



TACO BELL™

EMPLOYEE HANDBOOK

Crave Management Group, LLC

MTB Management, Inc.

A Franchisee of Taco Bell

October, 2025

Table of Contents

Introduction

- 101 Welcome
- 102 You Are a Reflection of the Company
- 103 Handbook Guidelines
- 104 Management Flow Chart
- 105 Open-Door Policy
- 106 Hours of Operations

Employment

- 201 Equal Opportunity Employment
- 202 Engaging in Protected Activity
- 203 Employment Eligibility Verification
- 204 Restrictions for Employees 14 & 15 years
Of Age
- 205 Ethical Standards
- 206 Conflicts of Interest
- 207 Confidentiality
- 208 Work Product/Innovation Ownership
- 209 Probationary Period for New Employees
- 210 Training Program
- 211 Performance Reviews
- 212 Your Personnel File
- 213 Outside Employment
- 214 Criminal Convictions
- 215 Religious Accommodation
- 216 Image and Likeness

Employment Practices

- 301 Your Work Schedule
- 302 Absenteeism and Tardiness
- 303 If You Are Sick
- 304 Breaks and Meals
- 305 Grooming Guidelines
- 306 Uniform Standards
- 307 Handwashing and Gloves
- 308 Smoking, Tobacco, Food, and Gum Use

Information Concerning Your Pay

- 401 Our Pay Period
- 402 Direct Deposit and Pay Cards
- 403 Payroll Deductions
- 404 Employment Classifications
- 405 Timekeeping Procedures

Information Concerning Your Benefits

- 501 Holidays
- 502 Bonuses
- 503 Paid Time Off (PTO)
- 504 Philanthropy
- 505 Health, Dental, and Vision Benefits
- 506 Retirement Benefits
- 507 Family & Medical Leave (FMLA)
- 508 Parental Leave
- 509 Voting Leave
- 510 Jury Duty
- 511 Military Leave
- 512 Bereavement Leave
- 513 Workers' Compensation

General Policies & Employee Conduct

- 601 Personal Property
- 602 Company Property
- 603 Telephone Use
- 604 Software and Hardware Use
- 605 Employee Dating
- 606 Anti-Discrimination, Anti-Harassment,
and Anti-Retaliation
- 607 Social Media Acceptable Use
- 608 Drug-Free Workplace
- 609 Employee Conduct
- 610 Discipline
- 611 Food Safety

Safety & Security

- 701 Opening & Closing Procedures
- 702 What to Do in Case of an Attempted
Robbery
- 703 Cash Handling
- 704 Employee Injury – See policy #513

Separation of Employment

- 801 Voluntary Resignation
- 802 Job Abandonment
- 803 Internal Grievance Procedure
- 804 Your Final Paycheck
- 805 Employment References

Employee Acknowledgement

101 WELCOME!

Welcome to Crave Management Group/MTB Management, Inc. and congratulations on being selected to join our team! Crave Management Group is a franchisee of Taco Bell Corporation. Our mission is to be the best place to work, eat, and own.

At our Company, we are constantly thinking about how we can make Taco Bell the best place to work, and we ask that you think about how to make Taco Bell the best place to eat. If we both do our part, Taco Bell will certainly be the best place to own, which allows us to reinvest in our people and build more restaurants, creating more opportunities to better our communities and promote from within.

While our products, prices and marketing may attract customers, it is their experience that will ultimately give them a reason to return. Outstanding people are the key to our success. Our Company offers a collaborative team-based approach, and an atmosphere where questions are encouraged and expected.

Again, congratulations and thank you for taking the time to review this handbook.

102 YOU ARE A REFLECTION OF THE COMPANY

You were hired to work here because of the excellent impression you made. We feel that you possess the qualities, motivation, and the positive attitude necessary to become an integral part of our team.

At our Company, we want our customers and our employees to feel important, understood, and energized. Customers love feeling important – who doesn't? Smile and welcome them to the restaurant when you see them. By doing an exceptional job of listening to their needs and consistently and accurately delivering their food, they will feel understood. At Taco Bell, we are all about Living Mas.

How our communities and customers perceive us is critical to our success, so we have very high expectations of all our team members in terms of performance and behavior. We have hired you to represent us to the public. Your attitude and appearance send a message to our customers and has a major impact on their decisions.

103 HANDBOOK GUIDELINES

This handbook has been written to serve as a guide to the employer/employee relationship. It contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. It is not a contract of employment. For that reason, if you have any questions concerning eligibility for a particular benefit or the applicability of a policy or practice to you, you should address your specific questions with Human Resources.

The Company's policies, procedures, and benefits are continuously reviewed and updated. The Company may change, modify, or discontinue its policies from time to time. The Company has the option to change the level and type of benefits at any time, consistent with applicable federal and state laws.

104 Management Flow Chart

We have an enormous vision for the possibilities of your potential with Taco Bell, and because of that, it's important for you to understand the management structure of the company. The people in these roles want to hear your feedback, opinions, and concerns and they make decisions for the company.

You are invited to contact and communicate with any of the following resources:

- The General Manager for your store.
- The Area Coach for your store.
- The Director of Operations of the Company.
- The Director of Human Resources for the Company.

105 Open-Door Policy

The Company encourages free-flowing discussions to promptly resolve issues. Further, to provide the framework and guidance for handling grievances, it is the Company's policy to:

- Promote candor and trust in all business communications and relationships.
- Provide timely and clear explanations of policy, procedures, and practices to avoid vagueness and misunderstanding.
- Encourage the discussion of any topic, concern, or issue.
- Provide objective, sensitive, and prompt actions to resolve matters and ensure that adequate and timely feedback is provided to the originator.
- Promptly attend to the resolution of formal grievances, resolve them in a way that preserves the necessary interests of the Company and remains consistent with its expressed values and ensure no retribution is taken against the initiator of a grievance.

106 Hours of Operations

As a franchisee of Taco Bell Corporation, we will follow the Taco Bell Corporation's required hours of operation standards. All General Managers are required to report any possible closures to their Area Coach or Director of Operations. At no point will a General Manager close their store without approval from their Area Coach, Director of Operations, and/or the Company President.

Emergency Closing

It is the Company's intent to continue business operations at the facility during all normal business hours, however, there may be situations that require we suspend operations for safety reasons. The decision to suspend or delay normal operations will be made by the President, the Director of Operations, or an Area Coach. Employees will be notified via the Company messaging app, text, phone call, or email. Non-exempt employees who are affected by the decision to suspend business operations for any reason do not receive pay for unworked hours.

Delivery Services

All delivery services (i.e. mobile orders, DoorDash, Uber Eats, Grubhub, etc.) are required to be online and available to all customers in accordance with the Taco Bell Corporation hours of operations standards. Exceptions must be approved by the Area Coach, Director of Operations, and/or the Company President.

