



TEAM MEMBER POLICY HANDBOOK

FOR

Chick-fil-A Hendersonville #01302

52 Highlands Square Drive

Hendersonville, NC 28792

(828) 693-8080

Chick-fil-A Hendersonville South #04551

640 Spartanburg Highway

Hendersonville, NC 28792

(828)-696-7837

Joel Benson Owner/Operator

Last Revised: January 2026

© 2007 CFA Properties, Inc. Chick-fil-A Stylized®
is a registered trademark of CFA Properties, Inc.

TABLE OF CONTENTS

Welcome and Introduction.....	3
Chick-fil-A Background.....	3
Your Chick-fil-A Restaurant.....	3
Commitment to Hospitality.....	3
Mission Statement.....	3
2nd Mile Service.....	4
Closed on Sundays.....	4
Civility & Non-Harassment.....	4
Reasonable Accommodation of Disabilities.....	5
Compensation.....	6
Scheduling.....	6
Requesting Time Off.....	7
Breaks & Employee Meals.....	7
Attendance & Punctuality	8
Time Off Clarification and Communication.....	9
Time Recording.....	9
Job Duties & Responsibilities.....	10
Age-Restricted Activities.....	10
Standards of Conduct & Disciplinary Action	11
Appearance.....	12
Smoking/Tobacco products.....	16
Workplace Violence.....	16
Workplace Safety.....	17
Worker's Compensation	17
Property & Workplace Searches.....	18
Telephone and Electronic Communications.....	18
Leaves of Absence.....	19
Resignation.....	21
At-will employment	21
Termination of Employment.....	21
Cash & Coupon Accountability Policy.....	21
Team Member Acknowledgement.....	23

Welcome and Introduction

Welcome to Chick-fil-A of Hendersonville, NC! We are glad you chose to work with us, and we are excited to have you on our team.

This Handbook is designed to better acquaint you with some of the personnel policies, work rules and benefits here at Chick-fil-A of Hendersonville, NC. The Handbook contains current information about various policies that have been established by your Operator for this business. As an employee at this restaurant, you will be expected to uphold and fulfill these policies. You should review this Handbook carefully. We encourage you to ask questions, make suggestions or express concerns. We appreciate your support of these policies. We hope that your employment here will be a challenging and rewarding experience. Again, welcome!

Please note that these policies will be reviewed periodically and updated from time to time. Chick-fil-A of Hendersonville, NC reserves the right to amend, modify, change, supplement or delete as it deems necessary any provision of this Handbook, in whole or part, other than the At-Will Employment policy statement that follows this section. Any changes that are made to this Handbook will be made known to you through an updated Team Member Handbook, postings in our restaurant and communication channels, and/or a meeting led by the franchised Operator of this Chick-fil-A restaurant business. The Operator will attempt to keep this Handbook current, but there may be times when policies will change before the Handbook can be revised. This Handbook replaces all prior conflicting published or unpublished policies regarding the matters addressed in these materials.

This Handbook cannot anticipate every situation or answer every question about employment. The Operator must administer the issues contained in this Handbook with flexibility as may be necessary. The Operator's interpretation of these policies and procedures is final and binding.

Chick-fil-A, Inc. Background

From simple beginnings in the Dwarf Grill, a small restaurant in Hapeville, Georgia, founded in 1946 by S. Truett Cathy, founder and Chairman of Chick-fil-A, Inc., Chick-fil-A has grown into one of the largest privately owned restaurant chains in the nation. Chick-fil-A is now the second-largest quick-service chicken restaurant chain in the country, based on annual sales. Dan T. Cathy, Truett's oldest son, is currently the President of Chick-fil-A, Inc. You can find additional information about Chick-fil-A's corporate history at <www.chick-fil-a.com>.

Your Chick-fil-A Restaurant

This franchised Chick-fil-A restaurant business is owned and operated by your Operator, Joel Benson (hereinafter, the "Operator").

Commitment to Hospitality

At Chick-fil-A at Hendersonville, NC, we strive to maintain an atmosphere of hospitality for all customers. We want to create a comfortable experience for all who visit our restaurants. We maximize the opportunity to build the business and to positively influence others by creating a welcoming environment. We are hospitable to **all** customers.

Chick-fil-A Hendersonville Mission Statement

"We serve great food, quickly and accurately, in a clean and safe environment, with a smile."

2nd Mile Service

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

Closed on Sundays

Chick-fil-A restaurants are, and always have been, Closed on Sundays. Closing every Sunday makes the Chick-fil-A brand unique in this day and age. The chain’s founder, Truett Cathy, wanted to ensure that individuals had at least one day a week as an opportunity to worship, spend time with family and friends or just plain rest from the work week. It made sense then, and it still makes sense now. At this restaurant, we are always Closed on Sundays.

Civility & Non-Harassment

Civility & Equal Employment Opportunity. Chick-fil-A of Hendersonville, NC is committed to valuing all persons, and to treating one another with honor, dignity and respect. We highly value professional relationships. We therefore strongly support and are committed to maintaining a work environment in which each team member can succeed to the best of his or her abilities. Accordingly, it has been and shall continue to be our policy that all employment decisions will be made without regard to sex, race, color, religion, national origin, ancestry, citizenship, pregnancy, age, physical or mental disability, service in the armed forces and/or any other protected status, classification or factor, in accordance with the requirements of all federal, state and local laws. This policy applies to all aspects of the employment process including, but not limited to, hiring, assignment, promotion, evaluation, compensation decisions and separation decisions. It is expected that all individuals will avoid any behavior, action, decision and/or conduct that is inconsistent with this policy.

Non-Harassment. It has been and shall continue to be the policy of Chick-fil-A of Hendersonville, NC that our work environment will be free from sexual harassment, and from harassment based on or because of sex, race, color, religion, national origin, ancestry, citizenship, pregnancy, age, physical or mental disability, service in the armed forces and/or any other basis protected by federal, state, or local law. We prohibit and will not tolerate any such harassing conduct, whether intentional or unintentional.

