



Employee Handbook

Bonney Lake, Washington
Effective January 2021

Statement of Employment

Chick-fil-A Bonney Lake is the guest facing name of a Restaurant located in Washington. While you will report to work and represent the brand of Chick-fil-A Bonney Lake, an independently owned and operated franchise of Chick-fil-A, Inc., your employer is the holding company for Chick-fil-A Bonney Lake: Maxwell Management, LLC. While we may use the term "Team Member" throughout this Handbook, please know that this Handbook applies to all employees of Maxwell Management, LLC, regardless of position within the Company. This franchised Chick-fil-A Restaurant business is owned and operated by Operator Kayla Maxwell (hereinafter, the "Operator").

Welcome!

Hey Team!

I am thrilled that you are joining my team here at Chick-fil-A Bonney Lake. My vision is for Chick-fil-A to be the most caring company in Bonney Lake with a mission to “Be our Best”. That said, you’ve joined a family committed not only to serving our community but also to serving each other. This Handbook will help you understand more of our culture and the rules that help us all thrive, so please take some time to read through it and make sure this is a family you’d like to be a part of.

I worked as a Chick-fil-A team member for more than a decade. During this time, I was shaped, developed, and cared for by team members, managers, and Operators. In the same way, I want to help you grow and achieve your goals in life and become all you can be. Welcome to the family!

Sincerely,

Kayla Maxwell
Owner/Operator



Purpose and Scope of this Handbook

This Handbook is designed to acquaint you with Chick-fil-A Bonney Lake and provide you with information about working conditions, benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the Handbook. Neither this Handbook nor any policy contained in this Handbook or elsewhere is intended to imply continued employment or otherwise limit in any way the policy of at-will employment. Nor does this Handbook, in describing Chick-fil-A Bonney Lake's policies or procedures, commit Chick-fil-A Bonney Lake to follow any particular procedure in the course of imposing discipline or terminating employment. Rather, this Handbook describes many of your responsibilities as a Team Member and outlines the programs developed by Chick-fil-A Bonney Lake to benefit Team Members. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

This Handbook summarizes and provides a ready reference to the mechanics of our functioning on a day-to-day basis. From time to time, you may be given additional information and/or policies to replace or supplement the current Handbook pages. Chick-fil-A Bonney Lake reserves the right to revise, supplement, or rescind any policies or portion of the Handbook, other than its policy of at-will employment, from time to time as it deems appropriate, in its sole and absolute discretion. You are responsible for maintaining an updated version of the Handbook. You are also expected to be familiar with our policies, rules, and procedures.

Chick-fil-A Bonney Lake is committed to workplace policies and practices that comply with federal, state and local laws. In the event of an inconsistency between the Team Member Handbook and the law, the applicable law will apply.

This Handbook does not prohibit protected conduct or communications relating to your wages, hours or working conditions, or any other conduct protected by Section 7 of the National Labor Relations Act. Furthermore, nothing in this Handbook prohibits a Team Member from reporting concerns, making lawful disclosures or communicating with any governmental authority about conduct the Team Member believes violates any laws or regulations.

This Handbook remains the property of Chick-fil-A Bonney Lake.

Vision of Chick-fil-A Bonney Lake

We believe that having a business vision and core values gives us proper guidance in all of our activities and you should know what they are as you begin your association with Chick-fil-A Bonney Lake.

Chick-fil-A Bonney Lake's Vision:

Always committed to "Why not our best?"

Chick-fil-A Bonney Lake's Mission:

To be the most CARING company in Bonney Lake

Our Core Values that FUEL the How to our Vision

In order to be the most caring company, we operate through these core values:



Faithful

- Uphold quality standards with excellence
- Stand true to our core values
- High Integrity
- Always have and show Honor Dignity and Respect



United

- Team communication and vision
- Culture of Care
- Take pride in high appearance standards
- We are better together



Entrepreneur Spirit

- Always strive to do better so we can get bigger.
- Share ideas freely and celebrate "failures" as learning experiences.
- Allowing others to take pride and personal responsibility for actions and results: True Ownership (this means care for people through their failures)



Laughter

- Enjoy each other in and out of the restaurant.
- Celebrate often, even the smallest wins
- Always think the best of each other
- Show grace and love through discipline

Company History

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 largest quick-service chicken restaurant chain in the United States. Commitment to Hospitality

Chick-fil-A Bonney Lake strives to maintain an atmosphere of hospitality for all guests. We respectfully welcome all guests and seek to create a remarkable experience for all who visit our Restaurant. We want to maximize the opportunity to grow the business by having a positive influence on others and providing an environment whereby all guests are treated with honor, dignity, and respect.

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.

Commitment to Operational Excellence

Chick-fil-A Bonney Lake strives to maintain an atmosphere of Operational Excellence at all times. We develop trust with our guests through meeting the Quality Requirements all day every day by:

- o **Taste:** Serving Crave-able Food
- o **Speed:** Be surprisingly fast
- o **Attentive and Courteous:** Enthusiastically fulfill the Core Four
- o **Cleanliness:** Offer a refreshingly clean environment

Commitment to Hospitality

Chick-fil-A Bonney Lake strives to maintain an atmosphere of hospitality for all customers. We want to create a comfortable experience for all who visit 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 customers.

Second Mile Service

Chick-fil-A Bonney Lake strives to provide what we call “Second Mile Service” to all our guests. This is defined as going above and beyond guest expectations. Our goal is that every guest, on every visit, will experience at least one element of Second Mile Service. There are unlimited ways in which we can deliver Second Mile Service to our guests. Many are as simple as a warm welcome, a heartfelt “My Pleasure”. We like to say “My Pleasure” when the guest offers a thank you for our service, and a fond farewell as the guest departs. Other ways of offering Second Mile Service are as simple as refreshing a beverage at the table, assisting a parent with young kids to their table, or carrying a meal out to someone’s car. At Chick-fil-A Bonney Lake, Second Mile Service should be “Second Nature”! The key to providing Second Mile Service is showing honor, dignity and respect to all guests. We want to care for them in a special and personal way. Providing Second Mile Service is important in all positions and areas of our Restaurant. Being alert to guests and anticipating their needs is a great way to develop this behavior. We trust you will enthusiastically embrace this concept and display a Second Mile Service attitude not only toward our guests, but also to your fellow Team Members and others!

Recipe for Service

Just as we have recipes for the consistent preparation of our menu items, we also have a Recipe for Service to ensure that each of our guests experience a high level of consistent customer service. Team Members are to abide by the standards and expectations set by Chick-fil-A Bonney Lake. Each individual will be expected to display and maintain a positive attitude, maintain a clean and organized Restaurant, and create remarkable experiences for our guests. By combining the Core Four and elements of Second Mile Service, our guests will become Raving Fans of Chick-fil-A Bonney Lake. *Raving Fans* are guests that come more often, pay full price, and tell others about Chick-fil-A Bonney Lake.

We create a clean, comfortable environment for our guests so that they see Chick-fil-A Bonney Lake as the best place to come for a meal with their family, friends or business

associates. We constantly seek opportunities to grow and develop personally and professionally so that we can grow and develop as a team and be our best for our guests. We view every person that walks through our doors or drives through our drive thru as a member of our family. We look for ways to make a lasting positive impression on them each and every time they visit.

The Core Four

The following steps are expected when serving a guest:

1. **Create eye contact.** Your eyes should meet the guests' eyes before the guest has reached the counter or drive thru.
2. **Share a genuine smile.** This conveys friendliness and is very contagious!
3. **Speak with a friendly tone.** When conversing, use the mood meter and reply with responses that are no more than two levels above the guest's observed mood.
4. **Always say "My Pleasure".** It is our pleasure to serve our guests and community of Bonney Lake.

What You Can Expect from Chick-fil-A Bonney Lake

- o To have a safe environment in which to work.
- o To be treated fairly and professionally, with honor, dignity, and respect.
- o To be compensated fairly for the work you perform.
- o To be trained properly and effectively to succeed in the assigned job.
- o To be given opportunities to grow as a leader.
- o To be given clear guidance for success and benchmarks to measure performance. By providing direction, proper training, and the resources you need to do your job, we believe you will be a successful Team Member, working productively, efficiently and safely.

What Chick-fil-A Bonney Lake Expects from You

By providing direction, proper training, and the resources you need to do your job, we believe you will be a successful Team Member, working productively, efficiently and safely. One of the key ingredients to our success is: Providing QUALITY FOOD AND SERVICE to our Guests. You are challenged with the responsibility of CREATING RAVING FANS, which are the heart of Chick-fil-A Bonney Lake. We believe this can be done by applying the following commitments every day:

- o To provide quality service to our guest.
- o To be honest and dependable.

- o To be an efficient, cooperative, and productive Team Member.
- o To strive for perfection in your job performance.

Accuracy of Employment Related Documents

Chick-fil-A Bonney Lake relies upon the accuracy of information contained in the employment application, as well as the accuracy of other information provided by Team Members throughout the hiring process and during employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in Chick-fil-A Bonney Lake's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

Employment at Will

Your employment relationship with Chick-fil-A Bonney Lake is at-will. The policy of at-will employment means that employment with Chick-fil-A Bonney Lake is voluntarily entered into, and you are free to resign at-will at any time, with or without notice or cause. The policy also means that Chick-fil-A Bonney Lake may terminate your employment at-will at any time, with or without notice or cause. We Participate in E-Verify. Should your information not pass the E-Verify test, you will be terminated immediately. At-will employment also means that Chick-fil-A Bonney Lake may make decisions regarding other terms of employment, including but not limited to demotion, promotion, transfer, compensation, benefits, duties, and location of work at any time, with or without cause or advance notice. No representative of Chick-fil-A Bonney Lake other than the Owner/Operator has the authority to enter into any agreement for employment for a specified duration or to make any agreement for employment other than at-will. Any such agreement must be by individual agreement, in writing, and signed by the Owner/Operator.

Equal Employment and Nondiscrimination

Equal Employment Opportunity Policy

Chick-fil-A Bonney Lake is an equal opportunity employer and is committed to equal opportunity for all Team Members and applicants. Chick-fil-A Bonney Lake recruits, hires, trains, promotes, compensates, and administers all personnel actions without regard to an individual's race, color, religious creed, sex, sex stereotype (including assumptions about a person's appearance or behavior, gender roles, gender expression, or gender identity), pregnancy, gender, gender identity, gender expression, national origin, age, mental or physical disability, ancestry, medical condition, marital status, military or veteran status, citizenship status, sexual orientation, genetic information, or any other protected status of an individual or that individual's associates or relatives. We interpret these protected statuses broadly to include both the actual status and also any perceptions and assumptions made regarding these statuses. For purposes of this policy, gender includes gender identity and expression, transgender identity, pregnancy, breastfeeding, childbirth, or related medical condition, and gender stereotyping. This policy applies to all areas of employment, including recruitment, testing, screening, hiring, selection for training, upgrading, transfer, demotion, layoff, discipline, termination, compensation, benefits, and all other privileges, terms, and conditions of employment.

All Team Members must follow this policy. Any Team Member who violates this policy will be subject to disciplinary action, up to and including termination of employment. Chick-fil-A Bonney Lake is committed to the practice of equal employment opportunity and will not tolerate intimidation or retaliation against Team Members or applicants because they have engaged in or may engage in filing a complaint of discrimination or retaliation; assisting or participating in an investigation; opposing any act or practice made unlawful by any local, state, or federal law; or for exercising any other legally protected right.

Any Team Member who believes that they, or that another person, has been subjected to any form of unlawful discrimination or other violation of this policy must immediately bring the concern to the attention of a supervisor, leader, or directly to the Owner/ Operator or Director of Operations. All reports describing conduct that is inconsistent with this policy will be investigated promptly and effectively in accordance with the procedure outlined in the Policy against Sexual Harassment and Other Workplace Harassment.

Our commitment to equal employment opportunity applies to all persons involved in our operations and prohibits unlawful discrimination and harassment by any Team Member (including supervisors and co-workers), agent, client, guest, or vendor.