201 Equal Opportunity Employment

The Company supports and promotes equal employment opportunities for all applicants and employees in compliance with state and federal laws. The Company does not discriminate against employees or applicants for employment on any unlawful basis, including race, creed, religion, color, sex (including pregnancy, childbirth, and pregnancy-related conditions), national origin, age, physical or mental disability, marital status, sexual orientation or gender identity, military or veteran status, genetic information, or any other protected category. This policy applies across all areas of employment including, but not limited to, hiring, training, compensation, transfers, promotions, demotions, evaluations, layoffs, and termination.

202 Engaging in Protected Activity

Nothing in this handbook should be interpreted to limit or prohibit employees from engaging in any protected activity. For purposes of this handbook, “protected activity” means filing a charge or complaint, or otherwise communicating, cooperating, or participating with, any state, federal, or other governmental agency. Employees are not required to obtain authorization from the Company prior to disclosing information to, or communicating with, such agencies, nor are they obligated to advise the Company as to any such disclosures or communications. However, by making any such disclosures or communications, employees must take all reasonable precautions to prevent any unauthorized use or disclosure of any information that may constitute Company confidential information, as that term is defined in Section 207.

203 Employment Eligibility Verification

As an equal opportunity employer, the Company employs people without regard to their national origin. However, in conformity with the Immigration Reform and Control Act of 1986, it is Company policy to hire only those persons eligible to work in the United States. Accordingly, the Company has adopted the following operating policies and procedures:

- No job applicant may be asked about, or categorized, according to citizenship, resident status, or national origin. Hiring decisions will be made without considering such questions.
- For purposes of complying with the Immigration Reform and Control Act of 1986, applicants offered jobs will be required to produce satisfactory evidence of eligibility to work in the U.S., and such proof is a condition of employment.
- A manager within the store location is responsible for verifying work eligibility by (1) examining the Form I-9 to ensure that it is legible, properly completed and signed by the prospective employee, (2) physically examining the verification documents to ensure that they appear to be genuine and meet the requirements for acceptable documents, and (3) completing the employer verification portion of the Form I-9.

204 Restrictions for Employees 14 & 15 Years of Age

The Company strictly follows and enforces the provisions of the Montana Child Labor Standards Act. Child labor laws are not negotiable. You must not misrepresent your age to the Company. If a minor employee is asked to perform a task or work hours that conflict with the limitations outlined below, or to address any questions or concerns, please notify the General Manager, Area Coach, or Director of Operations.

The following restrictions apply to all employees of 14 and 15 years of age:

- Hours of Work
 - No more than 8 hours on a non-school day.
 - No more than 3 hours on a school day.
 - During the School Year (Labor Day – May 31, depending on local standards), never before 7:00 a.m. and never after 7:00 p.m.
 - During Summer break (June 1 – Labor Day, depending on local standards), never before 7:00 a.m. and never after 9:00 p.m.
 - No more than 18 hours per week while school is in session.
 - No more than 40 hours per week during a non-school week.
- Work Restrictions
 - May not run errands in a vehicle.
 - May not use the fryer or perform any maintenance on it.
 - May not use any knives.
 - May not change pop boxes.
 - May not put away freight orders.

205 Ethical Standards

In the course of work, Company employees may be required to interact with others in the community. Your interaction within our communities and with our customers and vendors influences the perception of our Company. The Company expects you to be professional and courteous in your interactions so as to represent the Company in a positive light. If you are ever in doubt about whether an activity meets our ethical standards or compromises the Company's reputation, please discuss this with your manager, Area Coach, or Human Resources.

206 Conflicts of Interest

The list below suggests some of the types of activity that indicate improper behavior, unacceptable personal integrity, or unacceptable ethics, which may be considered a conflict of interest.

- Misusing privileged information or revealing confidential information, as that term is defined in section 207, to any individual who does not work for the Company.
- Using one's position in the Company or knowledge of the Company affairs for personal gain.
- Engaging in practices or procedures that violate antitrust laws, commercial bribery laws, copyright laws, privacy laws, discrimination laws, campaign contribution laws, or other laws regulating the conduct of Company business.

For example, if you are in a managerial position, you may have information about the Company that a friend of yours, who works for a competitor of the Company, may ask you for in exchange for a benefit or gift they are offering you. This is a conflict of interest.

If you are in a situation that may be a conflict of interest, depending on the people involved, you should speak with your General Manager, Area Coach, Director of Operations, Human Resources, or the President of the Company.

Hiring Relatives

Another example of a potential conflict of interest is hiring or encouraging a relative to apply at a restaurant you are already employed at. To avoid the appearance of favoritism and to ensure compliance with all Company policies, the Area Coach and/or Director of Operations must approve the hiring of an existing employee's spouse, child, parent, brother or sister, niece or nephew, or step-relative.

207 Confidentiality

During your employment with the Company, you may acquire or have access to confidential and proprietary information. This includes, but is not limited to: data, business information processes and procedures, techniques, methods, products, recipes, formulae, customer lists, pricing data, sources of supplies, marketing, packaging, production, merchandising systems and plans confidential employee information, or other trade secrets and/or confidential matters related to Taco Bell and the Company. This confidential and proprietary information is collectively referred to in this policy as “Confidential Information.” Confidential Information is the sole property of the Company and/or Franchisor and must be protected from unauthorized use or disclosure.

At no time during or following your employment with the Company should you use Confidential Information for personal gain or for the benefit of any third-party individual, business, or other entity or divulge Confidential Information to any third party, except as expressly authorized by the President of the Company prior to disclosure. This includes altering, modifying, or removing Company documents from the Company’s premises.

Divulging or disclosing Confidential Information may result in serious damage to the Company. If you are unsure about the confidential nature of the information, you must ask a manager for clarification. You are expected to immediately inform the Company of any breach of this confidentiality provision.

Nothing in this policy is intended to restrict an employee’s ability to exercise protected rights under Section 7 of the National Labor Relations Act or otherwise.

208 Work Product/Innovation Ownership

All work performed by an employee, including, but not limited to, conception, invention, creation, design, and/or development of ideas, techniques, methods, processes and procedures, recipes, formulae, products, packaging, or other concepts and features related to restaurant operations is owned by the Company and/or Franchisor. An employee of the Company has no personal ownership in the work he/she performs for the Company and its customers. An employee may not use work performed by him/her or another Company employee for any purpose other than satisfaction of his/her duties with the Company. If a former employee of the Company wishes to utilize Company-owned information, work, ideas, or any other product, he/she can only do so with written consent of the President of the Company.

209 Probationary Period for New Employees

The Company monitors and evaluates every new employee's performance for a probationary period to determine whether further employment in a specific position or with the Company is appropriate. The probationary period commences on the date the employee begins work and continues for a period of 12 months of actual work. The probationary period may be extended by the Company for a period up to 18 months. If an employee has one or more leaves of absence during the original probationary period or any extension of the probationary period, the time of each leave of absence will not be counted toward the probationary period.

210 Training Program

The Company has a robust online and hands-on training platform to ensure that employees build the skills needed to work together and serve our customers. This training includes:

- Learning the processes and procedures required to meet/exceed expectations and standards.
- Establishing and reinforcing proper behaviors for personal and professional development.
- Improving performance to ensure the store's continuous growth and success.
- Developing employee's self-sufficiency in running the store.

