's active duty service.

The employee is also required to document any qualifying exigency leave by submitting a Certification of Qualifying Exigency on a Company-approved form completed by the employee within 15 calendar days of receiving the form.

(g) **Return to Work.** Consistent with the Company's practice, before returning to work an employee on family and medical leave for a serious health condition (except for intermittent or reduced schedule leave) will be required to present a certification from his or her health care provider that he or she is medically able to return to work. If the date on which an employee is scheduled to return to work from a family and medical leave changes, the employee is required to give notice of the change, if foreseeable, to the Company within two business days of learning about the change. Employees who return to work immediately after the end of an approved family and medical leave will normally be reinstated to the same or an equivalent position, and will receive pay and benefits equivalent to those the employee received prior to the leave, as required by law, including any unconditional pay increases that may have occurred during the FMLA leave period. If the employee does not return to work on the first workday following the expiration of family and medical leave, and has not been granted an extension of leave by the Company, the employee will be deemed to have resigned from employment. In certain circumstances, "key employees" may not be eligible for reinstatement following a family and medical leave. The Company will provide written notice to any "key" employee who is not eligible for reinstatement.

3. **Continuation of Group Health Benefits.** The Company will maintain the employee's group health plan coverage during the period of family and medical leave under the same terms and conditions as though the employee were actively working. During the leave, the employee is required to make all premium payments that he or she would have had to make if actively employed. Failure to make a timely premium payment may result in the termination of coverage. Employees who fail to return to work following the expiration of family and medical leave for reasons other than a serious health condition or circumstances beyond their control may be asked to reimburse the Company for any health plan premiums it paid during the leave.

4. **No Retaliation.** The Company will not interfere with, restrain, or deny the exercise of any right provided under the FMLA or equivalent state law. The Company will also not discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for the person's involvement in any proceeding under or relating to the FMLA. If you feel that you have been discriminated or retaliated against due to your assertion of FMLA-protected rights or participation in a FMLA-related proceeding, please contact your Executive Director of Operations. Any complaints concerning discrimination or retaliation that are directed to or against the Executive Director of Operations may be raised with the Operator.

Questions about this policy or eligibility for family and medical leave should be directed to Executive Director of Operations.

5. **Enforcement.** An employee may file a complaint with the U.S. Department of Labor, Wage and Hour Division, or may bring a private lawsuit against an employer. The FMLA does not affect any federal or state law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights.

For additional information or to file a complaint: 1-866-4-USWAGE (1-866-487-9243) TTY 1-877-889-5627; www.dol.gov/whd.

Genetic Information Non-discrimination (GINA) Policy

The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits covered employers from requesting or requiring genetic information of an individual or an individual's family member, except as specifically allowed by this law. To comply with GINA, the Company asks that employees not provide any genetic information when responding to a request for medical information for purposes of leaves of absence or otherwise.

"Genetic information" as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services. If you have any questions about the information to be provided, please contact the Executive Director of Operations.

Voting Leave

An employee who is eligible to vote in any primary, general, or special election, or an election on ballot measures, may request up to two hours of unpaid leave to vote if he or she does not have enough time outside of working hours to vote in that election. An employee may take voting leave at either the beginning or the end of his or her shift, at the Company's discretion.

An employee must request voting leave at least two days in advance of the employee's need for leave time.

Jury Duty Leave

1. The Company encourages employees to fulfill their civic duties. To that end, the Company will provide employees time off to serve on a grand or petit jury as required by law.

2. Leave under this policy will be unpaid for non-exempt employees.

3. To be approved for paid time off described above, employees may be required to submit proof of their jury service and jury duty compensation to the Executive upon their return to work.

4. Employees who receive a summons to report for grand jury duty must notify their immediate supervisors on their next working day.

5. Employees who receive a summons to report for petit jury duty should notify their supervisors immediately or as soon as practicable. Employees may elect to substitute accrued paid leave during any unpaid leave due to jury duty.

6. Employees are considered to be on a leave of absence during their jury duty service and entitled to continue to participate in insurance and other benefits as if they were working. While serving on jury duty, employees will be expected to periodically contact their supervisors to keep them apprised of their status. Employees are also expected to report to work each day or portion of a day they are not required to perform jury duty.