Harassment is verbal or physical conduct that denigrates or shows hostility toward an individual or conduct that creates an intimidating, hostile, or offense working environment for an individual because of his or her sex, race, color, religion, national origin, ancestry, citizenship, pregnancy, age, physical or mental disability, service in the uniformed services, or any other protected classification. Harassment may include, but is not necessarily limited to, epithets, slurs, jokes, or other verbal or physical conduct relating to an individual’s sex, race, color, religion, national origin, ancestry, citizenship, pregnancy, age, physical or mental disability, service in the uniformed services, or any other protected classification

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

- unwelcome sexual advances, propositions, or statements;
- unwelcome physical conduct such as touching, or impeding or blocking movements;
- verbal conduct such as making or using derogatory comments, explicit jokes, or comments about a person’s body or dress;

- making inappropriate gestures;
- displaying or distributing sexually suggestive objects, pictures, cartoons, etc.; *and/or*
- any other visual, verbal, or physical conduct of a sexual nature by any team member, supervisor, manager or other person.

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

Sexual and all other forms of harassment are prohibited whether the conduct or behavior involves or constitutes harassment by a co-worker, harassment by a manager, or harassment by persons doing business with or for the Company (including but not limited to customers, vendors, suppliers, etc.).

Non-Retaliation. It has been and shall continue to be the policy of Chick-fil-A of Hendersonville, NC that we will not tolerate any form of retaliation against any team member for making a good faith report or complaint of harassment or discrimination; for cooperating in a harassment or discrimination investigation; or for participating in any aspect of the EEO enforcement process.

How to Report Concerns or Violations. Every individual has responsibility for ensuring compliance with this policy. Chick-fil-A at Hendersonville, NC cannot resolve matters that are not brought to the attention of an appropriate member of management. Accordingly, any team member who believes he or she is being subjected to prohibited discrimination, harassment or retaliation by a co-worker, manager or any other individual (whether or not the individual is employed at our Unit), or any team member who believes he or she has witnessed or learned about such conduct, is hereby directed to immediately report such incidents and/or information concerning potential discrimination, harassment or retaliation to the Operator [and/or Team Leaders or Managers].

Chick-fil-A at Hendersonville, NC will conduct or direct a prompt and thorough investigation of any report, observation or complaint of discrimination, harassment or retaliation. We will take appropriate corrective action as necessary based on the results of the investigation. Since allegations of this nature are very serious for all concerned, team members will be expected to cooperate fully with our efforts to conduct investigations and otherwise enforce this policy. For the same reasons, all reports or complaints will be handled in as confidential a manner as possible. Information related to an investigation will be kept as confidential as possible, and shared only on a “need to know” basis.

Enforcement. Any individual determined to have violated this policy in any way will be subject to appropriate disciplinary action, up to and including termination of employment. Violations of this policy include, but are not limited to, discriminatory, harassing or retaliatory conduct; failure or refusal to participate in an investigation concerning reported incidents of potential policy violations; or other actions contrary to this policy.

Reasonable Accommodation of Disabilities

It is the policy of Chick-fil-A of Hendersonville, NC to ensure that all individuals are provided equal employment opportunities without regard to disability. Accordingly, we will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability – whether the individual is an applicant or a current team member – unless undue hardship would result. Determining whether a reasonable accommodation exists and is appropriate is an individualized process. Decisions will be made on a case-by-case basis, depending upon the individual involved and the essential functions of the job in question. No specific form of accommodation is guaranteed for all individuals with disabilities.

The responsibility for seeking a reasonable accommodation generally begins with the applicant or team member. If you believe that you need a reasonable accommodation due to a disability, it is your responsibility to inform your Operator and request a reasonable accommodation.

Compensation

Your pay rate will be explained to you at the time you start work. If your pay rate changes during your employment (for example, if you are awarded a raise or if your pay rate should be decreased for some reason), any change will be communicated to you and discussed with you by the Operator or a manager.

Pay raises are based on business factors including, but not limited to, job performance, merit, attendance and attitude. Bonuses or other incentive pay may be provided to team members from time to time in recognition of, for example, extraordinary efforts or results. Such payments shall be awarded, if at all, at the discretion of the Operator.

Please be aware that pay rates for team members may be different because of factors or circumstances which apply to each individual, including but not limited to experience in the restaurant, experience in the restaurant industry, job performance, attitude and other factors. Because of these reasons all pay based information is confidential.

Pay Periods

- The pay period for our restaurant ends bi-weekly on Saturday. Team members will receive a paycheck once every two weeks.
- All team members participate in direct deposit. Direct deposits are made into your bank account on Thursday of paydays.
- If for some reason your direct deposit doesn't go through, you will have a paper check available on Friday after 2pm after the pay period ends.
- You cannot receive your check in advance of pay day
- You cannot cash your check in the restaurant.

Overtime Premium Pay

- You will be paid at 1.5 times your regular hourly rate of pay for any time worked over 40 hours in one work week.
- For purposes of calculating overtime premium pay under this policy, the work week at our restaurant begins on Sunday at 12:01 a.m. and ends on Saturday at 12:00 a.m. In addition, the "workday" is defined as beginning at 12:01 a.m. each day and ending at the following midnight.
- You are directed not to work any overtime unless it has been specifically approved by your Operator or Manager.

Scheduling

We utilize an application called HotSchedules for scheduling purposes. The work schedule for our restaurant will be posted for the following week by noon on Saturday (it will typically be posted even earlier). You are responsible for working your scheduled hours. If there is an emergency or if for any other reason you cannot work your scheduled shift, you are responsible for finding a replacement. It is essential that you keep your availability up to date in Hot Schedules. Availabilities must be submitted two weeks in advance. If you need a shift covered, you will need to do the entire transaction within HotSchedules. Any shift changes need to be approved by the appropriate leader.

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

Requesting Time Off

All time off requests must be inputted in the HotSchedules app.

Please submit time off requests in advance to allow for two Sundays between the day you are putting in the request and the day you need off. The Operator or appropriate leader will attempt to accommodate your scheduling requests if possible, consistent with the need to staff the restaurant appropriately to meet the needs of our business and our customers.

If you need time off after the schedule has been posted, it is your responsibility to make arrangements with another appropriate team member to work your scheduled shift. All requests for time off must be done in the HotSchedules app. This change, to be effective, must be approved by the appropriate leader..