Reasonable Accommodations Policy

Chick-fil-A Bonney Lake stands committed to fulfilling its obligations under the Americans with Disabilities Act and all other applicable federal, state, and local statutes and regulations governing the workplace. In that vein, and consistent with applicable law, Chick-fil-A Bonney Lake will provide reasonable accommodations to enable qualified individuals with a disability to perform the essential functions of their jobs, and to enable individuals to enjoy benefits and privileges of employment equal to those enjoyed by Team Members without disabilities, unless doing so creates an undue hardship, in accordance with all legal requirements. Every good faith effort will be taken by Chick-fil-A Bonney Lake to fulfill the objectives of this policy.

Any applicant or Team Member who requires an accommodation to perform the essential functions of the job should contact the Owner/Operator to request that accommodation. Chick-fil-A Bonney Lake will engage in an interactive process with an applicant or Team Member who requests an accommodation and make an individualized assessment of the request. If the accommodation is reasonable and will not directly threaten someone's health or safety or impose an undue hardship, Chick-fil-A Bonney Lake will grant the accommodation. Chick-fil-A Bonney Lake may also propose and, where appropriate select, an alternative accommodation that allows the Team Member to perform the essential functions of their position. Providing a Team Member with a reasonable accommodation does not excuse the Team Member from meeting the job requirements and performance standards in their position.

Individuals seeking a reasonable accommodation may be required to provide medical verification of their disability and need for accommodation by submitting medical information to the Owner/Operator or Director of Operations. All medical information received will be treated as confidential in accordance with Chick-fil-A Bonney Lake policy and any applicable laws. Failure to submit requested documentation may affect Chick-fil-A Bonney Lake's decision to grant or deny the requested accommodation.

Lactation Accommodation

Chick-fil-A Bonney Lake provides a supportive environment to enable breastfeeding Team Members to express their breast milk during work hours. In consideration to

working mothers who may be lactating, Chick-fil-A Bonney Lake will provide employees reasonable rest periods to accommodate an employee with a need to express milk for a child, until the child reaches 18 months of age. While Chick-fil-A Bonney Lake will provide a reasonable rest period each time the employee has a need to express milk, if possible, these rest periods should be taken at the same time as the other rest or meal period(s) already provided to the Team Member. Chick-fil-A Bonney Lake will make the Office available to provide Team Members a room to express milk in A convenient, sanitary, safe, and private location. Team Members should notify their Team Leader if they are requesting time to express milk under this policy.

Policy against Sexual Harassment and Other Workplace Harassment

Chick-fil-A Bonney Lake expects every Team Member to show respect for all of our colleagues, clients, associates, and vendors. Professional conduct furthers Chick-fil-A Bonney Lake's mission, promotes productivity, minimizes disputes, and enhances our reputation. Accordingly, this policy forbids any unwelcome conduct that is based on an individual's race, color, religious creed, sex, sex stereotype (including assumptions about a person's appearance or behavior, gender roles, gender expression, or gender identity), pregnancy (which includes pregnancy, childbirth, and medical conditions related to pregnancy, childbirth, or breastfeeding), gender, gender identity, gender expression, national origin, age, mental or physical disability, ancestry, medical condition, marital status, military or veteran status, citizenship status, sexual orientation, genetic information, or any other protected status of an individual or that individual's associates or relatives. We interpret these protected statuses broadly to include both the actual status and also any perceptions and assumptions made regarding these statuses. For purposes of this policy, gender includes gender identity and expression, transgender identity, pregnancy, breastfeeding, childbirth, or related medical condition, and gender stereotyping. Chick-fil-A Bonney Lake is thus committed to providing a work environment that is free of unlawful discrimination, including harassment that is based on any legally protected status. Chick-fil-A Bonney Lake will not tolerate any form of harassment that violates this policy.

Coverage

This policy and the law forbid any Team Member, leader, supervisor, officer, director, supplier, vendor, guest, or any other third party that a Team Member encounters in connection with Chick-fil-A Bonney Lake business to harass, discriminate, or retaliate

against any Team Member, applicant, or contractor, intern, or volunteer, on the basis of any legally protected status or activity. This policy also prohibits offensive conduct that does not rise to a violation of the law, as explained below.

Prohibited Conduct

The conduct prohibited by this policy, whether verbal, physical, or visual, includes any discriminatory employment action and any unwelcome conduct that is inflicted on someone because of that individual's protected status. Among the types of unwelcome conduct prohibited by this policy are epithets, slurs, negative stereotyping, intimidating acts, and the circulation or posting of written or graphic materials that show hostility toward individuals because of their protected status. Chick-fil-A Bonney Lake prohibits that conduct, even if the conduct is not sufficiently severe or pervasive to constitute unlawful harassment.

Sexual Harassment

Sexual harassment deserves special mention. Harassing conduct based on gender often is sexual in nature but sometimes is not. This policy forbids harassment based on gender regardless of whether the offensive conduct is sexual in nature. Any unwelcome conduct based on gender is also forbidden by this policy regardless of whether the individual engaged in harassment and the individual being harassed are of the same or are of different genders.

According to the U.S. Equal Employment Opportunity Commission ("EEOC"), unwelcome sexual advances, requests for sexual favors, and other verbal, physical or visual conduct based on sex constitute unlawful sexual harassment when (1) submission to such conduct becomes an implicit or explicit term or condition of employment, (2) submission to or rejection of the conduct is used as the basis for any employment decision, or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

This policy forbids harassment based on gender regardless of whether it rises to the level of a legal violation. Examples of gender-based harassment forbidden by this policy include (1) offensive sex-oriented verbal kidding, teasing or jokes, (2) repeated unwanted sexual flirtations, advances or propositions, (3) verbal abuse of a sexual nature, (4) graphic or degrading comments about an individual's appearance or sexual activity, (5) offensive visual conduct, including leering, making sexual gestures, the display of offensive sexually suggestive objects or pictures, cartoons or posters, (6)

unwelcome pressure for sexual activity, (7) offensively suggestive or obscene letters, notes or invitations, (8) offensive physical contact such as patting, grabbing, pinching, or brushing against another's body, and (9) sexual favoritism.

Team Member Responsibility

Everyone at Chick-fil-A Bonney Lake can help assure that our workplace is free from prohibited discrimination or harassment.

Avoiding Prohibited Conduct

Everyone is expected to avoid any behavior or conduct that could reasonably be interpreted as prohibited harassment; no Team Members, or even the highest ranking individuals at Chick-fil-A Bonney Lake, are exempt from the requirements of this policy. Every Team Member is expected to inform management and/or the Owner/Operator of any person in the workplace whose conduct the Team Member finds unwelcome.

Reporting Procedures

All incidents of alleged discrimination, harassment, retaliation, or other conduct inconsistent with this policy must be reported immediately.

Any leader or supervisor who is aware of conduct inconsistent with this policy or who receives a report of conduct inconsistent with this policy must report it immediately to the Owner/Operator.

If you feel you have experienced or witnessed any conduct that is inconsistent with this policy, you are to immediately notify the Owner/Operator or Director of Operations. These are the individuals authorized by this policy to receive and act upon complaints of discrimination, harassment, and retaliation on behalf of Chick-fil-A Bonney Lake. This policy does not require reporting discrimination, harassment, or retaliation directly to a Team Member's immediate supervisor or to any individual who is creating the harassment, discrimination, or retaliation.

Company Response

All reports describing conduct that is inconsistent with this policy will be investigated promptly and effectively. To that end, parties involved in the situation (including the reporting party, anyone identified as the target of the behavior (if different than the

reporting party), and anyone the reporting party and the party who allegedly violated this policy) will be offered an opportunity to be interviewed or to otherwise respond to a report under this policy. Chick-fil-A Bonney Lake may put certain interim measures in place, such as a leave of absence or a transfer, while the investigation proceeds. Chick-fil-A Bonney Lake will take further appropriate action once the report has been thoroughly investigated. That action may be a conclusion that a violation occurred, as explained immediately below. Chick-fil-A Bonney Lake might also conclude, depending on the circumstances, either that no violation of policy occurred, or that Chick-fil-A Bonney Lake cannot conclude whether or not a violation occurred.

If an investigation reveals that a violation of this policy or other inappropriate conduct has occurred, then Chick-fil-A Bonney Lake will take corrective action, including discipline up to and including termination, reassignment, changes in reporting relationships, training, or other measures as Chick-fil-A Bonney Lake deems appropriate under the circumstances, regardless of the job positions of the parties involved. Chick-fil-A Bonney Lake may take corrective action for any inappropriate conduct discovered in investigating reports made under this policy, regardless of whether the conduct amounts to a violation of law or even a violation of this policy. If the person who engaged in harassment is not employed by Chick-fil-A Bonney Lake, then Chick-fil-A Bonney Lake will take whatever corrective action is reasonable and appropriate under the circumstances.

Policy Against Retaliation

Chick-fil-A Bonney Lake forbids that any Team Member treat any other Team Member or former Team Member or applicant adversely for reporting discrimination, retaliation, or harassment, for assisting another Team Member or applicant in making a report, for cooperating in an investigation, or for filing an administrative claim with the EEOC or a state governmental agency. All Team Members who experience or witness any conduct they believe to be retaliatory should immediately follow the reporting procedures stated above.

Confidentiality

In investigating and in imposing any corrective action, Chick-fil-A Bonney Lake will attempt to preserve confidentiality to the extent that it is allowable under applicable law.

Application of the Policy to Non-Team Members

Chick-fil-A Bonney Lake's policy also applies to the dealings of any Team Member with non-Team Members such as guests, vendors, and members of the public. Furthermore, the policy also applies to individuals who do business with Chick-fil-A Bonney Lake, who are present on Chick-fil-A Bonney Lake's premises, or who interact with any Team Member of Chick-fil-A Bonney Lake while the Team Member is on-duty.

Open Door Policy

Chick-fil-A Bonney Lake has adopted an Open Door Policy for all Team Members. This means that every leader's, supervisor's or director's "door" is open to every Team Member. The purpose of our Open Door Policy is to encourage open communication, feedback and discussion about any matter of importance to a Team Member. Chick-fil-A Bonney Lake's open door policy means that Team Members of Chick-fil-A Bonney Lake are free to talk with any leader, supervisor, director and/or the Owner/Operator at any time.

If any area of your work is causing you concern, you have the responsibility to address your concern with your supervisor. Whether you have a problem, a complaint, a suggestion, or an observation, Chick-fil-A Bonney Lake's leaders want to hear from you. By listening to you, Chick-fil-A Bonney Lake is able to improve, to address complaints, and to foster Team Member understanding of the rationale for practices, processes, and decisions.

Team Members are further encouraged to pursue discussion of their work-related concerns with the management official they have approached until the matters they have raised are fully resolved. Chick-fil-A Bonney Lake cannot guarantee that in each instance the Team Member will be satisfied with the result, but in each case an attempt will be made to explain the resolution of the matter to the Team Member, even when it is not the result that the Team Member sought. Chick-fil-A Bonney Lake believes that such concerns are best addressed through informal and open communication. Team Members may also submit a written complaint and direct it to the attention of the Owner/Operator as soon as possible after the events that give rise to the Team Member's work-related concerns.

No Team Member will be disciplined or otherwise penalized for raising a good-faith concern. Chick-fil-A Bonney Lake will attempt to keep confidential all such expressions

of concern, their investigation, and the terms of their resolution. At the same time, however, some dissemination of information to others may be appropriate during the process of investigating and resolving the Team Member's concerns.

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Pay Practices

Team Member Classifications

Classification Status

You will be advised of your Team Member classification at the time of hire, promotion, or transfer or if any other change in your position with Chick-fil-A Bonney Lake occurs. Because all Team Members are hired for an unspecified duration, assignment to any of these classifications does not guarantee employment for any specific length of time. Regardless of classification, employment is at the mutual consent of you and Chick-fil-A Bonney Lake.

If you have questions regarding your eligibility for particular benefits, see the Owner Operator.

Regular Full-time Team Members

A regular full-time Team Member is a Team Member who is normally scheduled to work and does work a schedule of 32 hours or more per week, subject to applicable legal requirements.

Regular Part-time Team Members

A regular part-time Team Member is a Team Member who is normally scheduled to work and does work a schedule of less than 32 hours per week. Part-time Team Members are not eligible for some company benefits that may now or in the future be available to full-time Team Members, subject to applicable legal requirements.

Non-exempt Team Members

Full or part-time Team Members who are subject to the provisions of federal and state law requiring the payment of weekly and/or daily overtime are considered to be non exempt.