7. The Company prohibits retaliation against employees or applicants due to their requests for jury duty leave or their service as jurors in state or federal courts.

8. The Company will distribute and implement this policy in accordance with the law.

9. Employees having questions about any provisions of this policy should contact the Executive Director of Operations for more information.

Domestic Violence Leave

An employee who has been employed by the Company for three (3) months or more is eligible for up to three (3) working days of leave from work in any twelve (12) months period if the employee or a family or household member of an employee is the victim of domestic violence or sexual violence. Leave may be used to:

- To seek an injunction for:
    - Protection against domestic violence –or–
    - Protection in cases of repeat violence, dating violence, or sexual violence
- •To obtain medical care or mental health counseling, or both, to address physical or psychological injuries resulting from the act of domestic violence or sexual violence for:
    - The employee
    - A family member –or–
    - A household member
- •To obtain services as a result of the act of domestic or sexual violence from a victim services organization, including, but not limited to:
    - A domestic violence shelter
    - A domestic violence program –or–
    - A rape crisis center
- To make the employee's home secure from the perpetrator of the domestic or sexual violence
- To seek new housing to escape the perpetrator
- To seek legal assistance in addressing issues arising from the act of domestic or sexual violence
- To prepare for and attend court-related proceedings

Except in cases of imminent danger to the health or safety of the employee, or to the health or safety of a family or household member, an employee seeking leave from work under this policy must provide appropriate advance notice of the leave as soon as reasonably practicable to the Executive Director of Operations along with sufficient documentation of the act of domestic violence or sexual violence as required by the Company. All information relating to the request for leave under this policy will be confidential. The Company will not interfere with nor take any action to retaliate against an employee for exercising their right to take domestic violence leave.

Breaks & Employee Meals

Depending upon the hours you work on a given day, you will be entitled to various breaks. The Operations Lead will coordinate all breaks to make sure that the necessary number of team members are always on duty.

Breaks

If a team member is a minor which is 17 years or younger, they are required to take a 30-minute unpaid, uninterrupted break without exceeding 4 hours of work. If a minor exceeds the 4-hour threshold without a break that is ground for an immediate write up for the minor.

You should take your break(s) only at a time approved by a manager on duty. Additional procedures you will need to follow regarding your breaks will be explained.

If a sudden rush occurs, you may be called back to work from a break. If this occurs, you may be permitted to finish your break after the rush subsides. Whenever possible, you will be allowed to complete your break in one interval.

Please note that if your break time exceeds the time permitted, you are not entitled to be paid for excessive break time. Moreover, if your break time exceeds the time allotted and permitted, you may be subject to disciplinary action.

You may take a restroom break when necessary. You must first ask the Shift Lead for permission to leave your position before going to the restroom.

Chick-fil-A Largo 2026 Break Meal Policy

Per each day worked (minimum of 3 hour shift) each team member in good standing will be given 1 free entree with no add ons (no 30-count nuggets, 10-count strips or 10-count minis) and 1 free medium side **OR** 1 free salad (Salads should not be ordered with extra chicken or excessive customizations and do not get a side). Team Member's meal customizations should be limited to taking items off but not adding items on (for example any addition should be rang up separately and paid for). All specialty beverages and desserts should also be rang up separately and paid for (including lemonade, iced coffee, milkshakes or any bottled beverages and cookies or brownies).

Scenarios: If a team member is working a double and will be sent on 2 breaks do they get 2 free meals? No, we will only be providing 1 free break meal **PER DAY.**
Can a team member add cheese and bacon to their sandwich? Yes, you can add cheese to your sandwich for no additional charge, however the bacon would have to be rang up separately and paid for.

Guidelines:
If a team member is out of uniform they will not be able to get their free food.
If a team member gets 12 points on the disciplinary system they will lose their free break food for a week.

Attendance and Punctuality

Team members are expected to report to work as scheduled, on time and prepared to start working in a position. There is no grace period: on time is on time. If a team member arrives early, they are not to clock in early unless requested by the Leader on shift. Employees are not authorized to begin work prior to their scheduled start time or to continue working beyond their scheduled end time unless otherwise instructed by a Director. Late arrival, early departure or other deviations from scheduled hours are disruptive and must be avoided. If you arrive after your

scheduled time, you must notify a Director immediately. Team members also are expected to remain at work for their entire work schedule, unless released early by the Leader on duty.