Requests for a Saturday off must be made 2 weeks in advance and be approved by the Operator or manager. Requests for vacation and to use PTO should be submitted at least one month in advance and be approved by the Operator or appropriate leader.

Requests for time off that are not made in accordance with this policy may be denied unless the time off is for leave mandated by federal, state or local law and you are both qualified and have complied with all procedural requirements in requesting the leave.

Breaks & Employee Meals

Depending upon the hours you work on a given day, you may be entitled to various breaks. The Operator, manager or team leader will coordinate all breaks to make sure that the necessary number of team members are on duty at all times.

Breaks

You will be allowed to a 30 minute unpaid break for each work period of over 6 consecutive hours. For example, if you work from 12:00 to 6:15, you will be allowed to one 30 minute unpaid break.

If a sudden rush occurs, you may be called back to work from an unpaid 30 minute break. If this occurs, you will be permitted to finish your break after the rush subsides. Whenever possible, you will be allowed to complete your break in one 30 minute interval.

You will be allowed to two 21 minute unpaid breaks during each work period of over 10 consecutive hours. You should take your break(s) only at a time approved by the Operator, manager or team leader. You should "clock out" for your break(s). Failure to record your break time accurately via our register system may result in disciplinary action.

Fourteen – 15 year olds are required to take an unpaid break of 30 minutes for every 5 hours worked. YOU MUST CLOCK OUT FOR YOUR BREAK THEN BACK IN WHEN YOUR 30 MINUTE BREAK IS COMPLETED.

Employee Meals

As a team member, you will be provided with the following food and beverage benefits no cost to you.

- Employee meals can include any menu item up to the total of \$8.50 after tax.
- Lemonade and Sunjoy (tea/lemonade) can only be purchased as part of your \$8.50 meal limit on break. Employees are not allowed to have lemonade at any other time.

- Tea and soft drinks are available to you during your entire shift outside of the \$8.50 meal limit, provided you bring your own water bottle to fill up. Foam cups are not allowed to be used unless purchased.
- If an employee works over 10 consecutive hours they are allowed two employee meals

During your first week of employment, you are encouraged to try every product that we offer so that you will be able to describe to the customer what our products are like.

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

- Your employee meal is a perk and as such comes with performance expectations. In order to receive a free employee meal, you must be on-time and in full uniform. If either of these requirements are not met, you will need to purchase your meal at full price.
- To order your break food you must use the register to order and wait for your food. This is to be done during your break time. You must also clean up after yourself before you clock back in for work. This includes cleaning your tray and wiping the break table.
- During your shift, you must eat your free meal in the restaurant in the areas designated by our restaurant's management as appropriate for team member dining. No eating or drinking behind the front counter or in the kitchen.
- All break food is for **you**. Sharing with your teammates or with friends is not permitted. All break food must be eaten within the unit. You will need special permission to take your food with you. Please make arrangements as needed to eat your break food before or after your shift.
- A personal water bottle with a sealable lid must be used for drinks. Tea, soft drinks, and water are available throughout your shift when you use your water bottle. No cups are allowed to be stored anywhere in the store.
- ALL 14-15 YEAR OLDS MUST CLOCK OUT FOR BREAKS AND BACK IN WHEN DONE WITH BREAKS DUE TO EMPLOYMENT REGULATIONS. You must take your break by clocking out then back in when you are done.

Attendance and Punctuality

Team members are expected to report to work as scheduled, on time and prepared to start work. Late arrival, early departure or other deviations from scheduled hours are disruptive and must be avoided. If you know you will be arriving late to your scheduled shift, you must notify call the restaurant immediately to let the leader know. Team members also are expected to remain at work for their entire work schedule.

If, for any reason, you will be tardy or unable to report for work on a scheduled workday, you must call your team leader at least four hours, or as soon as is practicable, before the time you are scheduled to begin work and provide management with a valid reason or explanation, as well as the expected duration of any absence.

Similarly, team members who need to leave work early for any reason must first obtain the permission of their immediate team leader. Failure to notify management of any anticipated absence, the need to leave work early, or delay in reporting for work may be grounds for disciplinary action, up to and including termination.

Any team member who is absent from work without notice for two or more consecutive work days may be considered to have resigned his or her employment unless (1) the absence is covered, and (b) the team member gave proper notice of the absence.

If you are unable to work a scheduled shift, you must get it covered by another team member and have it approved in Hot Schedules. Steps to take to get a shift covered:

- Release the shift on Hot Schedules
- Call those who aren't working to find coverage
- When coverage is found, that person picks up the shift on Hot Schedules
- Call the restaurant and inform the leader and ask if they can approve it on the app
- If there is no coverage of the shift, there will be consequences such as reduced hours, moving to part-time (if full-time), and counting towards one of the 10 days (if full-time)

Time Off Clarification and Communication

FULL-TIME TEAM MEMBERS (TM) - Full time is defined by 36-40 hours per week as a consistent work schedule. This may be every week, or by invitation as we do that from time to time for shorter periods. If an employee is hired at FULL TIME STATUS or is promoted to FULL TIME STATUS, they will adhere to the UnPaid Time Off policy (UPTO).

This policy is designed to give both flexibility and accountability to our team. Any TM with a FULL TIME EMPLOYEE STATUS can have unpaid time off for 10 days or the equivalent of 80 hours during the year. This UPTO will begin on January 1 of each year. There will be no roll over of UPTO. New hires or new promotions will be awarded UPTO on a prorated schedule based on month hired/promoted. Again, this is to help us better meet the needs of our employees and bring clarity to time off. UPTO will be scheduled and calculated based on the normal working schedule of the employee (ie. You can take 8 hours or 10 hours based on your normal working shift).

This UPTO is to be requested and approved via Hot Schedules two weeks in advance of time off. Any 4 consecutive days off will need to be approved and scheduled a month in advance. Please note that UPTO of 4 or more consecutive days off will be approved on a first come first serve basis. Please schedule your planned UPTO in advance to better assist us in honoring all requests. Due to the nature of the business we have to limit how many UPTO approvals we offer during peak business seasons.