Exempt Team Members

Team Members who are not subject to the provisions of federal and state law requiring the payment of overtime are considered exempt. Exempt Team Members are paid a salary intended to compensate them for all of their hours of work each week. Chick-fil-A Bonney Lake intends to maintain the salary basis of all of its salaried exempt Team

Members. Notwithstanding any other provision of this Handbook, Chick-fil-A Bonney Lake's policies are to be interpreted in accordance with the salary basis requirements of the Fair Labor Standards Act and state law. A Team Member's exempt or non-exempt status may be changed only upon written notification from the Owner/Operator. Questions about your Team Member classification should be directed to the Owner/Operator.

Overtime Pay, Non-Exempt Team Members

When operating requirements or other needs cannot be met during regular working hours, Team Members may be scheduled to work overtime in accordance with all legal requirements. All overtime must be approved in advance by a Director. Team Members who fail to work scheduled overtime or who work overtime without prior authorization may be subject to disciplinary action up to and including termination of employment. Non-exempt Team Members must not perform any work "off the clock."

All non-exempt Team Members will be paid a premium for overtime hours as follows:

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 the Restaurant begins on Sunday at 12 AM and ends on Saturday at 11:59 PM. In addition, the "workday" is defined as beginning at 12 AM each day and ending at 11:59 PM that evening.

Overtime is based on actual hours worked. Paid time off for holidays, vacation, personal days, paid sick time and vacation does not count as "hours worked" for overtime purposes.

Hours and Days of Work

Business hours are generally Monday through Saturday, 6:30 AM to 10 PM. The work week at the Restaurant begins on Sunday at 12 AM and ends on Saturday at 11:59 PM. In addition, the "workday" is defined as beginning at 12 AM each day and ending at 11:59 PM that evening.

Chick-fil-A Restaurants are, and always have been, closed on Sundays. Chick-fil-A's founder, S. Truett Cathy, wanted to ensure that everyone had at least one day a week as an opportunity for rejuvenation, rest, and to pursue personal activities. At Chick-fil-A Bonney Lake, we are always closed on Sundays. Occasionally, it may be necessary to

meet with our staff, conduct training or extra cleaning, or repair equipment on Sunday, but we are never open to the public for business on Sunday or sell Chick-fil-A products on Sunday.

Scheduling & Availability

Team member schedule requirements:

- Work a minimum of 15 hours a week
- Nighttime team members are required to be available to close at least one night Monday-Thursday and at least one night of the weekend (Friday/Saturday)
- Must have availability on Saturdays and work a minimum of 5 Friday or Saturdays a month (minimum of 6 hour shift)

Meal Periods and Rest Breaks

Chick-fil-A Bonney Lake provides you with at least a thirty (30)-minute continuous off duty, unpaid meal period for every 5 hours worked. Breaks (meal period) are 30 minute unpaid long and start between the second and fifth hour of the shift.

- If you work less than 5 hours on a shift, you are not eligible for a break
- If you work more than 5 hours on a shift, you are eligible for a 30 minute unpaid break
- If you work 3 hours beyond your scheduled shift, you are entitled to an additional 30 minute break
- If you work more than 10 hours on a shift, you are eligible for two 30 minute breaks.

Each non-exempt Team Member is required to record accurately the time they begin and end each meal period. Non-exempt Team Members must not perform any work “off the clock” during meal periods. Any time spent performing work during a meal period must be reported and also reflected on your time record. Team Members will be subject to discipline for violating this policy.

Team Member Meals

For each shift that is worked in full, each Team Member will receive an allowance of \$9.50 (before tax). The following rules and conditions apply to this employee meal benefit:

- To obtain a free meal, you should order your meal from the front counter (as a customer would). Your order should be rung up by the cashier when your order is taken and should be entered as an employee meal.
- You must eat your free meal in the Restaurant in the areas designated by our Restaurant's management as appropriate for team member dining. You may not take your meal off the premises.
- You must wash your own dishes (if any) at the end of your break. Be sure to record "Off Break" on the timekeeping system when returning to work from any break, and prior to washing your dishes.
- You may not take any unfinished portion of any free meal provided or received under this policy out of the Restaurant.
- Team Members are not allowed to order lunch items during breakfast hours or order any item "well done" as both of these choices are burdensome to the Back of House.
- Team Members are not allowed to divide their meal discount.

Team Members are not eligible to receive their "free meal" as a Guest in the Drive Thru.

Beverage Benefit

Applies only while working. Team Members may bring one twenty (20) ounce cup or smaller without any other business label or logo from home for unlimited water, tea, soda, and coffee beverages while working. If you do not provide a personal cup from home, you may use one (1) medium cup, lid, and straw per shift for the same beverage benefit.

You are responsible for cleaning up after yourself at the completion of your break, including washing any dishes you may have used.

Rest Breaks

Team Members are provided one ten (10)-minute paid off-duty rest break for every four (4) hours worked or major fraction of four (4) hours. If the nature of work allows, Chick-fil-A Bonney Lake will provide the rest break as close to the middle of each four (4)-hour work period as possible. You are encouraged to take all provided rest breaks each workday.

Chick-fil-A Bonney Lake encourages Team Members to take all provided rest breaks each shift.

Team Members may not add their rest breaks to their meal period as a means of taking a longer meal period. Team Members also should not work through their meal period or rest breaks in order to arrive late or leave early. You are relieved of all of your work duties during your rest breaks, and you are free to use this time for whatever purpose you desire, including leaving the premises. If for any reason you are not provided a rest period in accordance with our policy, or if you are in any way discouraged or impeded from taking your rest period or from taking the full amount of time allotted to you, please immediately notify the Owner/Operator or Director of Operations.

Chick-fil-A Bonney Lake will assume that you have been provided with your meal periods and rest breaks as set forth in this policy unless you notify the Owner/Operator of a problem or submit a Request to the Owner/Operator advising us of an issue with a meal period or rest break. If you report being required to work during your meal periods or rest breaks, being required to return to work prior to the end of your meal periods or rest breaks (without the ability to restart a full, timely rest break after the interruption ends), or otherwise being denied a meal period or rest break, then you will be paid in accordance with applicable law. If you have any questions regarding this policy or your meal period and rest break entitlements, please contact the Owner/Operator immediately.

Timekeeping Requirements and Recording Work Hours

Accurately recording time worked is the responsibility of every non-exempt Team Member. Each non-exempt Team Member is required to record accurately the time they begin and end their work, as well as the beginning and ending time of each meal period, and the beginning and ending time of any split shift or departure from work for personal reasons.

All Team Members are required to record hours worked by using an assigned Team Member number to clock in and out. This time includes the beginning of the day, the

beginning and end of meal periods, and the end of the workday. You may not clock in or work more than 3 minutes before the shift begins and you are expected to clock out and stop working no more than 3 minutes before or after your shift is scheduled to end, unless otherwise instructed. Working off the clock is prohibited.

All non-exempt Team Members must record their work time exactly as that time is worked – without exception. If a Team Member forgets to clock in or out or makes an error regarding his/her time worked, the Team Member should notify a Shift Leader Person In Charge/Director or Owner/Operator who must make the correction. Any Team Member who fails to follow these timekeeping policies may be subject to disciplinary action, up to and including termination of employment. If requested, it is the Team Member's responsibility to sign his or her time record to certify the accuracy of all time recorded. The Team Member's supervisor will review and approve time clock reports.

Altering, falsifying or tampering with timekeeping records, recording on your time card hours not worked, working hours not recorded on your time card (i.e., working "off the clock"), having someone else record your time or recording another Team Member's time, and performing overtime work not specifically authorized in advance are all serious violations of company policy which may result in disciplinary action, up to and including termination. If anyone encourages you to work "off the clock" or otherwise falsify your time record, you must notify the Owner/Operator immediately.

Payment of Wages

Pay Days

Team Members will receive their paychecks every other week on a Thursday after 2 PM. If a regular payday falls on a holiday, Team Members will be paid on the preceding workday. Chick-fil-A Bonney Lake does not permit advances against paychecks. Non-exempt Team Members are required to record hours worked including arrival times, departure times and any unpaid meal breaks. Any missed entries should be reported to the time adjustment correction form. Proper and consistent recording of time ensures proper and timely payment. Failure to record properly will result in disciplinary action up to and including termination of employment.

Direct Deposit

Chick-fil-A Bonney Lake provides a direct deposit system, i.e. the automatic direct deposit of your paycheck into your bank account. All employees will be required to complete a direct deposit form to receive pay. Exceptions can and will be made on a per case basis. Please speak with the Owner/Operator if you require an exception to this expectation.

Reimbursement of Expenses

Team Members who are required to incur necessary and reasonable expenses as a consequence of their work will be reimbursed for such expenses, upon timely submission of receipts and a request for reimbursement. Team Members must receive approval from their supervisor before incurring the expense.

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Team Member Rules and Performance

Disciplinary Point System

There is no such thing as a “verbal warning”; agreement to work at Chick-Fil-A Bonney Lake indicates an understanding of our procedures and the consequences for violating them. All violations listed above shall be assessed disciplinary points. Leadership has the prerogative to assess discretionary disciplinary points that are not defined above depending upon circumstances that may arise. Additionally, the GM and Training Director may remove points based upon improved conduct, solely at their discretion. Points remain against a person for three months, at which point they are removed. As points are assigned team members will be notified of their total points accrued.

Within a 3-month period:

6 points accrued, you lose break food for the following week.

10 points you lose break food privileges for an entire month

14 points constitutes a meeting with GM or TD & no break food for a month

18 points constitutes a week one suspension

22 points is grounds for termination/indefinite suspension

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 necessitate. 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.

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

Tardiness Issues

2 points for clocking in 3-10 minutes late

3 points for clocking in 10-29 minutes late

4 points for clocking in more than 30 minutes late

Schedule Issues

6 points for same-day illness (or emergency) with no replacement or doctor's note

6 points for failure to work (or find a replacement) with a phone call (not same-day)

12 points for failure to work (no call no show) (subject to immediate termination) without a phone call

Performance/Character Issues

1 point for failure to follow Chick-fil-A procedures

1 point for uniform/grooming violations. If there is more than one violation 1 point will be assigned per violation.

1 point for not clocking in/out on POS

1 point for cash underage/overage

1 point for break negligence

2 points for texting or unauthorized cell phone use while working

2 points for food safety issues

2 points for leader handing out card/number for overrides

6 points for dishonesty, insubordination, or disrespect toward leadership (depending upon the severity, may be grounds for immediate termination)

For situations not listed above, we have the right to choose the points associated with it

Job Duties and Responsibilities

Although many Team Members will be assigned to a specific station or stations on a particular day, most Team Members will from time to time be required to perform a variety of jobs or tasks in the Restaurant.

You will be provided with training with respect to all the functions of your job at the Restaurant.

Guest Service

Your main responsibility as a Team Member is to help provide our guests with efficient, courteous service, quality food, and a clean, pleasant environment for their dining experience. Please remember to always smile at the guest and be friendly. Please remember to treat every guest (and all individuals) with honor, dignity and respect.

Although we strive for quick service, please do not rush a guest.

Please do not argue with a guest. If you have a situation with a guest that you cannot handle or that the guest feels has not been handled adequately, then notify your leader or a supervisor on duty.

Generally, you should stay at your assigned station, unless otherwise directed by your leader or supervisor on duty or in the case of an emergency.

Responsibilities

The following responsibilities are also a part of everyone’s job at Chick-fil-A Bonney Lake, and vital to providing our guests with the best possible experience every time they visit:

- o When you are working as a cashier or otherwise providing food orders to guests, always double-check the order to ensure it is correct before giving it to the guest.
- o When you are working as a cashier, never leave a cash register drawer open. Only work out of the drawer assigned to you.
- o Everyone is responsible for helping to ensure that stock is rotated properly.
- o Everyone is responsible for helping to ensure that the Restaurant is as clean as possible.
- o Avoid wasting food, paper products, cleaning supplies, etc. These lists are not all-inclusive or exhaustive. Other responsibilities apply to every job with Chick-fil-A Bonney Lake.

Age Restricted Activities

Chick-fil-A Bonney Lake complies with all federal, state and/or local laws regarding the employment of individuals under the age of 18. Chick-fil-A Bonney Lake requires adult supervision on the premises after 8p.m.