If, for any reason, you will be tardy or unable to report for work on a scheduled workday, you must call the Leader on duty through the store phone number during business hours or via direct message Slack after hours at least (3) three hours, or as soon as is practicable, before the time you are scheduled to begin work and provide management with a valid reason or explanation, as well as the expected duration of any absence. Similarly, if you need to leave work early for any reason, you must first obtain the permission of your immediate supervisor or a Director . Failure to notify your supervisor of any anticipated or unanticipated absence, the need to leave work early, or delay in reporting for work may be grounds for disciplinary action, up to and including termination, except as may be provided by applicable law.

Excessive absenteeism or tardiness may result in disciplinary action, up to and including termination of employment. If you fail to report to work without providing notice under this policy and your absence continues for a period of two days, we will consider that you have abandoned your employment and have voluntarily terminated your employment.

In the event that you are sick:

- If you have ONLY symptoms such as nausea or a migraine, for example, and are planning to be absent from work for no more than 24 hours, a doctor's note may be required on a case by case basis for the absence to be excused.
- If you have flu-like or respiratory system symptoms, a doctor's note will need to be provided upon your returning to work for the absence to be excused.
- If you will be away from work for more than 24 hours due to an illness or injury, a doctor's note is required for the absence to be excused.

Time Recording

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

- You must clock in on the cash register timekeeping system at the beginning of your shift. You can only clock in when you are fully dressed in required uniform and are ready for work.
- You must clock out on the cash register timekeeping system at the end of your shift.
- You must record your own work hours. Do not clock in or out for another team member.
- 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 Operator, or the Director on duty. You should obtain this approval before you perform any work during any time in which you are not scheduled to work.
- Notify the your leader on shift on duty 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. The company will not retaliate against any employee for making a complaint concerning timekeeping errors or deductions or for cooperating in the company's investigation of any such complaints.

- Additional procedures you will need to follow with regard to time recording may be updated or amended from time to time.

Code of Conduct

Purpose:
This Code of Conduct outlines the principles, values, and standards that all employees are expected to uphold while interacting with colleagues, customer, and external partners. Adherence to these guidelines will help maintain a respectful, inclusive, and productive work environment.

1. Respect and Professionalism

- Treat all individuals with respect, kindness, and dignity, regardless of their background, gender, race, religion, or any other characteristic.
- Maintain a professional attitude and demeanor in all interactions, both in person and online.
- Listen actively and communicate with clarity, ensuring that all voices are heard and valued.

2. Integrity and Honesty

- Be honest, transparent, and ethical in all actions and communications.
- Avoid conflicts of interest, and disclose any situations that may create one.
- Uphold confidentiality where required, especially regarding sensitive company information or personal data of colleagues.

3. Collaboration and Teamwork

- Foster a spirit of teamwork by supporting colleagues, sharing knowledge, and contributing to group goals.
- Address conflicts constructively by seeking solutions that benefit the team and maintain positive working relationships.
- Recognize and celebrate the contributions of others.

4. Diversity and Inclusion

- Embrace and promote diversity in all forms, ensuring that everyone feels included and valued.
- Avoid discrimination, harassment, or any behavior that may create a hostile or intimidating work environment.
- Be open to learning from others' perspectives and experiences.

5. Accountability and Responsibility

- Take ownership of your work, including both successes and mistakes, and be accountable for your actions.
- Meet deadlines, maintain high standards of quality, and follow through on commitments.
- If you are unable to meet expectations or deadlines, communicate proactively and seek assistance when needed.

6. Respect for Work Environment

- Keep the workplace clean, organized, and free from unnecessary distractions.
- Be mindful of shared spaces and resources, respecting the needs of others.
- Adhere to safety protocols and report any hazards or unsafe practices immediately.

7. Commitment to Continuous Improvement

- Stay open to feedback and view it as an opportunity for growth.
- Regularly seek to improve your skills and knowledge through training and professional development.
- Embrace innovation and be proactive in suggesting improvements that can benefit the workplace.