UPTO is for you to use at your discretion. We trust you will balance your UPTO with the anticipated needs of your schedule throughout the year. This policy is for you to schedule time off without penalty. If more UPTO is requested than an employee has available, let's talk about it. This "policy" is not to be abused to cover excessive call outs or unplanned non-emergency time off for extended periods. If these guidelines are not followed by a team member then disciplinary actions will have to be taken. These disciplinary actions can include loss of FULL TIME EMPLOYEE status and pay.

Time Recording

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

- You must clock in on our cash register timekeeping system at the beginning of your shift, and at the end of an unpaid meal break. You must clock out at the end of your shift, and at the beginning of an unpaid meal break.
- You should not punch out (go "off the clock") for authorized rest breaks, although you must record on our timekeeping system the times at which your rest breaks begin and end.
- Your timecard must show the hours that you actually worked. Do not work "off the clock." This means that you may not perform any work at any time when you are not punched-in to work.

- Each team member must record his or her work hours. Do not clock in or out for another team member.
- If you believe that you need to begin work early (prior to the start of your scheduled shift), or stay late (after the time your shift is scheduled to end), you must obtain approval of the Operator, manager or team leader. You must obtain this approval before you perform any work during any time in which you are not scheduled to work.
- Notify the Operator immediately of any timekeeping error, any error on our timekeeping system, or any error on your paycheck, so that we can look into the matter and make any necessary corrections promptly.

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 our restaurant. Listed below are the Key Responsibilities that we ask of all team members.

FOH Key Responsibilities:

1. Core 4: Create Eye Contact, share a smile, Speak with a friendly tone, Always say "My pleasure"
2. Quick & Accurate: An emphasis on taking correct orders, value sizing, completing with a cookie, and repeating the order back
3. Food: Focus on the presentation. Does it look right? Are there drips on the cup?
4. Cleanliness: Focus on keeping your personal work area clean. Ex: Dessert station includes counter, floor, ice cream machine, etc
5. Deliver 2nd Mile Service through table touch ins and offering kids cones

BOH Key Responsibilities:

1. Core 4: Create Eye Contact, share a smile, Speak with a friendly tone, Always say "My pleasure"
2. Quick & Accurate: An emphasis on taking correct orders, value sizing, completing with a cookie, and repeating the order back
3. Food: Focus on making food that meets Pathway requirements and has great visual presentation
4. Cleanliness: Focus on keeping uniform and personal work area clean, as well as the dining room when using it.

This list is not all-inclusive or exhaustive. Other responsibilities apply to every job at our restaurant. Your supervisor will familiarize you with your responsibilities during training.

Age-Restricted Activities

For team members who are 14-17 years old, the law provides that certain tasks in our restaurants are prohibited. In addition, there are certain hours of work restrictions that apply to employees who are 14-15 years old. Information concerning age-restricted activities and hours of work can be found in the employment postings of the restaurant. If you have any questions in this regard, please see the Operator, manager or team leader.

Employees aged 16 and over are required to close two nights per week including one week night (Monday – Thursday) and one weekend night (Friday or Saturday). Fourteen – 15 year olds can work only 18 hours per week, no later than 7 p.m., and 8 hours between the hours of 7 a.m. – 7 p.m. on Saturdays during the school year. Summer hours can increase if requested.

If you are in doubt as to whether a particular activity or time of work is prohibited for a team member of your age, then you must refrain from performing the task or working at the particular time until you have consulted with management and obtained proper guidance and direction.

Standards of Conduct & Disciplinary Actions

We do not believe it is necessary to list exhaustively every work rule or standard of conduct for our team members. All team members are expected to perform their jobs well, to conduct themselves in a professional manner at all times, and to treat others with honor, dignity and respect. Additionally, all team members are expected to comply with any rules applicable to employment in our restaurant (including, but not limited to, the rules set forth in this Handbook).

In some instances of rule violations, improper conduct or unsatisfactory job performance, progressive disciplinary action may be appropriate. Serious instances of rule violations, improper conduct or unsatisfactory job performance, as determined by the Operator may result in severe forms of disciplinary action, up to and including immediate termination of employment, without prior progressive disciplinary action. The following are among the most common grounds for severe disciplinary action, including immediate dismissal:

- Violation of our Civility & Non-Harassment policy;
- Violation of our policy prohibiting violence in the workplace;
- Clocking or punching another team member in or out;
- Clocking or punching in for time the team member did not work, or otherwise submitting to be paid for time the team member did not work;
- Failure to follow restaurant procedures on cash and coupon accountability;
- Reporting to work under the influence of alcohol or illegal drugs;
- Insubordination or disrespect to the Operator, manager or team leaders;
- Disrespect or lack of cooperation with team members;
- Excessive unexcused tardiness or absence, or failure to notify the Operator, manager or team leader of tardiness or absence in a timely manner;
- Dishonesty or falsification of records or documents;
- Use of inappropriate language or other inappropriate behavior directed toward customers or third persons including, but not limited to, profanity, obscenity, cursing, or other foul or offensive language in the restaurant and/or loud or disruptive language or conduct;
- Theft of food, time, supplies, money or property of the restaurant, employees or customers
- Cash theft which includes, but is not limited to:
 - Taking money from the cash register (which may be revealed by a cash shortage);
 - Writing over rings for entries not made;
 - Failing to ring up a sale or a part of a sale;
 - Purposely giving too much change;

- Miscellaneous: NO: loitering during non-scheduled times, profanity, cell phone use/personal phone calls unless permission is received, being behind the counter out of uniform, smoking or use of tobacco products while in uniform (anywhere in or around the unit including outside), gum chewing, eating or drinking out front/in kitchen.
- Food theft which includes, but is not limited to:
 - Giving away food over the counter without receipt of the appropriate payment and/or coupons in exchange;
 - Giving away food to team members who are not working that shift;
 - Intentionally over-portioning products;
 - Taking food home without payment after closing or finishing your shift;
 - Storing food for later pick-up without payment;
 - Sharing break food with a friend who is not a team member;
 - Signing for food or goods not delivered;
 - Snacking during your shifts while not on an approved break;
 - Giving out unauthorized promotional material.