Taco Bell One Source On-Line Training

Instructions are provided for learning about a specific job responsibility or procedure. Each section refers you to the appropriate reference materials and provides exercises that you can complete to practice what you learn from the references. The on-line training program demonstrates all key elements of Taco Bell.

One of your most important training aids is One Source Library. The One Source Library is an online manual that explains the standards for operating Taco Bell restaurants. This manual ensures that every Taco Bell uses the same procedures so that our guests have a consistent, good experience each time they visit any Taco Bell restaurant.

On-the-Job Training

Our OTJ process provides the final check on your knowledge and the ability to execute the skill you were working on.

Crave Management Support

The Company provides an online resource called Crave Management Support. This is where you can find information regarding your money, your benefits, your Company, and your store.

211 Performance Reviews

Performance reviews are conducted regularly, at least once per year. Performance reviews are designed to communicate how the employee's performance compares with the Company's expectations and to aid the employee's supervisor in discussing job performance with the employee. Performance reviews also serve as an opportunity to make objective recommendations for wage adjustments and other personnel actions. The Company may, but is not required to, award a pay increase at the time of an employee's performance evaluation. Pay increases are at the discretion of the Area Coach and are not guaranteed. Salary or wage increases are generally based on merit. Pay increases may be awarded at other times outside of an employee's performance review, at the Company's discretion.

212 Your Personnel File

The Company maintains up-to-date personnel files on all employees. Employee personnel files are considered confidential and are the property of the Company. An employee's manager has access to the employee's personnel file, as well as Above Store Leaders, Human Resources, and Payroll Administrators.

It is important for employees to provide the Company with the necessary information required to keep records current. Information maintained in personnel files is used for benefits administration, annual W-2 mailings, insurance mailings, notifications in case of an emergency, etc. It is your responsibility to inform HR of any changes to your personal information that may alter payroll or benefits. Some examples are changes to name, contact information, marital status, emergency contact information, and more.

Representatives of government or law enforcement agencies, in the course of their duties and with proper documentation, may be allowed access to all personnel information without notification to the employee. Employees may view the contents of their file upon request.

213 Outside Employment

Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel or refusal to work overtime or different hours. Employees must maintain and demonstrate an acceptable level of performance at Taco Bell, irrespective of any outside employment.

General Managers and Assistant Managers

General Managers (“GMs”) and Assistant Managers (“AMs”) are only permitted to engage in outside work or hold other employment if ALL of the following conditions are met:

- Outside work and other employment must not compete with, conflict with, or compromise the Company’s interests or adversely affect job performance and the ability to fulfill all job responsibilities with the Company.
- GMs and AMs will not solicit or conduct any outside business during hours they are working for and being paid by the Company or use Company facilities or equipment to conduct outside business.
- GMs and AMs must seek and receive express written approval from their Area Coach or Director of Operations before beginning any outside work or other employment.

Employees other than General Manager and Assistant Managers

Employees are permitted to engage in outside work or hold other jobs, subject to certain restrictions as outlined below:

- Activities and conduct outside of/in addition to an employee’s employment with the Company must not compete with, conflict with, or compromise the Company’s interests or adversely affect job performance and the ability to fulfill all job responsibilities with the Company.
- Employees are not to solicit or conduct any outside business during hours they are working for and being paid by the Company or use Company facilities or equipment to conduct outside business at any time.

For ALL employees

If the Company determines that an employee’s outside work interferes with their performance at Crave Management Group, the employee may be asked to terminate the outside employment. Refusal may result in termination of employment with the Company.

214 Criminal Convictions

The Company has the right to not employ or continue to employ any person who has been convicted of a felony or misdemeanor involving dishonesty, breach of trust or moral turpitude, including, but not limited to theft, shoplifting, robbery, fraud, or child pornography. The Company has adopted a standard regarding the details impacting employment outlined in the Criminal Conviction Matrix. A copy of this may be requested from the Director of Operations or Human Resources.

215 Religious Accommodation

The Company will reasonably accommodate employees' sincerely held religious beliefs, practices, or observances in accordance with Title VII of the Civil Rights Act of 1964 and applicable state laws. Employees who believe they need a religious accommodation should promptly submit their request in writing to his or her manager. The Company will engage in an interactive process to evaluate the request and determine whether a reasonable accommodation can be provided without imposing an undue hardship on the operation of the business. An accommodation may be denied if it would result in an undue hardship to the Company, such as significant difficulty or expense in relation to the Company's operations, or if it would pose a real and substantial threat to the health or safety of others in the workplace. The Company prohibits retaliation against any employee for requesting a religious accommodation.

216 Image and Likeness

As part of the Company's commitment to promoting its mission, values, and activities, Crave Management Group may occasionally capture photographs, video recordings, or audio recordings of employees during the normal course of business. These images or recordings may be used on Company websites, social media, promotional materials, publications, training, or informational materials.

By continuing employment with the Company, employees acknowledge that the Company may use their image or likeness for the above-stated purposes, without payment or any other consideration. This includes materials created before, during, or after employment with the Company.

Whenever practical, the Company will provide reasonable advance notice before using individually identifiable images or recordings. Group photos or incidental background appearances may not always allow for advance notice.

Employees who do not wish to have their image, name, or likeness used for these purposes may opt out and decline to have their image, visual likeness, portrait, photograph, voice and/or video included in these franchise promotions. To opt-out, an employee must complete and submit a written opt-out request to HR.

An opt-out request must include:

- Employee's name
- Employee's work location
- Employee's Job Title/Department
- Language to the following affect: "I hereby request that the Company not use my image, likeness, voice, or name in any company-produced marketing, promotional, advertising, or external communication materials, including websites, social media posts, digital or print brochures, promotional videos, external-facing company communications."
- Date of Request

Please note: An employee's opt-out request will not apply retroactively to materials already produced or published prior to the submission of the opt-out form. The employee's opt-out request may also not apply in certain operational, training, or security contexts where the use of images is necessary for legitimate or compliance reasons. The opt-out request does not apply to incidental appearances of the employee in group settings or large events where individual employees are not specifically identified or featured.

Once the opt-out request is submitted, the Company will make reasonable efforts to exclude the opted-out employee from future marketing or promotional materials. However, the Company cannot guarantee total exclusion of the employee's name, likeness, or image in every circumstance.

301 Your Work Schedule

You are responsible for knowing the work hours of the restaurant where you work and the hours which you are scheduled to work.

Work schedules for restaurant employees are made each week to meet the restaurant's operating needs. Schedules should be posted on Thursday by 5:00 p.m. Any schedule changes must be authorized by your General Manager and/or Assistant Manager.

You are expected to be washed, in uniform, at your workstation, and otherwise prepared to work your scheduled shift at your scheduled time. Employees who are not in proper uniform or employees not on shift are not allowed in employee-only areas at any time. Employees are allowed to be on the premises one-half hour before and after their scheduled shift. No loitering by off-duty employees is allowed. An employee must get permission from the Manager-in-Charge to clock in early before their scheduled shift or to work beyond their scheduled shift.