8. Compliance with Laws and Company Policies

- Follow all relevant local, state, and federal laws and regulations.
- Adhere to company policies and procedures, including those related to conduct, benefits, and workplace safety.
- Report any violations of company policies or legal regulations promptly and responsibly.

Standards of Conduct and Disciplinary Actions

Chick-fil-A Largo does not believe it is necessary to list exhaustively every work rule or standard of conduct for our team members. 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 our 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 Executive Director of Operations, may result in severe forms of disciplinary action, up to and including immediate termination of employment, without prior progressive disciplinary action. The following are among the most common examples for severe disciplinary action, including immediate dismissal:

- Violation of our Civility, Equal Employment Opportunity, Non-Discrimination & Anti-Harassment policy;
- Violation of our policy prohibiting violence in the workplace;
- Clocking another team member in or out;
- Clocking in or out for a team member who did not work, or otherwise submitting to be paid for time not worked;
- Reporting to work under the influence of alcohol or illegal drugs;
- Insubordination or disrespect to the Operator or Leadership;
- Excessive unexcused tardiness or absence, or failure to notify a Director or Operator of tardiness or absences in a timely manner;
- Dishonesty or falsification of employment or other records or documents;

- Use of inappropriate language or other inappropriate behavior directed toward other employees, customers or third persons including, but not limited to, profanity, obscenity, cursing, or other foul or offensive language in the Restaurant and/or loud or disruptive language, fighting, or conduct;
- Failure to follow our procedures on cash and coupon accountability;
- 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.
- Food theft 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 without receipt of the appropriate payment;
    - Intentionally over-portioning products;
    - Taking food home without payment after closing or finishing your shift;
    - 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)
- Issuance of Disciplinary Form
- 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, the Company retains the right to skip any of these steps of progressive discipline if circumstances are necessary. The Company 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. We have a points system that is used to document such occurrences and the employee is permitted to see all documentation at any time. Accumulating 15 points within a 3-month period will result in termination. The Company reserves the

right to issue terminate employment for any and all legitimate business reasons regardless of the accumulation of points. More details on the points system will be communicated during orientation.

Nothing in this policy is a guarantee that any 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 our Restaurant remains at-will.

Appearance

We have high standards concerning uniforms and personal appearance, as this is an important element of providing outstanding service to and instilling confidence in our customers. An attractive, professional uniform and overall appearance will communicate to customers that we care about customer service, quality, and cleanliness. Uniforms

- Team members who work full time will receive two uniforms, team members work part time will receive one uniform, at no cost for their first 90 days as a Chick-fil-A Team Member. Your free uniform consists one pair of pants, a shirt, a belt, and a nametag. Other uniform items, outside of the above criteria can be purchased by the Team Member.
- All uniforms must be in good condition, replacement of any piece of the uniform will be the responsibility and cost of the team member.
- Shoes must be solid black and slip resistant. Closed heel and closed toe styles required.
- All uniform items (including belts, outerwear, and caps) must be from the Chick-fil-A TeamStyle 4.0 collection.
- All garments should fit properly and be clean, pressed (as applicable) and in good condition (i.e., no holes, fraying, stains, discoloration, etc.).
- Proper undergarments must be worn by all team members.
- Team members must present a professional appearance (neat, clean, and well groomed).
- Chick-fil-A nametags must be worn at all times, on outermost garment, on the team member's right chest. Other miscellaneous pins, buttons, stickers and/or ribbons may not be worn on the uniform or affixed to nametag.
- All shirts (except maternity tops) must be worn tucked in.
- Men's polo shirts must be worn with at least the bottom 2 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 shirt may have top button unfastened.
- Men must wear solid white t-shirts (no printing or graphics) under all shirts. T-shirts are optional for women. All t-shirts must be in good condition (with no holes, fraying, discoloration, etc.). t-shirt sleeve length should not extend below bottom edge of TeamStyle shirt sleeve.
- Mock turtlenecks, from the TeamStyle collection, may only be worn under polo shirts, woven (button-front) shirts or sweater vests. Team Members can wear personal clothing as an underlayer for warmth beneath TeamStyle tops, bottoms, and outerwear. Long sleeves may be worn under Teamstyle polos and should be red or navy.
- Pants must fit properly and must be hemmed to fall at midpoint of heel. Cuffed and/or pegged pants are not acceptable.
- TeamStyle belt must be worn and must be trimmed so that end does not hang below belt line.