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:

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

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

Appearance

We have high standards concerning uniforms and personal appearance, as this is an important element of providing outstanding service to and instilling confidence in our customers. An attractive, professional uniform and overall appearance will communicate to customers that we care about customer service, quality, and cleanliness. There are also occasions where non-uniform/business casual guidelines will be applicable. Our business will, consistent with the requirements of federal, state or local law, consider making reasonable accommodations with respect to dress or grooming requirements that are directly related to a team member's religion and/or ethnicity. If an accommodation of this nature is required, please notify your Operator and be prepared to discuss potential reasonable accommodations.

Uniforms

- Full-time team members will receive two complete uniforms at no expense after a \$100 uniform credit is automatically applied. Part-time team members will receive one free uniform after a \$50 uniform credit is applied. Team members who do not complete 30 days of employment will not have earned their uniform credit and will have it deducted from their final paycheck. Deduction amounts are \$100 for full-time team members and \$50 for part-time team members. Your free uniform consists of pants, shirt, belt, and nametag. A hat/visor and apron is also provided for kitchen positions.
- All uniform items (including belts, outerwear and caps) must be from the Chick-fil-A TeamStyle collection. No one is allowed behind the counter out of uniform.
- All garments should fit properly and be clean, pressed (as applicable) and in good condition (i.e., no holes, fraying, stains, discoloration, etc.).
- Proper undergarments must be worn by all team members.
- Team members must present a professional appearance (neat, clean and well groomed).
- Chick-fil-A 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 nametag. Nametag is \$3 for a replacement.
- All polo and button up shirts must be worn tucked in.
- Men's polo shirts must be worn with at least the two bottom buttons fastened and the top button left unfastened.
- All buttons must be fastened on women's short-sleeved woven (button-front) and ¾-sleeved woven shirts. Women's long-sleeved shirt may have top button unfastened.
- Solid white or black T-shirts (no printing or graphics) are optional under polo shirts. All T-shirts must be in good condition (with no holes, fraying, discoloration, etc.). T-shirt sleeve length should not extend below bottom edge of TeamStyle shirt sleeve.
- Mock turtlenecks, from the TeamStyle collection, may only be worn under polo shirts, woven (button-front) shirts or sweater vests.
- Pants must fit properly and must be hemmed to fall at midpoint of heel. Cuffed and/or pegged pants are not acceptable.
- Skirts are available to be worn by females. They should not be altered to change the length.
- Shorts can be worn by those on Front of House who work in the DT and/or rotate between FC and DT positions. Shorts can only be worn during the year between Memorial Day and Labor Day.
- TeamStyle belt must be worn and must be trimmed so that end does not hang below belt line.
- Shoes must be solid black and be constructed of leather or man-made (non-cloth) uppers with slip-resistant rubber soles (e.g., Shoes For Crews). Closed heel and closed toe styles required. Wal-Mart offers Tread-Safe shoes at a reasonable price. Proper shoes must be obtained in order to continue working.
- Shoes must fit properly with laces tied, unless limited by temporary medical conditions requiring corrective orthopedic devices (due to broken bones, surgeries, etc.).
- Female Team Members must wear black, navy, or gray socks (to compliment bottoms), TeamStyle socks, black hose, or flesh-toned hose. Male Team Members must also wear black, navy, or gray socks (to compliment bottoms), TeamStyle socks.
- Chick-fil-A TeamStyle caps/visors may be worn at the Operator's discretion and/or in order to comply with local health department requirements. Caps/visors must be clean and have no visible

stains or discoloration. Caps/visors should be worn on the head with the bill facing directly forward and above the eyebrows so that eyes are clearly visible under brim of cap.

- A complete uniform must be turned in when employment ends. If a complete uniform is not received, a charge of \$50 for part-time and \$100 for full-time will be deducted from the last paycheck, plus deductions for any additional apparel/apron/hats etc. given to you.
- Cell phones are not allowed to be worn, carried or used while working, except by leaders
- Face masks are allowed to be worn if there's a health concern. Face masks must be disposable. Cloth face masks are not allowed.

Jewelry

- Jewelry (including medical alert jewelry) must be modest in size to help prevent the cross-contamination of food and worn in good taste so as not to be distracting to customers or fellow team members. Any necklace worn should be tucked inside clothing to avoid being a safety hazard.
- Rings must be limited to one plain band (such as a wedding band). Multiple rings may not be worn and none on the thumbs. In food preparation areas, rings, if worn, must be worn with gloved hands to avoid food contamination or catching on equipment.
- Wristwatches and/or medical alert bracelets are only allowed on Front of House. They must be conservative in size and appearance; they should not have gemstones that could come loose. Other bracelets or wristbands (e.g., rubber or string, etc.) may not be worn. No other bracelets or wristbands must be worn. Nothing can be worn on the wrist in the Back of House. Medical alert bracelets can be worn in the pocket in the Back of House.
- Males may not wear earrings. (That includes covering them up in any way with bandaids, etc.)
- For females, piercings must be limited to ears only and must be simple studs (no dangling earrings, including hoops of any size).
- Jewelry (including clear studs) in pierced body parts exposed to customers, other than female ear, is not acceptable. (That includes covering them up in any way with bandaids, etc.)
- Body modifications (e.g., piercings other than the ear, extended earlobes, etc.) visible to customers are not acceptable.

Grooming

- Good personal hygiene is expected of team members when they report for work (e.g., clean-shaven, bathed and with appropriate application of body deodorant).
- Hair and nails must comply with local health department requirements.
- Hair must be clean and worn in good taste so as not to be distracting to customers or fellow team members. Hairstyles must be neat and professional in appearance. Unnatural hair colors or eccentric styles (e.g., Mohawks, shaven designs, etc.) are not permitted.
 - Females: Hair that falls around face must be tied back using a simple hair band or barrette that has no loose or dangling parts. If hair is long enough to be pulled back, it needs to be pulled back in its entirety. If hair that is tied back reaches to the mid-back it must be in a braid or bun to prevent hair from swinging into food.
 - Males: Hair must not fall below midpoint of collar in the back, below midpoint of ear on the sides, or below eyebrows on the forehead. If hair is longer than this it must be pulled back and neatly groomed.

If males have facial hair the following guidelines must be met:

- Mustaches, goatees, and beards are allowed but must be short and neatly groomed.