For Team Members aged 16 and 17, hours worked are limited as follows:

Age Group	School Week	Hours/Day	Hours/Week	Days/Week	Begin	Quit
14 – 15 Years Old	School Week	3 hours (8 hrs Sat-Sun)	16 hours	6 days	7 a.m.	7 p.m.
	Non-School Week	8 hours	40 hours	6 days	7 a.m.	7 p.m. (9 p.m. June 1 to Labor Day)
16 – 17 Years Old	School Week	4 hours (8 hrs Fri – Sun)	20 hours	6 days	7 a.m.	10 p.m. (Midnight Fri – Sat)
	School Week with a special variance	6 hours (8 hrs Fri – Sun)	28 hours	6 days	7 a.m.	10 p.m. (Midnight Fri – Sat)
	Non-School Week	8 hours	48 hours	6 days	5 a.m.	Midnight

- An adult must supervise minors working after 8 p.m. in service occupations such as restaurants and retail businesses.
- Overtime rules apply for all hours worked over 40 in one week.
- Special Variance does not apply to home-schooled students.

If you are in doubt as to whether you are prohibited from performing a particular activity or working during a particular time period due to your age, then you should refrain from performing the task or working at the particular time until you have consulted with the Shift Leader or supervisor on duty and obtained proper guidance and direction.

Code of Conduct

To work together most effectively as a team, it is important that we all recognize and understand the rules and regulations stated below and elsewhere in this Handbook. These rules and regulations are designed to insure fair and consistent treatment and to clarify each person's responsibilities.

In general any act, the consequence of which might result in harm to Chick-fil-A Bonney Lake or its Team Members or guests, which violates a company policy or which interferes or tends to interfere with the rights or property of Chick-fil-A Bonney Lake or its Team Members or guests, may subject the offender to disciplinary action.

The following rules are intended to provide a general guide to the type of conduct which may be considered sufficient grounds for disciplinary action. The disciplinary action, ranging from a reprimand to immediate discharge, depends upon the circumstances of each case. Repeated violations of these rules may result in discharge even when separate offenses might be considered minor.

Conduct other than that listed below may also result in interfering with efficient operation or in harming other Team Members, thereby necessitating appropriate discipline. Thus, the following list is not intended to be all inclusive.

Team Members should understand that discipline is directed at the specific act, not the individual. Team Members who commit any of the following acts, which have been determined to be violations of acceptable work behavior, may be subject to disciplinary action. The nature of the disciplinary action in any given case will depend upon the seriousness of the offense, the circumstances surrounding it and/or the prior work record of the Team Member(s) involved:

- o Use of profanity or abusive language toward Team Members, guests or other persons on Chick-fil-A Bonney Lake's premises or while performing company work.

- o Outside employment or activities which interfere with regular working hours or productivity.
- o Failure to maintain good housekeeping and sanitation on company premises.
- o Failing to properly report an injury or accident or falsely claiming injury.
- o Gambling on company premises, including lottery pools, sports pools, etc.
- o Violation of or disregard of the rules and regulations stated in this manual or in other company policy.
- o Failure to notify Chick-fil-A Bonney Lake of your absences, vacations or other schedule variations which cause you to be away from work during your scheduled work hours, subject to legally protected exceptions.
- o Failure to maintain satisfactory productivity and quality of work.
- o Excessive absenteeism or tardiness, subject to legally protected exceptions.
- o Violation of company policies, including any policies relative to equal employment opportunities.

Team Members who commit any of the following acts, which have been determined to be serious violations of acceptable work behavior, may be subject to immediate termination on the first offense:

- o Making or knowingly using a falsified document (e.g., time card, delivery receipt, etc.) or the filing of a fraudulent document or claim for benefits.
- o Insubordination.
- o Using, possessing, passing, selling, working, or reporting to work under the influence of, alcoholic beverages or any drug, narcotic or other controlled substance on Chick-fil-A Bonney Lake premises at any time or while performing company work.
- o Theft, misuse or unauthorized possession or removal of company, Team Member, vendor or guest property.
- o Possession of dangerous weapons or firearms on company premises.
- o Fighting, violence, or threatening behavior.
- o Making false and disparaging statements or spreading rumors which might harm the reputation of our Team Members or guests.
- o Exceeding your assigned authority, including disclosing or providing access to unauthorized persons (whether Team Members or third parties) confidential information regarding Chick-fil-A Bonney Lake or its business.
- o Abuse, damage or deliberate destruction of Chick-fil-A Bonney Lake's or a guest's property or the property of Chick-fil-A Bonney Lake's Team Members or vendors.
- o Disorderly conduct on Chick-fil-A Bonney Lake's property, such as horseplay, threatening, insulting or abusing any Team Member, guest or vendor or fighting or attempting bodily injury of anyone at any time on Chick-fil-A Bonney Lake's premises or while performing company work.

- o Violation of Chick-fil-A Bonney Lake's Equal Employment Opportunity or Non-Harassment Policies.

Please remember that employment with Chick-fil-A Bonney Lake is at the mutual consent of Chick-fil-A Bonney Lake and the Team Member, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice. Nothing in this policy should be construed to limit Team Members' rights to discuss their wages, hours or working conditions, or otherwise engage in protected concerted activity under Section 7 of the National Labor Relations Act. Any question regarding these and other rules should be discussed with a Director or the Owner/Operator.

Workplace Violence Policy

Chick-fil-A Bonney Lake has adopted a policy of zero tolerance for workplace violence. This is because Chick-fil-A Bonney Lake recognizes that workplace violence is a problem that needs to be addressed by all Team Members and employers. Consistent with this policy, Chick-fil-A Bonney Lake will not tolerate acts or threats of physical violence, including intimidation, harassment, and/or coercion which involve or affect Chick-fil-A Bonney Lake's Team Members, guests, vendors, or which occur on company property.

Acts or Threats of Violence Defined

"Threats or acts of violence" include conduct against persons or property that is sufficiently severe, offensive, or intimidating so as to alter the employment conditions at Chick-fil-A Bonney Lake or to create a hostile, abusive, or intimidating work environment for one or more of Chick-fil-A Bonney Lake's Team Members.

Specific Examples of Prohibited Conduct

Specific examples of prohibited conduct that may be considered "threats or acts of violence" under this policy include, but are not limited to, the following:

- o Hitting or shoving an individual.
- o Threatening to harm an individual or his or her family, friends, associates, or their property.

- o The intentional destruction or threat of destruction of property owned, operated, or controlled by any Team Member, leader, cashier, vendor, or by Chick-fil-A Bonney Lake.
- o Harassing or threatening an individual by making telephone calls, or sending letters or other forms of written or electronic communications.
- o Intimidating or attempting to coerce an individual to do wrongful acts.
- o Harassing surveillance, also known as “stalking,” or the willful, malicious, or repeated following of another person.
- o Making a threat with intent to place the other person in reasonable fear of his or her safety.
- o Making a suggestion or otherwise intimating that an act to injure persons or property is “appropriate,” without regard to the location where such a suggestion or intimation occurs.
- o Unauthorized possession or inappropriate use of firearms, weapons, or any other dangerous devices on Chick-fil-A Bonney Lake’s property.

Prohibited Conduct

Chick-fil-A Bonney Lake’s prohibition against threats and acts of violence applies to all persons involved in Chick-fil-A Bonney Lake’s operation, including but not limited to Team Members, leaders, cashier’s, vendors, contract and temporary workers, and anyone else on Chick-fil-A Bonney Lake’s property. Violations of this policy by any individual on company property, by any individual acting as a representative of Chick-fil-A Bonney Lake while not on company property, or by any individual acting off of company property when his or her actions affect the public interest or Chick-fil-A Bonney Lake’s business interests will be responded to with discipline and/or legal action, as appropriate. Violation by a Team Member of any provision of this policy may lead to disciplinary action, up to and including termination. This policy and any sanctions related thereto are to be deemed supplemental to applicable local, state, and federal laws.

Team Member Obligations

Each Team Member of Chick-fil-A Bonney Lake and every person on Chick-fil-A Bonney Lake’s property is subject to this policy. In addition, any individual is encouraged to report incidents of threats or acts of physical violence of which he or she is aware. In cases where the reporting individual is a Team Member, the report should be made to the reporting individual’s immediate supervisor, a management level Team Member (if the immediate supervisor is not available), or the Owner/Operator or Director of

Operations. Supervisory personnel shall promptly refer any such incident to appropriate management level personnel, who in turn shall take corrective action in consultation with the Owner/Operator or a member of the director team. Concurrent with the initiation of any investigation leading to proposed disciplinary action, Chick-fil-A Bonney Lake shall determine whether it will report the incident to local law enforcement agencies. Nothing in this policy alters any other reporting obligation established in Chick-fil-A Bonney Lake's policies or in federal, state, or local law.

Fitness-For-Duty Evaluation

At the discretion of Chick-fil-A Bonney Lake, any Team Member exhibiting warning signs, symptoms, and risk factors relative to workplace violence may be requested to submit to a medical evaluation to determine the Team Member's fitness for duty, as permitted by applicable law.

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. At the beginning of your shift, you have the right to have your drawer counted to ensure that there is the agreed-to starting change in the drawer.
2. You have the right to ask that you are the only person to use your register while you are signed into a register.
3. Should it be necessary to obtain change during your shift, contact a team or shift leader, or the Operator, to make change. Cashiers should not make change with other cashiers.
4. Should it be necessary to skim your drawer, both the cashier and the leader skimming the drawer have the right to count the skim.
5. When you finish your shift, you have the right to have the drawer counted with a supervisor or leader on duty to ensure accuracy.

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

7. Team Members should never store or place cash or coupons in their pockets or otherwise on their persons.

8. Coupons (including Be Our Guest / Digital Offer Cards) are to be treated like cash. Any improper distribution of coupons will result in disciplinary actions.

9. Scanning a customer's order on your own personal Chick-fil-A APP account is treated as stealing from the guest and the store. This is not tolerated.

You are responsible for the cash and coupons that you process during your shift. It is necessary in our business that we take this Cash and Coupon Accountability Policy extremely seriously. Any action by a Team Member contrary to this policy will result in disciplinary action, up to and including termination of employment. Additionally, you should understand that Chick-fil-A Bonney Lake may investigate all losses for possible prosecution.

Punctuality and Attendance

You will be advised of your work schedules, which are posted and sent through HotSchedules. It is your responsibility to know your schedule and to report ready for work on time.

Team Members are expected to be punctual and regular in attendance. Team Members are expected to report to work as scheduled, on time and prepared to start work at the beginning of their shifts and at the end of meal periods. Team Members also are expected to remain at work for their entire work schedule, except for meal periods or when required to leave on authorized company business. Late arrival, early departure or other absences from scheduled hours are disruptive and should be avoided.

Non-exempt Team Members are not permitted to work beyond their normal work schedule without the express approval of your supervisor.

Absences and Tardiness

Absence is defined as any time a Team Member is scheduled to work and does not report for work. This includes any day not at work during the normal workweek, or on a scheduled overtime day. This does not include approved time off such as company holidays, approved leave of absence, or jury duty, or other legally protected absences.

Tardiness is defined as when a Team Member fails to work the regularly scheduled workday, unless otherwise directed by the supervisor. This includes arriving at work after starting time, returning late from meal or break periods, not being properly dressed and ready for work, or leaving work before the end of the workday.

Reporting Absenteeism or Tardiness: If you will be absent from or tardy for work for any reason, you, and only you, must call (not text) your supervisor at least four hours before the beginning of your scheduled shift to provide: (1) an explanation for the absence, and (2) a date/time when you will report to work. Failure to provide this requisite notice will result in a no call/no-show disciplinary action against your employment status.

Excessive absenteeism or tardiness (whether paid or not) and/or failure to properly notify your supervisor may result in disciplinary action, up to and including suspension and or discharge of employment. Team Members will not be subject to discipline for legally protected absences or tardies.

Obviously, if you know of a required absence from work in advance, you must inform your supervisor as far in advance as possible, so that the supervisor can adjust the work schedule accordingly. Any request for a leave of absence/personal time off must be made the Monday prior to the week in which the day or days of time requested off occur. In certain instances – and at the discretion of the Owner/Operator – an absence is to exceed one day, you must provide your supervisor with an update at the beginning of each day of the absence, until a return to work date has been established.

If you must leave work early because of illness or other unavoidable reasons, you must personally notify your supervisor and obtain approval before departure, subject to legally-protected reasons.