- Shoes must fit properly with laces tied, unless limited by temporary medical conditions requiring corrective orthopedic devices (due to broken bones, surgeries, etc.).
- Chick-fil-A neckties must be worn with all long-sleeved men's 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 Executive Director of Operations' discretion to comply with local health department requirements. Caps/Visors must be clean and have no visible stains or discoloration. Caps/visors should be worn on the head with the bill facing directly forward and above the eyebrows so that eyes are clearly visible under brim of cap.
- Jewelry (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 or beads that could come loose. Silicone/rubber wristbands are permitted in FOH if they do not have any vulgar text or images on them.
- Earrings must be limited to plain stud earrings (no dangling earrings, including hoops of any size).
- Jewelry in pierced body parts exposed to customers, other than the ear or nose, is not acceptable.
- 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. Unnatural hair colors or eccentric styles (e.g., Mohawks, shaven designs, etc.) are not permitted.
- Females: Hair that falls around face must be tied back using a simple hair band or barrette that has no loose or dangling parts.
- Males: Hair must not fall below midpoint of collar in the back, below midpoint of ear on the sides, or below eyebrows on the forehead without proper restraint. (i.e. Hats, hair ties, headbands) Team Members may also consider wearing short, neatly groomed facial hair with a cleanly defined cheek and neckline.
    - Short is defined as hair up to one-half inch in length (#4 standard trimmer guard). o Neatly groomed means there is a defined line where hair ends. For example, with a beard, hair should end generally where the jawline meets the neck (above Adam's apple). o No undefined lines, shaving, carvings, designs, or extreme styles are permitted (like chinstraps, chops or handlebars).
    - While a Team Member is growing facial hair, the acceptable facial hair guidelines still must be followed. Team Members should not work with unclean lines or patchy, inconsistent hair growth.

- 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.
- False fingernails are not allowed in customer service areas or food preparation areas.
- Fingernail gems must not be worn.
- Tattoos visible on the top of hand or neck are not acceptable.
- Perfume or cologne must be subdued in fragrance and not be distracting to customers or fellow team members.
- Body modifications (e.g, extended earlobes, etc.) visible to customers are not acceptable.

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

Chick-fil-A Largo 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 the Executive Director of Operation, and please be prepared to discuss potential reasonable accommodations.

Workplace Violence

The Company is committed to preventing workplace violence and to maintaining a safe work environment. Accordingly, the Company has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

The Company expects all employees to treat each other and our customers, vendors and others with whom we do business with courtesy and respect at all times. Employees are expected to refrain from physical conduct such as fighting, bullying, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of the Company without proper authorization, and employees should not have these items in their possession at any time while working, even if off premises.

The Company will not tolerate conduct that threatens, intimidates, or harasses another employee, a customer, or a member of the public at any time, including off-duty periods. This prohibition includes all acts of harassment, including harassment based on an individual's race, color, religion, gender/sex, national origin, ethnicity, citizenship status, genetic information, military status, age, and disability, or any other classification protected by applicable local, state, or federal laws.

Other examples of prohibited workplace violence include, but are not limited to:

- using or threatening to use a weapon against an individual;
- hitting, shoving, or otherwise assaulting an individual;
- bullying or threatening an individual or the individual's family, friends, associates, or property with harm;
- intentional destruction or threatening to destroy the employer's or other individuals' property;
- making harassing or threatening contact through phone calls or other means; and
- harassing, surveillance, or stalking.

This list is illustrative only and not exhaustive. No form of workplace violence will be tolerated.

All threats of (or actual) violence, both direct and indirect, that occur during work, or that may affect you at work, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

You should also report all suspicious individuals or activities as soon as possible to a supervisor. If more immediate action is needed, call 911. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or observe what is happening.

The Company will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The Company will use discretion and take all reasonable steps to protect the confidentiality of the individual making a report. In order to maintain workplace safety and the integrity of its investigation, the Company may suspend employees, either with or without pay, pending investigation.