302 Absenteeism and Tardiness

You are expected to be on time for each shift you are scheduled to work. If you must be absent or late, you must notify your store by phone as to the reason for and anticipated length of your absence. Such notice must be provided as soon as possible, but at least two hours prior to the start of your shift. If a Shift Leader must be absent, his or her shift must be covered by another member of management or another Shift Leader. If a General Manager or Assistant Manager must be absent or late, they must notify the Area Coach.

Notice for planned absences, such as vacation time or medical leave, must be given and pre-approved in accordance with the Company's PTO and Leave of Absence policies, outlined below. "Sudden absences" are defined as absences where less than two weeks' notice is given. "Call-offs" are defined as any time that employees communicate an unplanned absence, and they have not arranged coverage for their shift.

303 If You Are Sick

DO NOT come to work if you are sick with a cold, flu, any food-borne illness, or any infection or contagious disease. DO NOT come to work if you are coughing, have a headache, a sore throat, a fever, chills, muscle pain, recent loss of taste or smell, repeated shaking with chills, shortness of breath/difficulty breathing, vomiting, diarrhea, dark-colored urine, or are jaundiced.

You are required to tell your manager or Area Coach immediately if you:

- Have symptoms of any illness involving diarrhea, vomiting, jaundice, sore throat with fever, or any infected cuts or wounds.
- Have a confirmed food-borne illness or contagious disease.
- Have been exposed to a food-borne illness or contagious disease.
- Are being tested for any food-borne illness or contagious disease.

If you cannot come to work because of illness, notify your Manager-in-Charge as soon as possible but at least two hours prior to the start of any scheduled shift. Employees who cannot come to work because of an illness will not receive payment for scheduled but missed shifts. Employees must not lie about or misrepresent any personal illness.

304 Breaks and Meals

If an employee takes a designated break, the employee must do so either in the lobby or outside, but not in the kitchen. An employee may also leave the premises of the restaurant during unpaid designated breaks. The Manager-in-Charge will specify the time and place for breaks. If the flow of the business is slower than anticipated, management reserves the right to have employees take a 30-minute unpaid break, during which time the employee may leave the premises of the restaurant.

An employee who works less than 5 hours in a shift does not get a break.

An employee who works more than 5 hours is eligible for a 10-minute paid break (use the break-out button.)

An employee who works 6 or more hours is eligible for a 30-minute unpaid break (clock in and out).

When working, an employee may have one free, 20 oz. soda in a medium cup, or in the employee's own cup which must have a lid. Any other drinks, such as Freeze, Orange Juice, or Coffee will be part of your employee meal.

Employees can earn free meals on a weekly basis by achieving the ICOS variance for the period. Please review the most current meal policy posted in your store for details.

Employees must not make their own meal.

Employees must be working to receive the free meal.

All meals are to be accounted for by this process:

- Have the manager ring up the employee's meal, up to the dollar amount allowed.
- Put in the employee's name.
- Go to discounts.
- Choose "Emp. Meal."
- Enter 100%.
- The manager inputs manager numbers.
- Cash out.

All employee meals must be rung up, and meal receipts must be signed by the manager and the employee. Employees are not to ring up their own meals. The receipt must be saved in the daily paperwork for management's review.

Managers must monitor daily:

- Employee meals must match or be below the employee count for the day.
- The dollar amount must not exceed the amount given for the week.
- Check for manager and employee signatures on the receipts.

Again, employee meals are to be consumed on-site and an order to go must be approved by the Manager-in-Charge.

There is not a “Family and Friends” discount.

The only discounts we provide is 10% off for our Military members and seniors.

305 Grooming Guidelines

The Taco Bell training platform, One Source, will always be the primary guidance for our grooming standard.

Keeping yourself clean is the first step to keeping the restaurant clean and serving safe food.

Employees are expected to bathe daily and keep their face and hands clean.

Employees should use cosmetics, perfume, aftershave, or cologne sparingly.

Employees must NOT wear false eyelashes when handling food.

Employees must keep fingernails clean. Fingernail polish, if worn, must be unchipped. Fake nails may be worn in all positions and must be covered with gloves when handling food.

Employees must keep hair neat and clean with an appropriate head covering:

- All Food Champions and Service Champions must wear a Taco Bell uniform hat, visor, or beanie.
- If wearing a visor, a hairnet must be worn.
- Hair longer than the base of the neck, including ponytails, braids, and buns, must be restrained to keep hair from contacting food and/or food contact surfaces. If hair is longer than the base of the neck, it must be tied back and worn with a hairnet.

Employee facial hair must be clean and neat:

- Mustaches and goatees must be neatly trimmed to the edge of the mouth.
 - A mustache is defined as hair growing on an upper lip, under the nose. It may extend down the sides of the mouth and may also adjoin a beard or goatee.
 - A goatee is defined as a beard trimmed to a tuft on the chin. The goatee may be confined to the chin or may adjoin the mustache.
- Sideburns must be neatly trimmed and must not extend past the bottom of the ear.
 - Sideburns are defined as the growth of hair on the cheek beside the ear.
- When handling food, beards longer than ½ of an inch must be contained in a beard net.
 - A beard is defined as the growth of hair on the face covering the chin and sides of the face. It may adjoin the mustache and /or sideburns.

The Company expects employees to comply with the following standards for jewelry and accessories:

- Post, stud, or hoop earrings smaller than a quarter are permitted.
- Earrings do not have to match.
- Facial piercings, gauge, and ear lobe spacers are permitted if they are secured with locks and backings. They can NOT be clear colored.
- Plain rings and wedding bands without stones are permitted.
- Wrist watches must NOT be worn while handling food. Employees may wear a watch when not handling food.
- Only uniform approved pins are allowed. These pins are sent by the brand with an approved backing.

Tattoos, if visible, may NOT include references to profanity, gang association, or sexual content. Facial tattoos are not allowed. Tattoos are acceptable on the neck (jawline or below).

306 Uniform Standards

The Taco Bell training platform, One Source, will always be the primary guidance for our uniform standards.

General

- Uniforms should be in good condition.
- Uniforms should be wrinkle-free.
- Uniforms should fit properly (not too tight, too loose, or hanging).
- Self-supplied uniform items must be solid in color, free of logos, words, and graphics.

Hats, Visors, and Beanies

- Must be supplied by approved uniform vendor.
- If visor is worn, hairnet must be present.

Apron

- You may choose to wear an apron at any time but are not required. Aprons are optional for old and new uniforms.
- Aprons must be removed prior to taking a restroom break or cleaning the restroom.

Shirts

- TEAM MEMBERS: Not required to tuck in shirts.
- MANAGERS: Depending on shirt style, shirt may or may not be tucked in.

Undershirts

- Must be worn if offensive, visible tattoos are present.
- Must be black in color; no white.
- Must properly fit (i.e. may not fall below the wrist or be longer than the bottom of the uniform shirt).

Jackets

- If wearing the Taco Bell uniform-approved hooded jacket, note that the hood should not be worn when inside of the restaurant.

Pants

- You must wear uniform pants or solid black self-supplied pants.
- Must be worn at the waist and should not touch or drag on the floor.