- Short is defined up to ½ in length (No. 4 standard trimmer guard). Neatly trimmed means there is a defined line where hair ends. For example, with a beard, hair should end generally where the jawline meets the neck, above the Adam's apple.
- Sideburns must be trimmed to be no longer than the bottom of the earlobe and of a consistent width on the sides from top to bottom.
- No undefined lines, shavings, carvings, designs or extreme styles (e.g., no chinstraps, chops, handlebar, etc.)
- Team Members should not work with unclear lines or patchy, inconsistent hair growth
- While a Team Member is growing facial hair, the acceptable facial hair guidelines still must be followed.
- If a male has a beard or goatee, a beard net must be worn in food preparation areas
- You must let the Operating Partner, FOH, or BOH Director know that you are going to start growing a beard and then have two weeks to do so. If you can't grow a beard in two weeks then you must continue to be clean shaven
- Makeup must be subdued and worn in good taste so as not to be distracting to customers or fellow team members.
- Fingernails must not extend beyond fingertips when viewed from the open palm.
- Fingernail polish may be worn by females. It must be a solid color and worn in good taste. If worn in food preparation areas, gloves must be worn.
- False fingernails and fingernail gems are not allowed.
- Tattoos on body parts exposed to the customer are not acceptable. Tattoos on visible areas must be covered by the approved uniform and/or waterproof makeup. (Adhesive or other types of bandages are unacceptable due to food safety concerns)
- No face, or neck tattoos are permitted of any team members
- Perfume or cologne must be subdued in fragrance and not be distracting to customers or fellow team members.

Non-Uniforms

Slacks, Pants, and Suit Pants

Slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, flannel pants, dressy capris, and nice looking dress synthetic pants are acceptable (shorts are acceptable to the knee). Unprofessional slacks or pants include jeans, sweatpants, exercise pants (i.e. leggings, spandex or other form-fitting pants such as people wear for biking), shorts above the knee, and bib overalls.

Skirts, Dresses, and Skirted Suits

For females, casual dresses and skirts that are split at or below the knee are acceptable. Dress and skirt length should be at a length at which you can sit comfortably in public. Tight skirts or those that ride halfway up the thigh are inappropriate for work. Mini-skirts, skorts, sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for the office.

Shirts, Tops, Blouses, and Jackets

Casual shirts, dress shirts, sweaters, tops, Chick-fil-A golf-type shirts, and turtlenecks are acceptable attire for work. Most suit jackets or sport jackets are also acceptable attire for the office, if they violate none of the listed guidelines. Unprofessional attire for work may include tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans (unless it is a Chick-fil-A shirt); halter-tops; tops that reveal cleavage; sweatshirts, and non-CFA t-shirts unless worn under another blouse, shirt, jacket, or dress.

Shoes and Footwear

Flats, dress heels, and slip resistant approved shoes are acceptable for work. Unprofessional shoes include athletic shoes, flip-flops, slippers, sandals and any shoe with an open toe.

Uniform vs. Non-Uniform

Uniform

- Must be in OOB uniform for the following:
 - Team Leader
 - BOH
 - FOH
 - Truck
 - Spirit Night
 - Hostess/Host uniform

Non-Uniform

- Business casual guidelines apply to the following:
 - Catering
 - Prepping, delivering or attending an event
 - Attending meetings that are located within the restaurant
 - When on the time clock longer than 30 minutes

No Smoking or Tobacco Products

Smoking/tobacco products are prohibited in all areas of our restaurant, including outdoor areas such as the playground, entry points, landscaped areas, etc. Gum chewing is not allowed.

Workplace Violence

To help create a safe workplace, and consistent with our commitment to treating every individual with honor, dignity and respect, our policy provides for zero tolerance of violence (or threats of violence) in the workplace. Absolutely no workplace violence or threats of violence that are directed toward, affect or involve any team member will be tolerated.

For purposes of this policy, workplace violence is defined as the deliberate and wrongful violation, damage, or abuse of other persons, one's self or property, and includes threats of violence. Prohibited conduct includes, but is not limited to:

- Fighting, or any act or threat made by a team member against another person's life, body, health, well-being, family or property, including but not limited to assault, battery, intimidation, harassment, stalking or coercion.
- Any act or threat of violence that endangers the safety of team members, customers, vendors, contractors or the general public.
- Any act or threat of violence made directly or indirectly by words, gestures or symbols.
- Any behavior or actions that carry a potential for violence (for example, throwing objects, waving fists, destroying property, etc.).
- Use or possession of a firearm or any weapon by a team member on the restaurant premises, including the parking areas, without a concealed carry permit.

All team members have a responsibility to help keep our workplace violence free. To help ensure a violence-free workplace, any and all acts or threats of violence must be reported to management. All team members are required to notify the Operator, manager or team leader immediately of any violent or threatening behavior, whether engaged in by or directed toward a team member, a management member, or a third party. Additionally, team members should report any comments or suggestions from anyone concerning the possibility that someone might be planning to harm, threaten or intimidate another person at or from work.

Any team member found have engaged in conduct prohibited by this policy will be subject to disciplinary action up to and including termination of employment.

Workplace Safety

The safety of team members, customers and others who come into contact with our business is very important. Accordingly, Chick-fil-A at Hendersonville, NC strives to maintain safe working conditions for all team members, as well as safe conditions for customers and third parties.

Team members are must perform their responsibilities in the safest possible manner. Team members should use all appropriate measures and precautions to protect themselves, customers and co-workers. Accordingly, the following non-exhaustive list of workplace safety rules applies:

- Team members are expected to report immediately any unsafe conditions or safety hazards to their Operator, manager or team leader.
- Team members should immediately clean up any spills or, if it is impractical to do so, should promptly notify their Operator, manager or team leader that a spill has occurred and needs to be cleaned up.
- Team members should be aware of the location of our restaurant's first aid kit and fire extinguishers.
- Team members are expected to report any suspicious person(s) or activity to the manager on duty as quickly as possible.
- **Team members should report immediately any accident or incident that occurs on the job and results in an injury or the possibility of an injury – no matter how minor it may seem at the time – to their Operator, manager or team leader.**
- Fighting or horseplay on the job is prohibited.