If the Team Member fails to report for work without any notification to the Team Member's supervisor and the Team Member's absence continues for a period of three days, Chick-fil-A Bonney Lake may consider that the Team Member has abandoned his

or her employment and has voluntarily resigned, subject to legally-protected exceptions.

Employment of Relatives and Personal Relationships

It is the policy of Chick-fil-A Bonney Lake to foster a positive Team Member relations environment for all Team Members. In keeping with this philosophy, we also recognize as an organization that personal relationships can and do occur among Team Members. To avoid the appearance of favoritism, to maintain objectivity and appropriate expectations regarding performance, and to avoid potential harassment and discrimination claims, this policy describes the Restaurant's expectations when a Team Member engages in a personal relationship with other Team Members.

"Supervisor" is defined as someone having the ability to hire, discipline, coach, assign work, terminate, and/or evaluate staff.

"Subordinate" is defined as any Team Member who reports to a leader or supervisor, whether directly or through one or more additional layers of management.

"Personal Relationship" is defined as a social relationship between Team Members who have or have had a relationship of a romantic or sexual nature, including a boyfriend, girlfriend, or significant other.

Off-duty conduct is generally regarded as private, as long as such conduct does not create problems within the workplace. However, public displays of affection are highly discouraged and may result in disciplinary action at the discretion of the Owner/Operator.

Special mention is made for relationships between Team Members and leadership: Individuals in supervisory positions or other influential roles are subject to more stringent requirements under this policy due to their status as role models, their access to sensitive information, their ability to influence others and to affect working environments or conditions of employment. To that end, all supervisors, leaders, executives or anyone else in a sensitive or influential position are prohibited from engaging in a personal relationship (romantic, sexual, marriage) with direct subordinates, whether at work or on personal time.

Restrictions on personal relationships apply regardless of the sexual orientation of the Team Members involved. Thus, this policy applies equally to opposite-sex and same-sex relationships.

This policy applies only to consensual personal relationships between Team Members. Unwanted sexual attention (including physical contact) and other sexual behavior with the purpose or effect of creating an offensive environment is strictly prohibited pursuant to our Policy against Sexual Harassment and Other Workplace Harassment.

Dress Code

Chick-fil-A Bonney Lake has high standards concerning uniforms and personal appearance, as this is an important element of providing outstanding service to and instilling confidence in our customers. A professional uniform and overall appearance communicates to customers that we care about customer service, quality, and cleanliness.

Uniforms

All uniforms items (including belts, outerwear, and caps) must be from Chick-fil-A Team Style collection with an exception to a long sleeve black or white undershirt. All garments should fit properly and be cleaned, and in good condition (i.e., no holes, fraying, stains, discoloring, etc.). Team Members who work on average 32 hours per week or more will receive 2 free uniforms. Team Members who work on average less than 32 hours per week will receive 1 free uniform. Additional shirts, pants and parts of the uniform may be purchased by Team Members at their own personal expense, subject to legally protected exceptions. Your free uniform consists of pants, shirt, belt, apron for kitchen team members and nametag. Caps are optional and can be purchased from the store. Other items may be provided depending upon your position.

- o Proper under garments must be worn by all Team Members.
- o Chick-fil-A name badges 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 name-tag.
- o All shirts (except maternity tops) must be worn tucked in. Chef's coats are not to be tucked in.
- o Polo shirts must be worn with either all buttons fastened, or at most the top button unfastened.

- o T-shirts sleeve length should not extend below bottom edge of the team style shirt sleeve. You may wear a plain black or white long sleeve under uniform polo.
- o Pants must fit properly, and must be hemmed to fold at mid-point of the heel; cuff and/or pegged pants are not acceptable.
- o Team style belt must be worn and must be trimmed so that it does not hang below the belt line.
- o Shoes must be solid black and slip-resistant. Team Members will be required to purchase one pair of slip-resistant shoes from Shoes for Crews or another slip resistant shoe brand prior to your first shift. Closed heel and closed toe styles required.
- o Shoes must fit properly with laces tied, unless limited by temporary medical conditions, requiring temporary medical device, due to broken bones, surgeries, etc.
- o Team Members must wear solid dark colored socks (gray, navy or black preferred).

Masks are part of the Chick-fil-A Bonney Lake uniform during the COVID-19 response. Uniforms are an extension of Chick-fil-A Bonney Lake's brand strategy, which needs to be consistent from team member to team member. Team Members should not put any type of marks, logos, schools, universities, statements, symbols or quotes on their uniforms. Team members must wear mask above the nose and must wear them at all times in the restaurant outside of eating and drinking.

Jewelry

Jewelry (including medical alert jewelry) must be modest in size to help prevent the cross-contamination, and worn in good taste so as not to be distracting to guests, or fellow Team Members.

- o Any necklace worn should be tucked inside clothing, to avoid being a safety hazard. Rings must be limited to a wedding band, or set (not on thumbs).
- o In food preparation areas, rings if worn, must be worn with gloved hands, to avoid food contamination, or from catching on equipment.
- o Wrist watches, and or, medical alert bracelets, must be conservative in size, and appearance, they should not have gemstones, that could come loose. Other bracelets or wrist bands, (e.g., rubber or string, etc.) may not be worn.
- o Earrings must be limited to plain stud earrings (no inset gemstones or dangling earrings, including hoops of any size).
- o Team Members may have no more than two earrings per ear and worn only in the earlobe.
- o Jewelry and pierced body parts exposed to guests, other than earlobe and nose are not acceptable.

- o Nose jewelry is limited to studs.

Grooming

Good personal hygiene is expected of Team Members when they report to work (e.g. clean shaven, bathed, and with appropriate application of body deodorant).

- o 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 guests or fellow Team Members. Hair styles must be neat and professional in appearance.
- o Hair that falls around face must be tied back using a simple hair band or barrette without dangling parts.
- o Facial hair must be neatly trimmed and groomed.
- o Makeup must be subdued and worn in good taste so as not to be distracting to guests and fellow Team Members.
- o Fingernails must not extend from fingertips when viewed from the open palm. Finger nail polish must not be worn when in the food preparation area; if worn, it must be a solid color worn in good taste and worn only in guest service areas.
- o Acrylic nails and finger nail gems must not be worn.
- o Tattoos on any part of the neck and/or face are not acceptable. Tattoos on these visible areas must be covered by approved uniform or by waterproof makeup.

Chick-fil-A Bonney Lake will reasonably accommodate Team Members' religious dress and grooming practices and/or disabilities in terms of dress code, personal appearance, and grooming standards, unless the accommodation creates an undue hardship. Reasonable accommodations will be determined by using an interactive process. For questions regarding appropriate workplace attire and/or reasonable accommodations, please see a leader, the Director of Human Resources, or the Owner/Operator for details.

No Solicitation

Solicitation or distribution of literature by persons not employed by Chick-fil-A Bonney Lake is prohibited at all times on company property. You may not solicit your co-workers or distribute literature for any purpose during working time. Working time includes the working time of the co-worker doing the soliciting or distributing and the co-worker to whom the soliciting or distributing is being directed, but does not include meal periods, scheduled breaks, times before or after a shift, sending of e-mail while

not on duty, or other times when co-workers are properly not performing their job duties. Distribution of hard copy literature in work areas is prohibited at all times.

Confidential Information

All non-public information concerning intellectual property of any kind, and client/guest, agent, vendor, and/or distributor lists are to be regarded as confidential information. In addition, all information concerning Chick-fil-A Bonney Lake's Team Members, including without limitation personal or private information, is confidential in nature. Documents or recordings containing such information are not to be taken from Chick-fil-A Bonney Lake's premises and the information contained therein is not to be divulged to persons outside Chick-fil-A Bonney Lake. Disclosure of confidential information will result in termination of employment and possible prosecution. However, for purposes of this policy, "confidential information" does not include wages, hours, benefits, or other terms and conditions of employment, or a Team Member's own personnel information. Further, this policy does not prohibit Team Members from discussing their own personnel information with one another or with a government agency.

Confidentiality of Team Member Medical Information

Team Members have a legally protected privacy interest in their confidential medical information. Chick-fil-A Bonney Lake may, from time to time, receive medical information concerning Team Members, either in connection with medical certification for a leave of absence or accommodation request, or otherwise. Chick-fil-A Bonney Lake has developed procedures to ensure the confidentiality of Team Member medical information and protect it from unauthorized use and disclosure. These procedures include instruction to Team Members, supervisors and agents that come in contact with Team Member medical information about the confidentiality of such information, and security systems restricting access to files containing medical information of Team Members.

Medical information of Company Team Members shall not be used or disclosed unless the person to whom the information pertains has signed an authorization for its use or disclosure, except that the medical information may be disclosed if: (1) it is used in the administration of Chick-fil-A Bonney Lake's Team Member benefit plans, for workers' compensation purposes, or for determining the patient's eligibility for paid and unpaid leaves from work for medical reasons, (2) it is needed by a healthcare provider to

diagnose or treat the Team Member and the Team Member is unable to authorize the disclosure, (3) the Team Member has placed the information in issue in a lawsuit, arbitration, grievance or other proceeding between Chick-fil-A Bonney Lake and the Team Member, or (4) Chick-fil-A Bonney Lake is required to disclose it by law.

Any supervisor who receives medical information of any kind about a Team Member, including information obtained in connection with a Team Member's absence from work or request for a leave of absence, must disclose such information immediately to the Owner/Operator or Director of Human Resources. In order to assure confidentiality, the information should be communicated to the Owner/Operator or Director of Human Resources in a face-to-face communication, by telephone from a secure, private location, or in a writing placed in a sealed envelope delivered directly to the Owner/Operator or Director of Resources. Confidential medical information should not be transmitted by e-mail.

Progressive Discipline

When a Team Member's work performance or behavior falls below company standards, Chick-fil-A Bonney Lake may take corrective action to address the issue as it deems appropriate under the circumstances. Where progressive discipline is appropriate, the following types of disciplinary action may be taken (depending upon the circumstances), and generally may be taken in this order as appropriate:

1. Written warning(s)
2. Meal suspension
3. Suspension without pay
4. Termination

Disciplinary actions will be approached on a case-by-case basis, taking into account all the relevant facts and factors of the situation. Therefore, Chick-fil-A Bonney Lake retains the right to skip and/or combine any of these steps of progressive discipline if circumstances necessitate. We also reserve the right to discipline Team Members at any time for inappropriate conduct or behavior, whether or not such conduct is referenced or mentioned in this Handbook.

Nothing in this policy constitutes a contract of employment based on any specified conditions, implied or otherwise, and in no way alters Chick-fil-A Bonney Lake's policy of at-will employment.

Performance Reviews

Chick-fil-A Bonney Lake will strive to formally evaluate work performance at least annually. However, the frequency of performance evaluations will ultimately vary depending upon your length of service, job position, past performance, changes in job duties or recurring performance problems. Chick-fil-A Bonney Lake will also strive to provide you with on-the-job feedback and counseling regarding your performance.

Your performance evaluations may review factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your work attitude and your attitude toward others. The performance evaluation should help you become aware of your progress and areas for improvement. After your review you will be required to sign the evaluation report to acknowledge that it has been presented to you and discussed with you by your supervisor, and that you are aware of its contents.

You should note that a good performance evaluation does not guarantee a pay raise, because pay increases may not occur every year, nor is a good performance evaluation or a pay raise (or any other compensation or incentive) a promise of continued employment.

Your employment at Chick-fil-A Bonney Lake is expressly at the will of you and Chick-fil-A Bonney Lake. Either you or Chick-fil-A Bonney Lake may terminate the employment relationship with or without cause and with or without notice at any time. Nothing in this policy alters at-will employment.

Changes to Personal Information

Current personnel information is required by law and necessary for the administration of benefit plans and other employment purposes. Therefore, it is essential that our personnel records are current and accurate. It is your responsibility to notify the Owner/Operator or the Director of Human Resources immediately concerning any changes in your name, address, telephone number, marital status, relationship with and total

number of dependents, person to notify in case of emergency, physical or other limitations, and insurance coverage or beneficiary.