- May be cuffed or rolled.

Jeans

- Must be dark denim or black; solid color without patterns.

Belts

- If a shirt is tucked in, a plain black belt must be worn.

Skirts

- Permitted for religious reasons only.

Shoes

- Slip-resistant shoes are required.
- Shoes should be black and solid in color.
- Closed toe and heel.
- Cowboy boots and Crocs are not permitted.

Socks

- Add fun socks of your choice to make your uniform your own!

Name Tags

- Not required.
- If used, name tags must be engraved, legible, in good condition and must be provided by a Taco Bell approved vendor and have the correct employee name.

Gloves

- Must be a solid, dark color.
- May be worn by Team Members or Managers working in the drive thru.

Items in Pockets

- DO NOT wear items that hang out of uniform pockets (key chains, wallet chains, lanyards pens, cell phones, knives, etc.). Managers may have a pen and keys hanging from a belt loop.
- No lanyards.
- Only uniform-approved pins are allowed.
- Cell phones, or any type of personal entertainment device cannot be used during work hours unless there is an emergency.

Sunglasses

- Sunglasses are not to be worn while working.
- The only exception is if the sunglasses are for medical reasons. A doctor's note with explanation is required.

A Complete Manager Uniform Includes:

- Collared long-sleeved or short-sleeved shirt from approved uniform vendor.
- Dark blue denim, black jeans, or black pants from approved uniform vendor or self-supplied.
 - Pants must be solid color and free of rips, holes, tears, or stains.
 - Pants may be cuffed or rolled.
 - Black pants or jeans should not be capris, carpenter, cargo, corduroy, leather, loungewear, sportswear, spandex, yoga pants, or joggers.
- Plain black belt from approved uniform vendor or self-supplied.
 - Belt is only required if shirt is tucked in.
 - May wear Taco Bell Foundation belt.
- Hat or visor from approved uniform vendor.
 - If wearing a visor, a hairnet must be worn.
 - If hair is longer than the base of your neck, it must be tied back and worn with a hairnet.
- Solid black, slip-resistant shoes with closed heel and toe.

A Complete Team Member Uniform Includes:

- Team member shirt from approved uniform vendor.
- Dark blue denim, black jeans, or black pants from approved uniform vendor or self-supplied.
 - Pants must be solid color and free of rips, holes, tears, or stains.
 - Pants may be cuffed or rolled.
 - Pants or jeans should not be capris, carpenter, cargoes, or jogger style. Yoga pants and pants made out of corduroy, spandex, sportswear, or leather materials are not permitted.
- Full bib apron (optional), from approved uniform vendor.
 - Do not leave aprons in guest view. Place in office or a breakroom.
 - Must be worn full length, not folded down or partially worn.
 - Do not wear when using the restroom or cleaning the restroom.
 - Apron must be tied at all times.
- Hat, visor, or beanie from approved vendor.

- If wearing a visor, a hairnet must be worn.
 - If hair is longer than the base of your neck, it must be tied back and worn with a hairnet.
- Plain black belt from approved uniform vendor or self-supplied.
 - Belt is only required if shirt is tucked in.
 - May wear Taco Bell Foundation belt if approved.
- Solid black, slip-resistant shoes with closed heel and toe.

For **maternity** wear, stretch materials and longer shirts are permitted in colors and patterns consistent with uniform guidelines.

Exceptions to the Uniform Standards may be made where required by law to accommodate sincerely held religious beliefs or a disability. Talk with your manager or Above Store Leader for more information about exceptions.

307 Hand Washing and Gloves

For the safety of our customers and to comply with local health and food safety regulations, we have a strict handwashing and glove use policy.

You **MUST** wash hands:

- Upon arrival.
- Each time you re-enter the kitchen.
- Before touching food or clean utensils, cups, and wraps.
- Before putting on gloves and each time you change gloves.
- After touching your face, glasses, apron, hair, clothing, or other people.
- After handling money, garbage, dirty dishes, or other cleaning tasks.
- After using the restroom, you must wash your hands **TWICE**: once in the restroom and again once you return to the kitchen.
- When changing from non-food handling, including cashiering-to-food-handling tasks.

You **MUST** wear single-use gloves at all times, regardless of position when:

- Wearing any type of bandage from the wrist down.
- Any unhealed sores, cuts, or burns are present.

NEVER re-use or attempt to wash a glove.

308 Smoking, Tobacco, Food, and Gum Use

Smoking

The Company strives to provide a smoke-free workplace to maintain a safe and healthy work environment for all employees. To this end, smoking (including the use of electronic cigarettes or nicotine delivery devices) in the restaurant is strictly prohibited. Smoking (including the use of electronic cigarettes or nicotine delivery devices) is permitted in designated areas approved by your manager, but NEVER in view of customers. Consult with your manager for approved, store-specific smoking locations.

Once the lobby is closed each evening, smoking is allowed outside:

- Only in front of the most visible lobby door, with the most lighting, from which you can be seen by employees in the kitchen.
- You must wear a headset.
- You must be visible by the store security cameras.
- Only one person will be permitted to smoke at a time.

Food and Gum

To avoid giving customers the impression that we are eating while preparing their food, the Company does not allow employees to eat while preparing or serving food to customers. Chewing gum or using smokeless tobacco while serving customers or preparing food is also prohibited.

401 Our Pay Period

The payroll period is two weeks (14 days) long. It begins on Wednesday at 4:15 a.m. and ends two weeks later on Tuesday at 4:14 a.m.

Payday is on Tuesday of the week following the end of the payroll period.

If payday falls on a Company-recognized holiday, you will be paid the day before. Direct any questions you may have regarding your paychecks to your General Manager.

402 Direct Deposit and Pay Cards

All employees will choose to receive their pay through either automatic direct deposit or a pay card.

If you do not have a financial institution or choose not to enroll in direct deposit, the Company will provide you with a pay card, at no cost to you. The pay card will be assigned to you and loaded with your regular earnings every payroll. This cash card belongs to you and can be taken with you should you leave our employment.

403 Payroll Deductions

The Company makes deductions from employees' pay only in accordance with applicable law. This includes, but is not limited to:

- Federal income tax withholding (mandatory).
- State income tax withholding (mandatory).
- Social security tax, noted as FICA (mandatory).
- Medicare contributions (mandatory).
- Deductions for employee benefits when authorized by the employee.
- Deductions for shoes or clothing, purchased by the Company on behalf of the employee, when authorized by the employee.
- Court-ordered garnishments (i.e. levies, student loans and child support orders, etc.).

If the Company is instructed by a court to garnish an employee's wages, the employee will be notified of the garnishment. The Company is legally required to comply with wage garnishment orders. If you dispute or have concerns about the amount of garnished wages, you must contact the court that issued the order or your attorney.

404 Employment Classification

In order to determine eligibility for benefits, overtime status, and to ensure compliance with federal and state laws and regulations, the Company classifies its employees as shown below. The classifications below do not guarantee employment for any specified period of time and the Company may review or change employee classifications at any time.