Workers' Compensation

In accordance with state law, Chick-fil-A at Hendersonville, NC provides insurance coverage for employees in case of work-related injury. The workers' compensation benefits provided to injured employees may include medical care, cash benefits to replace lost wages, and/or vocational rehabilitation to help qualified injured employees return to suitable employment.

To ensure that you receive any workers' compensation benefits to which you may be entitled, you will need to:

- Immediately report any work-related injury to the Operator, manager or Team Leader
- Seek medical treatment and follow-up care if required.

- Provide the Operator with a certification from your health care provider regarding the need for workers' compensation disability leave and your ability to return to work from the leave.

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

We must notify the workers' compensation insurance company of any concerns of false or fraudulent claims. **Any person who makes or causes to be made any knowingly false or fraudulent material statement or material misrepresentation for the purpose of obtaining or denying workers' compensation benefits or payment may be guilty of a felony.**

Team members who are ill or injured as a result of a work-related incident, and who are eligible for family and medical leave under the FMLA and/or state law, will be placed on FMLA leave (and/or state medical leave) during the time they are disabled and not released to return to work. Leave under the FMLA and applicable state law (if any) runs concurrently. Eligible employees will be placed on FMLA leave for a maximum of 12 weeks in a 12-month period.

Property & Workplace Searches

Chick-fil-A at Hendersonville, NC reserves the right to conduct workplace searches when necessary. Examples of situations where searches might be conducted include, but are not limited to, situations in which management reasonably believes that a search may be necessary or helpful in preventing or identifying incidents of theft, or to prevent employees from bringing prohibited items (such as weapons or illegal drugs) to work.

Any personal items brought onto our property by a team member may be subject to search by management, security or law enforcement at any time.

Team members should not have any expectation of privacy where property or resources of a customer or Chick-fil-A at Hendersonville, NC are 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.

Telephone, Internet, and Electronic Communications

The telephone in our restaurant (including any voice mail or voice messaging system) is the property of our business, and generally should be used only for calls involving our restaurant's business and business-related activities. Accordingly, our policy is that any communications through the restaurant's telephone and voice mail system at our restaurant should generally have a business purpose. Occasional and minimal personal use is acceptable, but personal calls must be kept to a minimum and should be kept brief. Similarly, the computer(s) or computer system(s) in our restaurant are the property of our business, and should be used only for business purposes.

Team members should understand that there should be no expectation of privacy by any team member as to his or her usage of our restaurant's telephone, voice mail, computer, e-mail, internet or other electronic communications device, system or mechanism. Chick-fil-A at Hendersonville, NC may access or monitor its electronic communications (including but not limited to the e-mail and internet systems in our restaurant), and may obtain the communications and information contained within those systems without notice to users.

A team member's cellular phones or other personal electronic communications devices should not be worn or kept on the team member's person while the team member is on duty at the restaurant. If a smartwatch is worn it should be kept in airplane mode while the team member is on the clock.

Phone calls are to be answered by approved personnel only.

As part of your employment, your name, photograph, image, or likeness may be used in Chick-fil-A Hendersonville marketing, social media, or other online and promotional materials.

Leaves of Absence

Chick-fil-A at Hendersonville, NC will comply with all federal, state and local laws pertaining to employee leaves of absence and/or time off from work. Those leaves of absence include, but are not limited to, those explained below.

Military Leave and Reinstatement Rights

Chick-fil-A at Hendersonville, NC will provide a military leave of absence to team members who must take time off from work to fulfill military obligations, and will comply with all laws pertaining to reemployment of team members upon return from military obligations. For more information in this regard, please review the USERRA informational poster that is posted in our restaurant.

Family and Medical Leave

Chick-fil-A at Hendersonville, NC will grant family and medical leaves of absence to eligible team members in accordance with the requirements of the federal Family Medical Leave Act ("FMLA") and any applicable state law concerning this subject. (Where state law provides for family or medical leave, FMLA and state law leave will, to the extent allowed by law, run concurrently.) No greater or lesser leave benefits will be granted than those set forth in the applicable state or federal laws. In any case, eligible team members will be provided the most generous benefits available under either federal or state law, where state law applies.

A team member should contact the Operator, manager or team leader, as soon as the team member becomes aware of the need for a family and medical leave. This policy sets forth a summary of our policy in this regard, and our team members' rights to family and medical leave.

Employee Eligibility

To be eligible for family and medical leave benefits, a team member must: (1) have worked for the Operator for a total of at least 12 months; (2) have worked at least 1,250 hours over the previous 12 months; and (3) work at a location at which the Operator employs at least 50 employees within 75 miles.

Leave Available

Eligible employees may receive up to a total of 12 workweeks of unpaid family or medical leave during a 12-month period. The 12-month period begins on the date of the first absence qualifying for FMLA leave, and rolls forward from that date.

Qualifying Reasons for Leave

Qualifying reasons for family and medical leave include: (1) to care for a newborn child (birth through 12 months of age); (2) the birth or placement of a child for adoption or foster care; (3) to care for an immediate family member with a serious health condition; (4) when the team member is unable to work because of a serious health condition.

A serious health condition is defined as: (1) any injury, illness, or impairment that involves inpatient care in a hospital, hospice, or residential medical care facility; (2) continuing treatment by a health care provider which includes a period of incapacity for more than three consecutive calendar days, requires two or more treatments (visits) to the health care provider, or requires at least one visit to the health care provider followed by a regimen of continuing treatment under the supervision of the health care provider. Chronic conditions are also covered by the FMLA.

Under some circumstances, team members may take family or medical leave intermittently, meaning that they may take leave in blocks of time, or may take leave via a reduced work schedule. Intermittent leave, if approved, may be taken in hourly increments and will be counted toward the team member's annual 12 week leave allotment.

Notice & Certification

A team member needing family or medical leave may be required to provide:

- 30 days' advance notice when the need for the leave is foreseeable (e.g., for childbirth or elective surgery), or notice as soon as practicable where unforeseeable circumstances necessitate leave without the possibility of 30 days' advance notice. Failure to give timely notice may affect the ability to take leave as requested.
- Medical certification from a health care provider (both prior to the leave and prior to reinstatement);
- Periodic re-certification; and
- Periodic status reports during the leave.