Personnel Files

Chick-fil-A Bonney Lake maintains a personnel file on each Team Member. Personnel files are Company property, and access to their contents is restricted. Generally, only supervisors and management personnel with a legitimate reason to review information in a file may do so. Information in a Team Member's file is confidential and will not be released to anyone outside Chick-fil-A Bonney Lake except: (1) when authorized by the Team Member in writing, (2) in a legal proceeding in which the Team Member and Chick-fil-A Bonney Lake are parties, or (3) as otherwise permitted or required by law.

In Washington, current Team Members have the right to inspect or receive a certified copy of their personnel records in accordance with applicable law. Your request will be fulfilled within a reasonable period of time – usually within 10 business days of your request. Former Team Members also have the right to receive a certified copy of their personnel records. The request will be fulfilled within 10 business days of the request if the request was submitted within sixty (60) days of termination or during any longer period in accordance with applicable law. If you request a copy of your file, then you must pay for the actual cost of reproduction.

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Technology Utilization

Social Media Policy

At Chick-fil-A Bonney Lake, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents risks and carries 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.

The same company principles and guidelines that apply to your off-line activities apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects guests, vendors or suppliers may result in disciplinary action up to and including termination.

Express Only Your Personal Opinions

Never represent yourself as a spokesperson for Chick-fil-A Inc. or Chick-fil-A Bonney Lake. If Chick-fil-A Bonney Lake is a subject of the content you are creating, be clear and open about the fact that you are a Team Member and make it clear that your views do not represent those of Chick-fil-A Bonney Lake, fellow associates, members, clients, suppliers or people working on behalf of Chick-fil-A Bonney Lake. If you do publish a blog or post online related to the work you do or subjects associated with Chick-fil-A Bonney Lake, make it clear that you are not speaking on behalf of Chick-fil-A Bonney Lake. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Chick-fil-A Inc. or Chick-fil-A Bonney Lake."

Nothing in this policy should be construed to limit Team Members' rights to discuss their wages, hours or working conditions, or otherwise engage in protected concerted activities under Section 7 of the National Labor Relations Act.

Retaliation is Prohibited

Chick-fil-A Bonney Lake prohibits taking negative action against any Team Member for reporting a possible violation of this policy or for cooperating in an investigation. Any Team Member who retaliates against another Team Member for reporting a possible violation of this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Team Member Telephone Calls

Telephone calls made during working hours should pertain to company business only. Personal calls are discouraged during working time, except in the case of extreme emergencies. Generally, Team Members should wait to make personal calls until they are on a break or off-duty.

Cell Phone and Other Personal Electronic Devices

Unless otherwise authorized by the Owner/Operator, cell phones and other personal electronic devices may not be used or worn while you are working. If you choose to bring a personal cell phone or similar device to work, it must be turned off or to “silent” mode so as not to be disruptive to the workplace. Please inform friends and family that if they call your cell phone or text you while you are working that you are only able to respond during your break periods. Cell phone calls and texting during break periods are only permitted in designated break areas. Chick-fil-A Bonney Lake prohibits Team Members from using any personal electronic device while driving during work unless the device permits hands-free listening, talking or texting, and is so used while driving. Violation of this policy may lead to disciplinary action up to and including termination of employment. Further, Team Members are advised that any vehicle citations they may receive for violating any driving laws, including cell phone/personal electronic device usage laws, are the Team Members’ responsibility. Chick-fil-A Bonney Lake will not pay for any such tickets or citations. It is each Team Member’s responsibility to operate their vehicle in a safe and legal manner.

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Team Member Health and Welfare

Team Member Safety

Every Team Member is responsible for his/her safety, as well as for others in the workplace. To achieve our goal of maintaining a safe workplace, everyone must be safety conscious at all times.

Your safety is extremely important to us. Good housekeeping is a natural part of safety. Keep your eye out for and pick up all trash and debris and any other foreign objects regardless of where they are located. If you notice an unsafe condition that you cannot correct yourself, report it immediately to your supervisor. In the event of injuries to Team Members, notify your supervisor at once.

If a Team Member becomes injured, do not attempt to move him/her or administer first aid unless you are qualified. Notify your supervisor or a leader immediately. Also, do not discuss the accident with other Team Members, and do not make any statements about the accident to third parties at the accident scene. Management personnel will handle the accident report.

It is a violation of Company policy to fail to report any work-related injury or illness to management. Team Members are required to immediately report any work related injury or illness to management, or any suspected work-related injury or illness to management as soon as the Team Member becomes aware of the injury or illness. Reporting work-related injuries and illnesses is critical to the wellbeing of Company Team Members, and enables Chick-fil-A Bonney Lake to ensure appropriate medical care and treatment are provided to injured or ill Team Members and to investigate and correct potential hazards in the workplace. Team Members are subject to discipline for violations of these safety rules. Please note that it is a violation of Company policy for any Team Member who reports an injury or illness to be retaliated against because the Team Member has reported a work-related injury or illness.

Workers' Compensation

Chick-fil-A Bonney Lake is concerned about the safety and wellbeing of its Team Members. Chick-fil-A Bonney Lake provides a comprehensive workers' compensation insurance program in accordance with state law, which covers work related injuries or illnesses. Chick-fil-A Bonney Lake pays the entire cost of all Worker's Compensation Insurance. Team Members who sustain any work injuries or illnesses must inform their supervisor and the Director of Human Resources or Owner/Operator immediately. It is extremely important that any injury or illness occurring during or arising out of a Team Member's employment with Chick-fil-A Bonney Lake be reported as soon as reasonably possible after the Team Member becomes aware of the injury or illness, regardless of

how minor it may appear. Failure to timely report any accident, illness or injury may affect a Team Member's eligibility for any workers' compensation benefits to which he or she may be entitled. Team Members who file fraudulent claims will be subject to termination.

Licenses, Certifications, and Registrations

You must obtain a Washington Food Handlers Card within 30 days of your hire date. You can search online for various courses that are authorized. You must provide Chick-fil-A Bonney Lake a copy of your card within 30 days. Once you have your food card, please keep the original and provide a copy to your Operator. Failure to do so within 30 days will result in suspension or further disciplinary actions. Some jobs may require a specific license, certification or registration as a condition of continued employment and/or being able to legally and ethically to perform the job. It is your responsibility to maintain any current license, certification and registration required by the job. Failure to maintain currency and validity will result in reassignment, suspension or termination of employment.

Parking

In order to provide our guests with easy access to the Restaurant, we will have an area designated by the Owner/Operator for Team Member parking. This area will be away from the front of the Restaurant in a non-critical area of the parking lot. An exception to this policy is during opening/closing hours. During those times cars may be parked near the entrance for safety.

Vehicle Requirements

Team Members who drive their own vehicle for business reasons (e.g., deposit or change fund withdrawals at bank, store-to-store transfer, catering, etc.) must be at least 18 years old, have liability insurance, and a valid driver's license. No one may drive a vehicle for business while impaired through sickness, drugs, alcohol, etc. All vehicles driven for Restaurant business will be operated within all the state laws. When driving, follow the listed guidelines to insure safety: seat belts shall be utilized by all occupants at all times; obey the speed limit; drive defensively at all times; if conditions are unsafe – stop driving; and no vehicle shall be driven which has an obvious mechanical problem affecting the performance and/or safety of the vehicle or its occupants.

Smoke-Free Workplace

Tobacco use, as well as the use of nicotine and vapor delivery systems, such as cigarettes in the workplace, including inside all enclosed buildings, on company property and in company vehicles is prohibited. Team Members wishing to smoke must do so outside company facilities, at least 100 feet away from all entrances and windows that open and smoking must occur during scheduled work breaks. Team Members who violate this policy will be subject to disciplinary action up to and including discharge. Smoking means inhaling, exhaling, burning, carrying or possessing any lighted tobacco product, including cigarettes, cigars, pipe tobacco, and any other lit tobacco products.

Tobacco use means the personal use of any tobacco or marijuana product, whether intended to be lit or not, which shall include smoking, as defined above. It also includes the use of smokeless tobacco, including snuff, chewing tobacco, smokeless pouches, any other form of loose-leaf, smokeless tobacco, and the use of unlit cigarettes, cigars and pipe tobacco.

Team Members who observe other individuals smoking in the workplace have a right to object and should report the violation to their supervisor or another member of management. No Team Member will be disciplined or retaliated against for reporting smoking that violates state law or company policy.

Team Members who wish to smoke during their break may not wear any Chick-fil-A uniform or related logos while smoking. Failure to abide by this policy may result in discipline, up to termination.

Drug and Alcohol Policy

Chick-fil-A Bonney Lake is committed to providing a drug-free workplace. It is the policy of Chick-fil-A Bonney Lake that illegal drugs (as defined by applicable law) and controlled substances are not permitted on the premises of Chick-fil-A Bonney Lake for any reasons. This guideline does not apply to any Team Member using prescription medication on the orders of a physician.

Any Team Member found selling, buying, possessing, passing, using, or under the influence of illegal drugs or controlled substances on Chick-fil-A Bonney Lake's premises will be suspended, and breach of this policy may result in termination. Likewise, any Team Member under the influence of illegal drugs, alcohol, or controlled substances while reporting for or at work may be deemed in violation of this policy.

The improper use of legal drugs or illegal and illicitly-used substances (hereinafter referred to as “drugs”) is a significant problem to businesses, Team Members, and society in general. Their sale, use, and abuse when connected to the work environment threaten the safety, morale, and public image of both Chick-fil-A Bonney Lake and its Team Members. Such conduct also adversely affects Team Member health and job performance. All Team Members and applicants are hereby put on notice that it is strictly forbidden at Chick-fil-A Bonney Lake, as well as being unlawful, for any person to manufacture, distribute, dispense, possess, be under the influence of, or use any drugs in the workplace. Chick-fil-A Bonney Lake will not tolerate criminal behavior on the part of any of its Team Members. Chick-fil-A Bonney Lake adheres to the following policy regarding drugs:

- o Use or possession of drugs on company premises or working under the influence of drugs is strictly forbidden. Violation of this policy is cause for immediate disciplinary action, up to and including termination, as well as possible referral to appropriate law enforcement agencies.
- o A Team Member who is found to be a seller or is involved in the sale or solicitation of drugs will be discharged from employment of Chick-fil-A Bonney Lake immediately.
- o The unauthorized use or possession of alcoholic beverages on company premises or during working hours, including meal periods, is prohibited. Reporting to work or performing one’s job assignments under the influence of alcohol or drugs is cause for disciplinary action, up to and including dismissal. Prior written approval by management of Chick-fil-A Bonney Lake is required before any company-sponsored activity may include the serving or consumption of beverages containing alcohol.
- o Use, possession, or sale of drugs off company premises is illegal and may be cause for or result in disciplinary action, including termination, if such off-duty conduct adversely affects performance, safety, or Chick-fil-A Bonney Lake’s reputation.
- o The authorized use and possession of prescription drugs is not forbidden by Chick-fil-A Bonney Lake. The abuse of prescription drugs is forbidden, and is cause for immediate disciplinary action, up to and including termination.

The terms “company premises” and “workplace” in this policy are used in their broadest sense, and include all company property including, but not limited to parking lots, desks, or work areas of Team Members.

Team Members have the responsibility to consult with their doctors or other licensed health care professionals about the effect of prescribed medications on their ability to perform their specific job duties in a safe manner, and to promptly disclose any work restrictions to the Owner/Operator or to the Director of Operations. Team Members

should not, however, disclose underlying medical conditions, impairments or disabilities to the Owner/Operator or to the Director of Operations unless specifically directed to do so by their doctors or other licensed health care professionals.

While Chick-fil-A Bonney Lake has no intention of intruding into the private lives of its Team Members, Chick-fil-A Bonney Lake requires all Team Members to report to work in a condition to perform their duties safely and at full efficiency. A Team Member who is on the job under the influence of drugs or alcohol is in violation of this policy. Where there is cause to believe that a Team Member is under the influence of drugs or alcohol, the Team Member will be relieved of their job responsibilities immediately. Cause to believe a Team Member may be under the influence will be determined on a case by case basis, and includes but is not limited to an assessment of a Team Member's behavior, coordination, physical or mental ability or fitness, or involvement in a work-related accident.

Each Team Member is responsible for reporting to management any incidents or cases where suspected violations of this policy occur. Management personnel receiving such reports are accountable for taking or recommending disciplinary action, if appropriate, and/or referral for rehabilitative services as well as possible notification of law enforcement agencies.