Full-time employees: Employees who are consistently scheduled to work at least 30 hours per week are considered full-time employees.

Part-time employees: Employees who are consistently scheduled to work fewer than 30 hours per week are considered part-time employees.

Non-exempt employees: Those employees who are paid on an hourly basis and are NOT exempt from receiving minimum wage and overtime pay under the Fair Labor Standards Act (“FLSA”).

All non-exempt employees are eligible for overtime pay at the rate of 1.5 times their regular hourly rate for all hours worked in excess of 40 hours in a single workweek. Under the FLSA, non-exempt employees are not eligible for compensatory time off in lieu of overtime pay. Days paid but not worked, due to holidays or vacation, and unpaid leave hours do not count toward the total hours worked for purposes of calculating overtime pay.

All overtime hours must be approved in advance by the employee’s General Manager. Working unauthorized overtime is cause for discipline up to and including termination.

Exempt employees: Employees who are paid on a salaried basis ARE exempt from receiving minimum wage and overtime pay under the FLSA. Exempt employees hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor.

Exempt employees will receive a predetermined amount of compensation for each work week.

Exempt employees are expected to work the number of hours required to complete all duties and responsibilities associated with their job/position each week. The expected number of hours is outlined in the Offer of Employment letter. Achievements such as “Golden Bell” and “Flagship” may impact the expected hours of work.

405 Time Keeping Procedures

All non-exempt and exempt employees are required to clock in and out at the beginning and end of their shift. All hours worked must be accurately recorded. Records of hours are required by governmental regulations and are used to calculate regular and overtime pay and proper payment of PTO.

501 Holidays

The Company recognizes the following PAID holidays for Exempt Employees only:

- Thanksgiving Day – the last Thursday in November
- Christmas Day – December 25
- Your birthday! PTO is accrued on this day: 10 hours if the employee has a required 50-hour work week, 9 hours if the employee has a required 45-hour work week, or 8 hours if the employee has a required 40-hour work week. This PTO may be used just as other PTO, not necessarily on the exact birth date.

502 Bonuses

The company may award discretionary bonuses to General Managers and Assistant Managers based on various store performance and bonus metrics. The eligibility rules and implementation of a bonus program is entirely at the discretion of the President of the Company and is revised and modified each year. Any bonus does NOT count towards earning or accruing PTO.

In the event that your employment has ended, either voluntarily or involuntarily, you will not be eligible to receive any unpaid bonuses. You must be employed with the Company to receive the bonus.

503 Paid Time Off (PTO)

All General Managers and Assistant Managers are eligible to accrue PTO based on length of employment with the company as follows:

General Managers:

First Year 5.77 hours per pay period, 3 weeks total at the completion of a year

Year 2-5 7.69 hours per pay period, 4 weeks total at the completion of a year

Year 6+ 9.61 hours per pay period, 5 weeks total at the completion of a year

Assistant Managers:

First Year 5.19 hours per pay period, 3 weeks total at the completion of a year

Year 2-5 6.92 hours per pay period, 4 weeks total at the completion of a year

Year 6+ 8.65 hours per pay period, 5 weeks total at the completion of a year

- All new General Managers and Assistant Managers will have a 90-day waiting period for use of their PTO benefits.

Certified Shift Leads:

All certified Shift Leads are eligible to accrue PTO beginning the first day of the pay period after earning the promotion. PTO will accrue at the following rate:

First Year+ 1.54 hours per pay period, 1 week total at the completion of a year

- This amount does not vary by number of hours worked per week.
- The accrual rate is not impacted by length of service.
- PTO is available for use immediately.
- Shift Leads who are promoted to managers carry forward their current PTO balances.

PTO Usage

The Company expects that eligible employees should use their earned PTO time. Planning time away from work as early as possible will help avoid scheduling conflicts. Please submit PTO requests at least 30 days in advance for approval by the Area Coach. PTO Request Forms are available on Zenput. Approval of a PTO request will depend upon business needs and staffing requirements. If a request for time off conflicts with another

employee's request, then time off will be approved based on the earliest request and seniority. Please note that planned vs. unplanned time away is a measure of job performance.

PTO pay is subject to the following provisions:

- Length of service begins on the first day of employment with the company, even if initially hired in a non-manager position.
- For purposes of PTO accrual, "length of service" applies to continuous employment only. Any break in employment will reset the PTO accrual rate to the beginning level.
- Additional PTO time earned as a result of length of service will begin to accrue immediately after the employee's anniversary date.
- At the end of the calendar year, banked PTO time will be automatically paid out with the last paycheck of the upcoming January. This is the only time during the year that employees are allowed to cash-out their PTO balances.
- To avoid an automatic full cash-out of any remaining PTO balance at the end of the calendar year, employees may request to cash out 50% of their banked hours at their regular rate of pay, leaving the remaining 50% of their hours in their PTO banks. To make this request, please use the PTO Request form available on Zenput. Use December 31 as the date, but type in the comment section that you wish to SAVE 50% of your banked hours. This request should be submitted before the end of the calendar year. This is a good option for when PTO is planned or needed in the early weeks of the year, and the accrued amount totals are still lower.
- At no time may an employee bank more than 350 hours of PTO. PTO will stop accruing at this point. As soon as the employee uses some of the 350 hours of banked PTO, accruals will begin again.
- If at any time an employee requests time off that would result in a negative PTO balance (using more than has been accrued/earned), it must be pre-approved by the Area Coach. It is possible to have "approved" time away that is not paid. Please see below.
- PTO may not be used in less than one-hour increments.

PTO Exhausted – Approved Unpaid Leave

An employee who has used all banked PTO may request unpaid time off. Please submit all unpaid time off request forms at least 30 days in advance for approval by the Area Coach.

Leave of Absence

A leave of absence (“LOA”) is an approved period of time during which an employee is temporarily relieved of their job duties, with or without pay, while maintaining their status of an employee. A LOA may be granted for a variety of reasons, including but not limited to medical needs, personal matters, or other qualifying events under the Company’s policy. Certain types of leave, such as FMLA, military leave, and jury duty, may have different eligibility requirements and policies. Please refer to the sections in this handbook discussing those specific types of leave.

No PTO is accrued during a leave of absence. Accrual will resume when the employee returns from LOA to active work status.

Employees who do not qualify for PTO are eligible to request unpaid time off when an employee has worked for the company for at least 30 consecutive days. Please submit all leave of absence request forms at least two weeks in advance of the requested leave start date, unless the leave is unforeseeable (e.g., medical emergencies) for approval by the General Manager and Area Coach. The request must include the reason for the leave, the anticipated start and return date, and any supporting documentation (such as a doctor’s note, court order, etc.) if applicable. Approval is at the sole discretion of the General Manager and Above Store Leadership, subject to legal requirements and determined on a case-by-case basis.

Taking an unpaid leave of absence without approval may be treated as an unauthorized absence subject to disciplinary action, up to and including termination.

Termination

Upon termination of employment from the Company, any accrued PTO is paid out at the employee’s regular rate of pay with the final paycheck.