When leave is needed to care for an immediate family member or the team member's own serious health condition, and is for planned medical treatment, team members must try to schedule treatment so as not to unduly disrupt their restaurant's business operation.

Compensation and Benefits During Leave

Family and medical leave is unpaid. Depending on individual circumstances a Team Member may be eligible for short-term disability, long-term disability or workers' compensation insurance coverage while on FMLA leave.

If leave is requested for the birth or adoption of a child, then the team member must first use any accrued paid vacation time (if any). If leave is requested for the team member's own serious health condition or to care for a family member with a serious health condition, then the team member must first use any accrued paid vacation time or sick leave time (if any).

A team member's use of family or medical leave will not result in the loss of any employment benefit that the team member earned or to which the team member was entitled before using family or medical leave.

Job Reinstatement Upon Return From Leave

Under most circumstances, upon return from family or medical leave, the team member will be reinstated to his or her previous position, or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions. However, upon return from a family or medical leave, the team member has no greater right to reinstatement than if the team member had been continuously employed rather than on leave.

A team member returning from leave due to his or her own illness or serious health condition must provide certification from his or her health care provider that he or she is able to resume work. If a team member is returning from family and medical leave taken due to his or her own serious health condition, but is

unable to perform the essential functions of the job because of a physical or mental disability as defined by law, the Company will attempt to provide a reasonable accommodation if possible.

Resignation

When an employee resigns from employment, it often has been considered customary to provide at least two weeks advance notice of resignation where practicable. If you choose to resign from your employment at Chick-fil-A at Hendersonville, NC, we would appreciate your providing us with as much advance notice as is practicable for you under the circumstances -- although you are not required to provide any length of advance notice at all. Upon receipt of notice of a team member's resignation, Chick-fil-A at Hendersonville, NC reserves the right to choose to release the team member immediately or at some date prior to the team member's requested or designated last day or work, rather than waiting for the end of the notice period.

At-Will Employment

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

Termination of Employment

Chick-fil-A at Hendersonville, NC reserves the right to terminate any team member's employment on an at-will basis at any time with or without notice or cause, for any reason not prohibited by law. In the event of termination, team members will be provided with their final paycheck in accordance with applicable law. Upon termination of employment (whether by voluntary resignation or involuntary discharge or otherwise), team members are expected to immediately return any and all restaurant property in the team member's possession, custody or control. There are many aspects of this job that are demanding. To be faithful stewards of the employees trusted to us and to respect the time of new hires, we strive for transparency in our working relationship. Because of this, we utilize a two-week trial period. If, at any time during the first two weeks, we feel that the fit is not right, we will let the employee know and terminate the employment. The employee should exercise this option if they feel the job is not for them. We strive to have a positive impact on all we come in contact with and this situation is no different.

Cash and Coupon Accountability Policy

Your job as a cashier is essential. Because you will be handling cash and coupons, it is very important that you understand what is expected of you. Please carefully read this policy statement and be certain you fully understand it before you sign it.

1. At the beginning of your shift, you are encouraged to verify the beginning cash total on the Cashier Summary Ticket in your cash drawer. If you fail to count the drawer, it is assumed that you agree with the beginning cash total determined by the Team Leader.
2. Only you are to use your drawer. (This policy includes Team Leaders and Operators.)

3. You will be held accountable for all of your cash overages and shortages and for your irregular keystrokes, e.g., over rings/refunds, deletions, and orders cleared.
4. If it becomes necessary to obtain change during your shift, contact a team leader to make change. Cashiers should not make change with other cashiers.
5. Should it be necessary to skim your drawer, both the cashier and Team Leader should verify, record and initial the amount of the skim on the Cashier Summary Ticket.
6. When you finish your shift, you may only count your drawer in the presence of a Team Leader. If you decide not to count your drawer with the Team Leader, the Team Leader will count the drawer and it will be assumed that you agree with the ending cash and coupon total determined by the Team Leader.
7. It is against store policy to undercharge, ring up an unauthorized discount or to pass food across the counter without payment. Any such incident may result in immediate termination and possible prosecution.
8. Pockets are off limits for cash and coupons.
9. You are responsible for the cash and coupons that you process during your shift. Actions contrary to this policy will result in action up to and including termination. Negligent or purposeful losses may result in forfeiture of pay to the extent allowed by law. Chick-fil-A may investigate all losses for prosecution. All Team Members, as a condition of employment, are required to cooperate with any investigation conducted by the owner or any authorized agency.

If you are following correct register procedures outlined in the Cash and Coupon Accountability Policy, then cash overages and shortages should be minimal. This policy will be enforced regardless of the reason for the overage or shortage. In addition, if your cash shortages exceed the \$2.00 minimum, the amount over the minimum will be deducted from your next paycheck.

For each occurrence in a 30 day cycle that your cash or the retail value of your coupons is either over or short more than \$ 2.00, you can expect the following consequences:

First Occurrence	<i>Written Warning</i>
Second Occurrence	<i>Written Warning II</i>
Third Occurrence	<i>One week suspension</i>
Fourth Occurrence	<i>Termination</i>

TEAM MEMBER ACKNOWLEDGMENT

EMPLOYEE HANDBOOK

By signing below, I acknowledge that I have received a copy of the Team Member Unit Policy Handbook for Chick-fil-A at Hendersonville, NC, and I understand that this Handbook sets forth many of the personnel policies applicable to my employment. I have read the Handbook carefully, and understand that I am expected to abide by the rules, policies, and standards set forth in the Handbook.

AT- WILL EMPLOYMENT

I also acknowledge and agree that my employment with Chick-fil-A at Hendersonville, NC is at-will, meaning that my employment is not for any specified period of time, that I can resign my employment with Chick-fil-A at Hendersonville, NC at any time for any reason, and that Chick-fil-A at Hendersonville, NC may terminate my employment at any time for any reason, with or without cause or advance notice, as permitted under applicable state and federal law. I acknowledge and agree that no oral or written statements or representations regarding my employment can alter the foregoing.

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

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

CIVILITY & NON-HARASSMENT POLICY

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

CASH & COUPON ACCOUNTABILITY POLICY

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

Team Member (printed name) _____

Team Member (signature) _____

Date _____

Operator/Manager _____

Date _____