By enactment of this policy, Chick-fil-A Bonney Lake does not intend to create any contract with any Team Member or applicant for employment. This policy is subject to modification, interpretation, and revision upon the prerogative of Chick-fil-A Bonney Lake, and with or without notice to Team Members or applicants.

If any Team Member who otherwise complies with this policy requests help in overcoming an alcohol or drug problem, Chick-fil-A Bonney Lake will try to help by referring the person to what it considers the best programs available, and by explaining what is available under Chick-fil-A Bonney Lake's medical insurance. Team Members will not be disciplined by Chick-fil-A Bonney Lake because they request assistance. Team Members may not, however, escape discipline by requesting assistance after they violate Chick-fil-A Bonney Lake's policies. In addition, Team Members who request assistance will not be excused from complying with Chick-fil-A Bonney Lake's policies, including its standards for Team Member performance and conduct.

Consequences

Team Members who violate this policy will be subject to appropriate disciplinary action, up to and including termination of employment. If participating in a voluntary

treatment program, a Team Member's return to work, reinstatement and/or continued employment may be conditioned on the Team Member's successful participation in and/or completion of any and all evaluations, counseling, treatment, and rehabilitation programs, passing of return-to-duty and follow-up drug and alcohol tests, and/or other appropriate conditions as determined by Chick-fil-A Bonney Lake.

Drug Testing

Chick-fil-A Bonney Lake reserves the right to conduct reasonable suspicion and other drug and alcohol tests in accordance with the requirements of applicable law.

Inspection

Chick-fil-A Bonney Lake provides its Team Members with the use of various property and facilities which are necessary in the performance of their work. Chick-fil-A Bonney Lake, at all times, retains full title and control, including the right of inspection, over such property or facilities. Chick-fil-A Bonney Lake wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, Chick-fil-A Bonney Lake prohibits the possession, transfer, sale, or use of such materials on its premises and it requires the cooperation of all Team Members in administering this policy.

To facilitate enforcement of this policy, Chick-fil-A Bonney Lake reserves the right to conduct inspections, at Management's discretion, of: (1) the contents of all packages, bundles, boxes, tote bags, knapsacks, purses, suitcases, briefcases, lunch pails, tool boxes, or other containers taken into or out of Company premises; (2) all offices, desks, lockers, and work stations; and (3) all motor vehicles on Company premises. Whenever practicable, Chick-fil-A Bonney Lake will conduct the inspection in the presence of the Team Member working in the particular location involved. However, in emergencies or other appropriate circumstances, Chick-fil-A Bonney Lake reserves the right to conduct an inspection without the presence of the Team Member involved. A refusal to permit an inspection requested by Management may result in immediate termination. Because an inspection might result in the discovery of a Team Member's personal possessions, all Team Members are encouraged to avoid bringing into the workplace any personal property that they do not wish to reveal to Chick-fil-A Bonney Lake. In addition, for security reasons, Team Members should not leave personal belongings of value in the workplace. Team Members should not have any expectation of privacy with respect to any aspect of the Restaurant premises. Additionally, Team Members should not have

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

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

Team Members should not have any expectation of privacy where Chick-fil-A Bonney Lake or customer property is concerned. Any property not owned by the Team Member may be searched at any time with or without the Team Member's consent. Team Members will be held accountable for any illegal or prohibited items found in areas designated to them or areas that are considered to be within their primary control.

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Benefits

College Scholarships

Chick-fil-A, Inc. provided educational scholarships for restaurant Team Members in 2019, awarding \$15.3 million to more than 6,000 deserving Team Members across the

country. Chick-fil-A, Inc., under the Leadership Scholarship Program, offers \$2,500 scholarships to qualified Restaurant Team Members who complete their high school education and are accepted into college; are active in their schools and communities; and demonstrate a solid work ethic, strong leadership abilities, good teamwork skills, and a desire to succeed. The True Inspiration Scholarship \$25,000 scholarship is also be available to qualified Team Members. More than \$75 million in scholarships has been awarded to over 53,000 Team Members since 1973 by Chick-fil-A, Inc. Visit <https://www.chick-fil-a.com/Remarkable-Futures-Scholarships> for more information. Chick-fil-A Bonney Lake does not administer the scholarship program, and it is not responsible for their terms, conditions, or availability.

Holidays

Below is a list of holidays Chick-fil-A Bonney Lake normally observes and, therefore, is closed or keeps limited hours. We reserve the right to modify this list.

[New Year's Day](#) - limited hours

[Labor Day](#) - limited hours

[Independence Day](#) - limited hours

[Memorial Day](#) - limited hours

[Thanksgiving](#) - closed

[Christmas Eve](#) - limited hours

[Christmas Day](#) - closed

[New Years' Eve](#) - limited hours

Chick-fil-A Bonney Lake will attempt to accommodate the religious and cultural observances and practices of its Team Members. Requests for time off for religious and cultural observances, except as provided on Chick-fil-A Bonney Lake's holiday schedule, will be treated on an individual basis, and accommodation will be afforded so long as such can be accomplished without undue hardship to business operations. Examples of reasonable accommodations include the use of voluntary substitutes and swaps, flexible scheduling, or temporary changes in job assignments. Team Members

are required to notify their supervisors in writing of any requested days off for religious observations at least thirty days prior to the requested absence. This policy will be administered consistent with federal, state, and/or applicable local laws and regulations.

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Time Away from Work

Family and Medical Leave

The Family and Medical Leave Act of 1993 ("FMLA") became effective August 5, 1993, and applies to all public and private employers with 50 or more Team Members. FMLA requires covered employers to provide up to 12 weeks of unpaid, job protected leave

for eligible Team Members for certain medical and family-related reasons. The following is a brief overview of the FMLA and how it will apply here.

Eligibility

To be eligible, a Team Member must meet several eligibility requirements including:

- o work at a worksite with 50 or more Team Members or where we have 50 or more Team Members within a 75 mile radius of that worksite;
- o have worked for the employer for at least 52 weeks as of the first day of FMLA Leave. The 52 weeks need not be consecutive;
- o have worked at least 1250 hours (not including paid hours when the Team Member was not at work, such as vacation or holidays) during the 12 month period immediately preceding the first day of FMLA Leave; and
- o not be on layoff either at the time FMLA Leave is requested or when the FMLA Leave is scheduled to begin.

Leave Period and Types of Leave

Up to 12 weeks of leave in a 12 month period is available for the following reasons:

- o For the birth of the Team Member's child and to care for such child;
- o For the placement of a child with the Team Member for adoption or foster care;
- o To care for an immediate family member of the Team Member if such family member has a serious health condition, is incapable of self-care and needs the assistance of someone in carrying out daily activities. An immediate family member is considered to be a spouse, child, or parent.
- o Due to a serious health condition of the Team Member that makes the Team Member unable to perform the essential duties of his/her position as defined in the FMLA.

Nature of FMLA Leave

The maximum FMLA leave available to any eligible Team Member with a qualifying reason is 12 work weeks during a 12 month period. No FMLA Leave for the birth of a child or the placement of an adopted or foster child can be taken more than 12 months after the date of birth or placement. If a Team Member and the Team Member's spouse both work for Chick-fil-A Bonney Lake, they are only entitled to an aggregate of 12 weeks of FMLA Leave in the case of the birth or placement of a child for adoption or foster care. All FMLA Leave taken under this policy or which would otherwise qualify for

a leave of absence under the FMLA shall count as a part of the Team Member's entitlement to a leave of absence under the FMLA.

Generally any FMLA Leave shall be unpaid. If, however, the eligible Team Member shall be entitled to any paid leave time under any other company benefit program (such as accrued vacation or Short Term Disability), the Team Member shall first use such paid leave time before continuing the FMLA Leave on an unpaid basis. Any time for which the Team Member receives pay while on FMLA leave shall be counted as part of the Team Member's FMLA Leave.

If a Team Member fails to report to work upon expiration of a FMLA Leave, the Team Member shall be subject to termination.

Procedure to Obtain a FMLA Leave

Any eligible Team Member who desires a FMLA Leave for a foreseeable need shall provide Chick-fil-A Bonney Lake with the following:

- o At least 30 days prior to the start of the FMLA Leave (if it is impossible to do so 30 days in advance, then as soon as practicable), a completed written request for FMLA Leave in the form required by Chick-fil-A Bonney Lake; and
- o If the leave is due to the Team Member's own health condition or the health of a family member, at least 15 days prior to the start of FMLA Leave (if it is impossible to do so 15 days in advance, then as soon as practicable), a written certification from a health care provider on the form provided by Chick-fil-A Bonney Lake. Failure to furnish a timely request for FMLA Leave or a medical certification can result in the denial or delay of a FMLA Leave. In the case of a medical emergency, the Team Member or the Team Member's representative shall furnish a request for FMLA Leave form and a medical certification as soon as possible.

At the option and expense of Chick-fil-A Bonney Lake, Chick-fil-A Bonney Lake can require the Team Member with a serious health condition to obtain a second opinion from a health care provider selected by Chick-fil-A Bonney Lake. Failure of the Team Member or the Team Member's family member to submit to an examination by the health care provider selected by Chick-fil-A Bonney Lake can result in the denial or delay of the requested FMLA Leave. If the second medical certification differs from the medical certification furnished by the Team Member's health care provider, Chick-fil-A Bonney Lake can request a certification from a third health care provider at its expense. The third health care provider shall be paid by Chick-fil-A Bonney Lake and shall be

selected by the agreement of first two doctors. Failure of the Team Member to submit to such third medical examination may result in the denial or delay of the FMLA Leave. The opinion of such third health care provider shall be final and binding.

Intermittent or Reduced Leave Schedule

When necessary, a Team Member can take a FMLA Leave on an intermittent basis or work on a reduced schedule. Every Team Member is obligated to make a reasonable effort to schedule medical treatment and on intermittent or reduced work schedule so as not to unduly interrupt Chick-fil-A Bonney Lake's operations. Any Team Member who needs an intermittent or reduced schedule leave shall submit an application for such leave on a form supplied by Chick-fil-A Bonney Lake at the time described above. The Team Member shall also, within the time limits set forth above, furnish Chick-fil-A Bonney Lake with a medical certification on a form supplied by Chick-fil-A Bonney Lake regarding the need for such intermittent or reduced schedule leave. As in the case of other FMLA Leaves, Chick-fil-A Bonney Lake can require a second or third medical certification. Prior to the commencement of any intermittent or reduced schedule leave, Chick-fil-A Bonney Lake and the Team Member shall sign an agreement setting forth the time, duration and essential terms of such intermittent or reduced schedule leave.

FMLA Insurance and Other Benefits

During the time that a Team Member is on FMLA Leave, the Team Member's medical insurance shall continue on the same basis as when the Team Member was actively at work. Chick-fil-A Bonney Lake shall pay its share of the medical insurance premium, and the Team Member shall be responsible for paying the Team Member's share of such premium.

A Team Member shall not accrue any credit toward vacation or other benefits based upon time worked for the time that he or she is on FMLA Leave.

Job Restoration

Upon expiration of a FMLA, a Team Member who is able to return to work and returns to work, shall be restored to the same or an equivalent job.

Failure to notify the Owner/Operator or Director of Human Resources as required, to provide the required medical recertification or to return to work immediately upon expiration of a FMLA Leave may result in termination of the Team Member. Failure to

furnish a medical certificate of the Team Member's ability to return to work may result in the delay of job restoration or the termination of the Team Member.

Bone Marrow Donor Leave

Team Members who work an average of twenty (20) or more hours per week may use their accrued and available paid sick time (up to 40 hours) to donate bone marrow or undergo procedures to determine if they are a proper bone marrow donor. Team Members will be required to provide written certification.

Military Leave

Chick-fil-A Bonney Lake will comply with the Uniform Services Employment and Reemployment Rights Act of 1994 (USERRA) and all applicable state laws regulating absence from work for military service. USERRA protects job rights and benefits for veterans and members of the reserves. USERRA prohibits discrimination against Team Members, and provides reemployment protection and other benefits for veterans and Team Members who perform military service. Different issues may arise concerning Team Member rights during military leave. As military leave situations arise, Team Members should consult with the Owner/Operator or Human Resources Director for current and complete details regarding their military leave rights.