504 Philanthropy

To encourage employees to volunteer in or around their communities, all General Managers and Assistant Managers who have been with the Company for at least 30 consecutive days will be given five paid days for philanthropy purposes per year.

All requests for philanthropy time are to be submitted to and approved by the Director of Operations or the President of the Company at least two weeks in advance of the anticipated time off for philanthropy purposes. Philanthropy time can be used for a variety of activities including volunteering at a religious place of worship or non-profit organization (NPO) function or camp, serving on an NPO board, performing volunteer service projects, or volunteering your time and service to a variety of causes. Philanthropy time-off approval is at the discretion of the Director of Operations or the President of the Company.

505 Health, Dental, and Vision Benefits

The Company offers health, dental, and vision benefits (“healthcare benefits”) to eligible employees. Employees may be eligible for such benefits in accordance with the eligibility requirements outlined in the Company’s benefit plan. Please contact HR for details about the most current information regarding healthcare benefits.

506 Retirement Benefits

The company offers a 401k plan for eligible employees. Eligibility requirements are governed by the Company's plan document. Please see the Summary Plan Description and/or contact HR for details.

507 Family & Medical Leave (“FMLA”)

The Company complies with the Family and Medical Leave Act (“FMLA”), which requires eligible employers to grant unpaid leaves of absence to qualified workers for certain medical and family-related reasons. The Company also abides by any applicable state and local laws.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by applicable law. If an employee has any questions or concerns regarding this policy, they should contact HR.

General Provisions

Employees are eligible for FMLA leave if they have worked for the Company for at least 12 months, have worked at least 1,250 hours during the 12-months immediately preceding the start of the leave, and work at a worksite where there are at least 50 employees within a 75-mile radius.

If an employee satisfies the above requirements, they may be eligible to take up to 12 weeks of unpaid, job protected leave during a 12-month period. The 12-month FMLA period is measured on a rolling basis, measured backward from the date an employee uses any FMLA leave. FMLA leave may be used for the following reasons:

- The birth of a child or to care for a child within the first 12 months after birth;
- The placement of a child with the employee for adoption or foster care and to bond with and care for the child within the first 12 months after placement;
- To care for the employee’s spouse, child, or parent who has a serious mental or physical health condition;
- For a serious health condition that makes the employee unable to perform the essential functions of his/her position; or
- Certain qualifying reasons related to the foreign deployment of your spouse, child or parent who is a military servicemember.

In addition to the above, eligible employees may take up to 26 weeks of unpaid FMLA leave in a single 12-month period, beginning on the first day that you take FMLA leave to care for a spouse, son, daughter, parent or next of kin who is a covered service member and who has a serious injury or illness related to active duty service, as defined by the FMLA’s regulations.

Generally, to request FMLA leave employees must:

- Follow the Company's normal policies for requesting a leave of absence;
- Give notice at least 30 days before the anticipated start date of your anticipated FMLA leave; or
- If 30 days advance notice is not possible, give notice as soon as possible.

FMLA leave is generally unpaid, but employees are required to use accrued Paid Time Off (PTO) (to the extent PTO is available), concurrently with FMLA leave, unless such leave is covered under workers' compensation, in which case PTO may only be used to satisfy any waiting period. Once accrued PTO is exhausted, the remainder of FMLA leave will be unpaid.

Medical Certification and Recertification

For leave requested due to a serious health condition (the employee's or a family members'), the Company may require a medical certification completed by a health care provider to support the need for FMLA leave. The employee must return the requested certification within 15 calendar days after the Company's request, unless not practicable under the circumstances. The Company may also request recertification of the need for leave at reasonable intervals, consistent with the law.

Fitness-for-Duty Certification

Because the Company wishes to ensure the well-being of all employees, any employee returning from FMLA leave due to his/her own serious health condition will need to provide a Fitness for Duty ("FFD") certification signed by his/her health care provider indicating that he/she is able to resume work. The FFD must confirm that the employee is able to perform the essential functions of his/her job, with or without reasonable accommodation.

An employee who fails to provide an FFD certification will be prohibited from returning to work until it is provided. FFD certifications may be required when an employee returns from intermittent FMLA leave if concerns exist regarding the employee's ability to resume his/her duties safely. This requirement will be applied consistently and in a non-discriminatory manner, in accordance with the American Disabilities Act (ADA), where applicable.

Employees who return from FMLA leave within the allowed period, will generally be reinstated to the same position they held when the leave began, or to a position with

equivalent pay, benefits, and other employment terms and conditions. Use of FMLA leave will not result in loss of any employment benefit accrued prior to the start of the leave.

If applicable, the Company will maintain the employee's group health insurance coverage under the same terms as if the employee was not on FMLA leave, provided that the employee continues to pay their share of any premiums.

The Company will not interfere with an individual's FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practices made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

Details and conditions of FMLA leave are described in the federal notice "Employee Rights under the Family and Medical Leave Act," a copy of which is available in the workplace and from HR.

508 Parental Leave

In order to assist and support new parent relationships through its leave policies and programs, and to assist with balancing work and family matters, the Company provides paid parental leave (“Parental Leave”). Employees are eligible to receive Parental Leave during the first 12 weeks following the birth or adoption of a child. Four (4) consecutive weeks of Parental Leave are 100% paid following the birth or adoption of a child. Additional paid parental leave may be available based on an employee’s longevity with the Company, as outlined below. The remainder of the Parental Leave shall be unpaid.

Parental Leave is used in conjunction with all other available leave, protections, and FMLA in effect at the time and as consistent with State and Federal laws. Parental Leave runs concurrently with associated FMLA leave.

Employees who accrue PTO can use accrued PTO after exhausting their paid Parental Leave. Any time off in excess of an eligible employee’s Parental Leave shall be unpaid.

Eligibility for Parental Leave

Employees are eligible for Parental Leave if they meet the following criteria:

- Must be employed with the Company at the time Parental Leave is applied for;
- Must be employed with the Company for six consecutive months prior to the start of the Parental Leave; and
- Be in good standing after six months of continuous employment.
 - An employee is in “good standing” if the employee has not received any formal discipline (written performance discussion reminders, suspension, or involuntary demotion) within the last six months from the date of the request, is not the subject of an investigation into allegations of misconduct, and does not have any pending disciplinary action, including dismissal.
 - NOTE: An individual that adopts a spouse or partner’s non-infant child or children, is NOT eligible for this benefit.

Additional Paid Parental Leave Based on Longevity

Eligible employees are entitled to one week of additional paid Parental Leave for every year worked in excess of 4 years (in FULL year increments).

- This benefit is limited to a maximum of 12 weeks of paid Parental Leave if the employee has worked a total of 12 consecutive years with the Company.

Application

To apply for Parental Leave:

- Notify your General Manager and Area Coach;
- Complete a paid Parental Leave Request form available on Zenput.
- To ensure accurate and timely payment, the employee is responsible for submitting all necessary forms to their supervising Manager or HR at least 30 days in advance of the first day of leave.