Anyone whom the Company determines has engaged in threats of (or actual) violence or other conduct that violates these guidelines will be subject to prompt disciplinary action, up to and including termination of employment.

The Company encourages employees to bring their disputes or differences with other employees to the attention of their Executive Director of Operations before the situation escalates into potential violence. The Company is eager to assist in the resolution of employee disputes, and will not discipline or retaliate against employees for raising such concerns in good faith.

Workplace Safety Policy

The Company is committed to providing a safe workplace. Accordingly, the Company emphasizes “safety first.” It is the employee’s responsibility to take steps to promote safety in the workplace and work in a safe manner. Employees are expected to keep their work space organized and free of potential hazards. By remaining safety conscious, employees can protect themselves and their coworkers, as well as customers, guests, and others on the premises. Any behavior that compromises the safety of the working environment may result in disciplinary action, up to and including termination.

Employees are expected to promptly report all unsafe conditions, accidents, and injuries, regardless of how minor, to their immediate supervisors and/or the Executive Director of Operations. Prompt reporting enables the company to correct potential hazards, ensure that injured workers receive treatment, and process workers’ compensation claims. Failure to immediately report unsafe working conditions, workplace injuries, and/or accidents may result in disciplinary action, up to and including termination of employment.

The Company prohibits any type of retaliation against an employee for reporting a safety concern or a violation of this policy or for cooperating with a related investigation.

Drug and Alcohol Testing Policy

The Company is committed to providing a safe, healthy, and productive workplace that is free from alcohol and unlawful drugs as classified under local, state, or federal laws while employees are working for the Company, whether on or off its premises.

In furtherance of this commitment, the Company maintains a policy by which the Company may request or require applicants and employees to submit to alcohol or drug testing in certain situations.

This policy is intended to comply with all applicable laws regarding drug and alcohol testing and privacy rights, and will be administered accordingly.

Pre-employment Testing and Retesting

All applicants offered employment with the Company are subject to drug and alcohol testing. All offers of employment with the Company may be conditioned on the applicant submitting to and successfully completing and passing a drug and alcohol test in accordance with the testing procedures described in this policy.

Testing Based on Reasonable Suspicion

In accordance with applicable law, an employee may be asked to submit to a drug and/or alcohol test if the employee's supervisor or other person in authority has a reasonable suspicion, based on objective factors such as the employee's appearance, speech, behavior, or other conduct and facts, that the employee possesses or is under the influence of unlawful drugs or alcohol, or both. Such employees may be required to undergo immediate medical evaluation to determine fitness for duty and appropriate drug or alcohol testing. Employees who exhibit signs of impairment during work and/or while on Company property will not be allowed to work until the Company receives the test results and determines no further action is necessary.

The Company has sole discretion to determine whether any situation warrants testing, and this policy does not prevent the Company from taking action without testing.

Use of Legal Drugs

The Company understands that employees may be prescribed legal drugs or take over-the-counter medication that may result in impairment. Nothing in this policy is intended to prohibit the legal use of over-the-counter medication. Individuals who take over-the-counter medication or other lawful medication that can be legally prescribed under both federal and state law to treat an illness or injury should inform their manager if they believe the medication will impair their job performance, safety, or the safety of others or if they believe they need a reasonable accommodation before reporting to work while under the influence of that medication. An individual should not report to work if he or she is so impaired. Individuals may use sick leave or vacation time for the absence. Additionally, employees should reach out to HR or their supervisor to determine whether or not they qualify for an unpaid leave of absence. The Company is committed to reasonably accommodate qualified disabled employees.

Random Testing for Certain Sensitive Positions

Employees in safety or security-sensitive positions are subject to drug and alcohol testing on a random basis. The Company will inform individuals in such designated positions that their position is subject to random drug testing.

Post-Incident Testing

The Company may require employees involved in any work-related accident or incident involving the violation of any safety or security procedures to submit to drug and alcohol testing, in accordance with applicable law. This policy applies even if the incident did not result in injury to any person or any property damage.

Testing Procedures

All drug and alcohol testing under this policy will be conducted by an independent testing facility licensed by the state in which the employee works, which will obtain the individual's written consent prior to testing. The Company will pay for the full cost of the test. All testing will be done with appropriate regard for accuracy, reliability, expediency, and employee privacy and confidentiality, and in compliance with applicable laws.