Volunteer Firefighter Leave

Team Members who are volunteer firefighters of a rural protection district or firefighters employed by a city or a private firefighting service, may be granted a leave of absence to perform service until release from such service permits them to resume the duties of employment.

Team Members needing time off should notify their supervisor or a manager as soon as possible so that arrangements to accommodate the absence may be made. Time off to serve or train as a volunteer firefighter is unpaid, subject to legally-protected exemptions.

Leave to Attend Juvenile Proceedings

Team Members make take leave to attend juvenile proceedings when issued a summons to personally appear at such proceedings. Team Members needing time off should notify their supervisor or a manager as soon as possible so that arrangements to accommodate the absence may be made.

Time off to attend juvenile proceeds is unpaid, subject to legally-protected exemptions.

Legislative Assembly Member Leave

Eligible Team Members who are members of or who are certified and appointed to serve in the Legislative Assembly, may take leave to attend any regular or special session of the Legislative Assembly or to perform official duties. Team Members requiring leave shall give notice at least thirty (30) days before a regular session, and as soon as it is reasonably apparent that a special or emergency session is to be called.

Eligible Team Members are Team Members who have been employed at least ninety (90) days immediately prior to the first day of the leave of absence. Legislative Assembly leave is unpaid, subject to legally-protected exemptions.

Victims of Crime Leave

Eligible Team Members who are a victims of a crime, or whose spouse, domestic partner, father, mother, sibling, child, stepchild or grandparent is a victim of a crime, may take a reasonable amount of unpaid time off in order to participate at a criminal, juvenile proceeding or any other proceeding at which a crime victim has a right to be present.

Eligible Team Members are those who have worked an average of more than twenty five (25) hours per week for at least 180 days immediately before the date of leave.

Team Members needing time off in accordance with this policy should notify their supervisor or manager as soon as possible so that arrangements to accommodate the absence may be made. Team Members will be required to provide appropriate written certification of the reason for the absence. Chick-fil-A Bonney Lake reserves the right to limit leave if doing so would create an undue hardship.

Chick-fil-A Bonney Lake will make reasonable efforts to maintain the confidentiality of any Team Members requesting time off under this policy. Time off for crime victims is unpaid, subject to legally-protected exemptions.

Leave for Victims of Domestic Violence, Sexual Assault, or Stalking

Eligible Team Members may take leave for legal or law enforcement assistance or remedies to ensure the health and safety of the Team Member or the Team Member's minor child or dependent, including:

- To seek legal or law enforcement assistance or remedies to ensure the health and safety of the Team Member or the Team Member's minor child or dependent, preparing for and participating in protective order proceedings or other civil or criminal legal proceedings related to domestic violence, sexual assault, or stalking.
- To seek medical treatment for or to recover from injuries caused by domestic violence or sexual assault to or stalking of the eligible Team Member or the Team Member's minor child or dependent.
- To obtain, or assist a minor child or dependent in obtaining, counseling from a licensed mental health professional related to an experience of domestic violence, sexual assault, or stalking.
- To obtain services from a victim services provider for the eligible Team Member or the Team Member's minor child or dependent.
- To relocate or take steps to secure an existing home to ensure the health and safety of the Team Member or the Team Member's minor child or dependent.

Eligible Team Members are those who have worked an average of more than twenty five (25) hours per week for at least 180 days immediately before the date of leave, and who are victims of domestic violence, sexual assault, or stalking or the parent or guardian of a minor child or dependent who is a victim of domestic violence, sexual assault, or stalking.

Team Members needing time off in accordance with this policy should notify their supervisor or manager as soon as possible so that arrangements to accommodate the absence may be made. Team Members will be required to provide written certification

of the reason for the absence. Chick-fil-A Bonney Lake reserves the right to limit leave if doing so would create an undue hardship.

Chick-fil-A Bonney Lake will make reasonable efforts to maintain the confidentiality of any Team Members requesting time off under this policy. Time off for crime victims is unpaid, subject to legally-protected exemptions.

Washington Paid Sick Leave

Chick-fil-A Bonney Lake provides paid sick leave to eligible Team Members working in the state of Washington to use for certain medical-related reasons, as well as for other reasons covered by the Washington sick leave law. This policy addresses how eligible Team Members earn and can use sick leave for such reasons.

Accrual

Team Members begin accruing paid sick leave upon their first day of employment at the rate of one hour for every 40 hours worked, including overtime, up to 40 hours of sick time per year.

Eligibility

Team Members can begin using accrued sick leave on their 91st day of employment with Chick-fil-A Bonney Lake.

Use of Sick Leave

Team Members will have the ability to use up to 40 hours of sick leave each year. After being on payroll for 90 days, you may use accrued paid sick leave for:

- A Team Member's or his or her covered family member's mental or physical illness, injury or health condition; a Team Member's or his or her covered family member's need for medical diagnosis, care or treatment of a mental or physical illness, injury or health condition; or a Team Member's or his or her covered family member's need for preventive medical care;
- For purposes allowed under the Washington Family Leave Act, which include:

- o To care for an infant, newly adopted child or newly placed foster child under 18 years of age, or for an adopted or foster child 18 years of age or older with a mental or physical disability;
- o To care for a family member with a serious health condition;
- o To recover from or seek treatment for a serious health condition of the Team Member that renders the Team Member unable to perform at least one of the essential functions of the Team Member's regular position;
- o To care for a child of the Team Member who is suffering from an illness, injury or condition that is not a serious health condition but that requires home care; or
- o Certain absences related to the death of a family member, including i) attending the funeral or alternative to a funeral of the family member, ii) making arrangements necessitated by the death of the family member, or iii) grieving the death of the family member.

- A public health emergency, such as closing the Team Member's place of business, or the Team Member's child's school or place of care due to a public health emergency, determining that the presence of the Team Member or the Team Member's family member in the community would jeopardize the health of others, or excluding the Team Member from the workplace for health reasons under any law or rule; or
- Certain absences of the Team Member or the Team Member's minor child or related to domestic violence, sexual assault, harassment, or stalking, including to seek medical treatment, legal or law enforcement assistance, counseling from a licensed mental health professional, dependent services from victim services provider, or to relocate.

For purposes of this policy, covered "Family member" means a Team Member's child, parent, spouse, same-gender domestic partner, parent-in-law, a parent or child of an Team Member's same-gender domestic partner, grandparent or grandchild.

"Child" means biological, adopted, foster, step-child, legal ward, or a child to whom the Team Member stands in loco parentis, and includes both a minor or an adult child.

"Parent" means biological, adoptive or foster, step, custodial or non-custodial parent, or legal guardian of a Team Member or the Team Member's spouse or registered domestic partner or a person who stood in loco parentis when the Team Member was a minor child.

"Spouse" includes individuals who have lawfully established a civil union, domestic partnership or similar relationship under the laws of any state.

Requesting Sick Leave

Team Members who know in advance of the need for paid sick leave, such as for a planned doctor or dentist visit, must provide reasonable advance oral or written notice to their supervisor at least 10 days in advance of using the paid sick leave, or as soon as Team Members are aware of the need for such leave. Team Members must make a reasonable attempt to schedule the use of paid sick leave in a manner that does not unduly disrupt company operations. If Team Members cannot provide advance notice of their need for leave because of a medical emergency or sudden illness or injury, they must notify their supervisor in writing or verbally no later than the end of the first day the team member takes leave or as soon as practicable. Team Members are not required to find a replacement as a condition for using paid sick leave.

Documentation

Team Members who use paid sick leave for more than three (3) consecutively scheduled work days, not including scheduled days off, may be required to provide reasonable documentation of their need for such time.

In providing such documentation, Team Members need not disclose the nature of the illness or details of any domestic violence, sexual assault, harassment or stalking. Reasonable documentation can include documentation signed by the appropriate health care provider, indicating that sick leave was necessary or, in the case of time off for domestic violence, sexual assault, harassment, or stalking, a copy of a police report, protective order or other evidence from a court, administrative agency or attorney that the Team Member appeared in or was preparing for a civil, criminal or administrative proceeding, or documentation from an attorney, law enforcement officer, health care professional, licensed mental health professional or counselor, member of the clergy, or victim services provider that the Team Member or the Team Member's minor child or dependent was undergoing treatment or counseling, obtaining services, or relocation.

Pay Rate

Paid sick leave for nonexempt Team Members shall be calculated in the same manner as the regular rate of pay for the workweek in which the Team Member uses paid sick time. For purposes of paid sick leave, regular rate of pay does not include bonuses, tips, overtime, holiday pay or other premium rates.

Paid sick leave for exempt Team Members shall be calculated in the same manner as the employer calculates wages for other forms of paid leave time.

Carryover

Team Members can carry over up to 40 hours of accrued, but unused paid sick leave every calendar year. Regardless of carryover balances, no Team Member may use more than 40 hours of paid sick leave per year, and no Team Member can have more than 80 hours of accrued paid sick leave in his or her bank at any time.

Increments of Use

Paid sick leave under this policy must be used increments of at least one hour.

No Payout upon Separation

Accrued, but unused paid sick leave under this policy is not paid out upon separation of employment from Chick-fil-A Bonney Lake, whether by involuntary termination, resignation, retirement or otherwise.

Paid Sick Leave Upon Re-Hire

If a Team Member is separated from Chick-fil-A Bonney Lake, but then is rehired within 180 days, his or her accrued, but unused paid sick leave will be reinstated and may be used immediately.

Violations of Policy

Team Members who take paid sick leave without notice or do not use the time for intended purposes are considered to have taken an unexcused absence and subject to discipline, up to termination. Any such discipline will be for violating Chick-fil-A Bonney Lake's policies and procedures, not for using paid sick leave.

No Retaliation/Discrimination

Team Members may request and use paid sick leave under this policy without fear of retaliation or discrimination, which Chick-fil-A Bonney Lake policy prohibits. If you believe you have been discriminated, harassed, or retaliated against for exercising your

rights under this policy, you must immediately report it to the Human Resources Director.

Other Disability Leaves

In addition to the leaves described above, Team Members may take a temporary disability leave of absence if necessary to reasonably accommodate a workplace injury or a disability within the meaning of federal and/or state law.

The duration of a leave under this section shall be consistent with applicable law, but in no event shall the leave extend past the date on which a Team Member becomes capable of performing the essential functions of his or her position, with or without reasonable accommodation. For a full explanation of leave duration and reinstatement rights, Team Members should contact the Human Resources Director.

Other Legally Required Leaves Of Absence

Team Members will be granted other leaves of absence as required by law, or for the purpose of fulfilling any required legal or military obligation. Team Members are required to provide reasonable advance notice of any need for such leave.

Unpaid Leaves of Absence/Personal Days

Chick-fil-A Bonney Lake recognizes and understands that personal circumstances may necessitate that Team Members take a short-term unpaid leave of absence. Chick-fil-A Bonney Lake may grant an unpaid leave of absence for good and substantial reason as approved by the Owner/Operator. If Team Members desire an unpaid leave of absence, they should request such leave as far in advance as possible. The Owner/Operator shall have the sole discretion to grant or extend an unpaid leave of absence. Team Members are not eligible for benefits during an unpaid leave under this policy, unless required under applicable law.

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Employment Resignation or Termination

Should you decide to resign, we hope you will advise your supervisor and the Owner/Operator of your intention to leave at least two weeks in advance and submit a written,

dated and signed letter of resignation. Of course, as a Team Member at will, Chick-fil-A Bonney Lake cannot require you to give notice. We appeal to your professionalism and courtesy.

We expect you to continue to perform your duties and abide by our policies and procedures from the time you submit your resignation to the time your employment with us ends. Failure to perform your job and abide by the policies and procedures may result in your discharge prior to the date specified in your resignation. Chick-fil-A Bonney Lake also reserves the right in some cases to terminate your employment upon receipt of your resignation or at any time after. Should Chick-fil-A Bonney Lake discharge you after you submit your resignation, any payment beyond your date of discharge is at Chick-fil-A Bonney Lake's discretion.

When employment has ended, Chick-fil-A Bonney Lake will pay the wages by the regular payday for the pay period worked.

If you were covered under our group medical plan prior to your termination of employment, pursuant to federal law, you will be able to continue the same level of coverage as Chick-fil-A Bonney Lake's Team Members for a limited period of time following your separation date at 100% of the premium cost. You will receive further information regarding continuation of medical coverage at the time of separation. You are expected to return your uniform following resignation or termination of employment.