Confidentiality

All records relating to drug and alcohol test results will be kept confidential. The results of drug and alcohol tests shall not be disclosed without the prior written consent of the individual or a court order.

Consequences of a Positive Test

Employees who test positive without qualifying circumstances such as a disability accommodation may be subject to discipline, up to and including immediate termination of employment. Applicants who test positive will have their conditional job offers withdrawn. In accordance with applicable law, employees who test positive and are offered an opportunity to return to work may be subject to unscheduled random testing.

Consequences for Refusing to Submit to Testing or Failing to Complete the Test

Individuals who refuse to submit to testing as required by the Company or who fail to complete the test may be subject to discipline, up to and including suspension or immediate termination of employment.

If you have any questions regarding this policy or if you have questions about alcohol and drug testing in the workplace that this policy does not address, please contact the Executive Director of Operations department.

No Smoking

Smoking 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, and dumpster pads.

Telephone and Electronic Communications

When answering the restaurant phone always identify our business and your name: “Chick-fil-A Largo, this is your name, how may I serve you.

The telephone in our Restaurant (including any voicemail or voice messaging system) is the property of our business and is to be used only for calls involving the Restaurant’s business and business-related activities.

Similarly, the computer(s) or computer system(s) in the Restaurant are the property of our business and is to be used only for business purposes.

Mobile Phone Policy

To uphold our standard of excellence in guest service, teamwork, and operational efficiency, Chick-fil-A Largo enforces the following mobile phone policy:

- Policy Overview

Only **managers** are permitted to carry personal mobile phones during working hours. All **team member**s are required to store their devices in designated lockers or secure areas while on shift.

- Usage Guidelines

- Personal phones may be used only during scheduled breaks and in designated break areas.
- Phone usage during working hours is not permitted unless approved by management in cases of emergency.
- Managers may carry phones for business-related communications and urgent matters.

- Usage Guidelines

- Unauthorized phone usage during shift hours may result in corrective action, up to and including a formal write-up.
- Any exceptions (such as medical conditions or urgent family concerns) must be pre-approved by management

- Acknowledgment

All team members must review this policy during onboarding and sign an acknowledgment form annually.

Suggestive Selling

It is a requirement by all Team Members to suggestively sell our guests when taking a transaction on the register. Some examples of suggestive selling are upsizing, add a dessert, bacon, lettuce, tomato, cheese etc. If a team member goes 3 transactions without suggestively selling a guest, then that team member will receive a verbal warning and a possible write up for multiple violations.

Team Member Parking

Team Members are to park in the back of the restaurant and not in the front or the side of the restaurant. Openers should do a lap around the parking lot before entering the restaurant for safety reasons.

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 our Restaurant are as follows:

1. Should it be necessary to obtain change during your shift, contact a manager on duty to make change. Cashiers should not make change with other cashiers.

2. Should it be necessary to skim your drawer, both the cashier and Director should verify and record the amount in the POS system.

3. If a Team Members drawer is short greater than $3.00, they will be written up for the shortage.

4. It is against Restaurant policy to undercharge a customer, ring up an unauthorized discount or pass food across the counter without payment. Any such incident may result in serious disciplinary action, including but not limited to immediate termination of employment, as well as possible prosecution.

5. Team members should never store or place cash or coupons in their pockets or otherwise on their persons.

You are responsible for the cash and coupons that you process during your shift. It is necessary in our business that we take this Cash and Coupon Accountability Policy extremely seriously. Any action by a team member contrary to this policy will result in disciplinary action, up to and including termination of employment. Negligent or purposeful losses may result in forfeiture of pay to the extent allowed by applicable law. Additionally, you should understand that the Company 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 Executive Director of Operations, another authorized representative of Chick-fil-A at St. Pete Beach or any authorized law enforcement agency.

Resignation

When a team member resigns from employment, it may be considered customary to provide at least two weeks advance notice of resignation where practicable. Some team members may give a longer notice to allow their employer to plan accordingly before the resigning employee departs.

Termination of Employment

Consistent with our at-will employment policy, Chick-fil-A Largo 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. Upon termination of employment (whether by voluntary resignation or involuntary discharge or otherwise), team members are expected to immediately return all Company property in the team member's possession, custody or control and must clean all uniforms before returning to the restaurant.

Personal Records

It is important your personal records are kept up to date. It is your responsibility to notify the Executive Director of Operations in writing of any changes in the following:

1. Name, address, telephone number
2. Marital status, number of dependents for tax purposes.
3. Person to be notified in case of an emergency.
4. Social Security Number
5. Driver's License renewal

Chick-fil-A Largo, FL Behavioral Standards Accountability Policy

As a Team Member, there are some important expectations that you are required to follow.

1. Utilize CORE 4 Behaviors with every guest:
   -Eye Contact
   -Smile
   -Enthusiastic
   -Stay Engaged

2. Provide Second Mile Service to all Guests.

Going above and beyond for our Guests, including carrying trays to tables and large meals to vehicles for:
   -Disabled Guests
   -Elderly Guests
   -Guests with children

3. Speak to guests with a friendly and outgoing tone.

4. Avoid social chatter with other team members when there are guests or there are tasks that need to be done.

5. Be Generous, Enthusiastic, Fun, Innovative and keep guest experience Uncomplicated.

6. Always use timers correctly in the kitchen.

7. Focus on:
   -Quality of Food
   -Speed of Service
   -Being Attentive and Courteous
   -Cleanliness of the restaurant

I have read and understood the Behavioral Standards Accountability Policy of Chick-fil-A at Largo and agree to comply with all the terms of this policy.

_____
Team Member Name

_____ _____
Signature Date

TEAM MEMBER ACKNOWLEDGMENT OF RECEIPT OF HANDBOOK AND
AT-WILL EMPLOYMENT POLICY

By signing below, I acknowledge that I have received a copy of the Team Member Policy Handbook for Chickfil-A Largo (the "Handbook"), and I understand that this Handbook sets forth many of the personnel policies applicable to my employment. I have read the Handbook carefully and understand that I am expected to abide by the rules, policies, and standards set forth in the Handbook.

I also acknowledge and agree that my employment with Chick-fil-A Largo is at-will, meaning that my employment is not for any specified period of time, that I can resign my employment with the Company at any time for any reason, and that the Company may terminate my employment at any time, with or without cause or advance notice, for any reason not prohibited by law. I acknowledge and agree that no oral or written statements or representations regarding my employment can alter the foregoing.

I also acknowledge and agree that, except for the At-Will Employment policy statement in the Handbook, Chick-fil-A Largo reserves the right to revise, amend, modify, delete and/or add to the provisions of the Team Member Policy Handbook.

I also acknowledge and understand that no oral statements or representations can change the provisions of this Team Member Policy Handbook, and that no implied contract concerning any employment-related decision or term and condition of my employment can be established by any other statement, conduct, policy, or practice.

Finally, by signing below I also specifically acknowledge that I have reviewed the Cash and Coupon Accountability Policy in this Handbook. I understand that I may be held responsible for negligent or purposeful losses in violation of that policy, and I hereby authorize Chick-fil-A Largo to withhold from my paycheck the amount of any such losses under this Policy to the extent allowed by applicable law.

_____
Team Member Name (Print)

_____
Team Member Signature

_____
Date

TEAM MEMBER ACKNOWLEDGMENT OF CIVILITY, EQUAL EMPLOYMENT OPPORTUNITY, NON-DISCRIMINATION & ANTI-HARASSMENT POLICY

By signing below, I acknowledge that I have received, read, and understand the Civility, Equal Employment Opportunity, Non-Discrimination & Anti-Harassment Policy of Chick-fil-A Largo that was provided to me as part of the Team Member Policy Handbook I received on the date indicated below. I understand that I am expected to comply with all the terms of this Policy. I understand that I have a responsibility to report immediately any discrimination, harassment, or retaliation that I believe I have experienced, witnessed, or otherwise become aware of to the leadership individuals identified in this Policy. I further understand that any team member determined to have engaged in conduct of any nature that violates this Policy will be subject to appropriate disciplinary action, up to and including suspension or termination of employment.

_____

Team Member Name (Print)

_____

Team Member Signature

_____

Date