Payment

- The amount of pay during Parental Leave will be calculated using an employee's regularly scheduled work hours during the highest average earnings month (defined as a 4-week period) during the 12 months prior to the scheduled Parental Leave. This calculation excludes: overtime earnings, bonus payments, and any other unusual pay (for example in cases where pregnancy complications reduce hours worked.)
- Payment for Parental Leave will be paid on regular paydays.
- Parental Leave is not accrued and has no monetary benefit other than described above and will not be paid out upon termination, either voluntary or involuntary.

509 Voting Leave

The Company encourages employees to fulfill their civic responsibilities by participating in elections. If an employee intends to vote in an election, he/she is generally expected to vote before or after scheduled work hours. However, if an employee does not have sufficient time to vote during nonworking hours, generally defined as less than three consecutive hours between the opening or closing of polls and the start or end of their shift, the Company may specify the hours during which employees may be absent to vote and provide up to two hours of paid time off to vote, in accordance with applicable state and local laws.

Employees are encouraged to check local poll operation times in their jurisdiction before requesting time off to vote. Employees must notify their supervisor as early as possible and at least two working days in advance of the election if time off to vote is needed to minimize disruption to workflow and operations. Where state or local law provides greater benefits than this policy provides, the Company will comply with those requirements.

510 Jury Duty

An unpaid leave of absence will be granted for jury duty or other mandatory court appearances in compliance with applicable laws. HR may require documentary evidence that the employee was in court. If you are called for jury service, you should immediately notify your manager and provide a copy of the jury summons.

511 Military Leave

An employee who is called to active or reserve duty or enlist for military service, will be granted an unpaid military leave of absence in accordance with applicable laws, including the Uniformed Services Employment and Reemployment Rights Act (“USERRA”). An employee who is called for military service must immediately notify his or her supervisor and provide a copy of the military order.

512 Bereavement Leave

The Company recognizes the need for time away from work in instances of personal loss. In the event of a death in an employee's immediate family, all employees may take up to two (2) days of paid time off. If employees need time in excess of two days, they may request additional unpaid leave of up to four (4) days or use PTO, if available, with the approval of their General Manager, Area Coach, and/or Director of Operations.

Beyond four days, additional unpaid time off may be granted in accordance with the Company's Leave of Absence Policy.

Eligibility

- All employees who are not otherwise on leave are eligible for benefits under this policy.
- "Immediate family" is defined as a spouse, domestic partner, child, stepchild, father, mother, stepparent, brother, sister, grandmother, grandfather, grandchild, father-in-law, mother-in-law, or brother or sister-in-law.
- Exceptions to eligibility must be approved by the store's Area Coach or Director of Operations.

Paid Bereavement Leave Procedures

- Notify your manager or Area Coach of the need to use bereavement leave before or within two hours of your regular starting time or scheduled shift. Within a reasonable period of time, the employee may be required to provide verification of the need for Bereavement Leave (obituary, death certificate, etc.).
- Bereavement Leave will normally be granted unless there are unusual business needs or staffing requirements. Payment for Bereavement Leave is calculated at the employee's straight-time rate of pay.
- Paid Bereavement Leave will not be counted as hours worked for the purposes of determining overtime. Time off without pay or other PTO leave, if available, may be granted to attend the funerals of other close relatives or friends upon approval by your General Manager or Area Coach.

513 Workers' Compensation Insurance

The Company provides workers' compensation insurance for its employees in accordance with Montana law. Employees injured on the job are entitled to workers' compensation benefits paid by the Company subject to the terms of the applicable plan document.

All injuries incurred on the job must be reported to your General Manager or Manager-in-Charge IMMEDIATELY and an Injury Investigation Report form must be completed and submitted to HR. It is against Company policy to wait more than 24 hours to report a work-related injury.

To ensure coverage at the time of injury, the treating doctor must be informed at the time of treatment that you were hurt on the job. If an employee cannot work due to a work-related injury or illness, workers' compensation insurance pays his or her medical bills and provides a portion of his or her income until he or she can return to work.

601 Personal Property

The Company is not liable for loss or damage to personal property. Care should be taken in securing your belongings. Any personal property, including purses, wallets, vehicles, etc. is your responsibility.

While on duty, there is no expectation of privacy on Company premises. All work areas may be searched at any time, with or without the employee being present. The Company reserves the right to search desks, lockers, and work areas for work-related purposes, including suspected misconduct. Any personal property, including handbags, purses, backpacks, etc. may be subject to search where the company has a reasonable and individualized suspicion that such personal property contains evidence of misconduct or possession of prohibited items.

“Prohibited items” includes illegal drugs, alcoholic beverages, prescription drugs or medications not used or possessed in compliance with a current valid prescription, or weapons. However, employees who are legally permitted to possess a firearm may store the firearm in a locked vehicle parked in a Company parking lot. The firearm must not be in plain view in the vehicle.

602 Company Property

Property issued to employees for their individual use is Company property, regardless of whether the property is issued for an employee's sole use. Company property should be used only for conducting Company business. If warranted, the Company reserves the right to access and search any and all Company owned property. Email and web access utilizing Company servers, systems, computers, or other equipment and programs are considered Company property and may be searched, if warranted.

Personal Vehicle

Employees who drive personal vehicles for company business must carry at least the minimum liability protection and uninsured motorist coverage required by law. The Company automobile insurance policy provides no coverage for employees' personal vehicles.

Employee Responsibilities

Employees must have prior authorization to use their personal vehicle or a rental vehicle for Company business. To be authorized, an employee must satisfy the following criteria:

- The employee must have a valid driver's license;
- The employee must have and maintain personal auto insurance as outlined above (if using their own vehicle).

Safety Standards

Employees operating a personal vehicle or a rental vehicle for Company business are expected to operate the vehicle in a safe and lawful manner.

603 Telephone Use

Phones and other electronic devices cannot be used or visible during work hours. General Managers, Assistant Managers or a Shift Leader working without a GM or AM present, may use phones during work hours to communicate via the Company approved communications app or email. Employees should set personal cell phones to the silent ring mode during work hours to avoid distracting the employee from his/her work duties and/or disturbing customers or other employees working around them. Employees should use break times to return calls, check text messages or emails, or otherwise use cell phones and other electronic devices.

604 Software and Hardware Use

Software must not be run on Company-owned computers in violation of software license agreements. Employees are not permitted to install any software, either personal or Company-owned, on Company computers without authorization from HR or other authorized representative, meaning Area Coach or above.

It is against Company policy to turn off antivirus protection software or make unauthorized changes to system configurations installed on Company computers. Violations of this policy may result in termination of employment for a first offense.

Employees will be held accountable for hardware that is damaged or data that is compromised due to failure by the employee to make reasonable attempts to secure and protect such assets.

605 Employee Dating

The Company strongly believes that an environment where employees maintain clear boundaries between personal and business interactions is the most effective for conducting business. Although this policy does not prevent the development of friendships or romantic relationships between coworkers, it does establish very clear boundaries as to how employees in a relationship are expected to behave during working hours and within the working environment. It is essential that personal relationships do not interfere with job performance, create conflicts of interest, or disrupt the working environment.

Individuals in supervisory roles are subject to more stringent requirements under this policy due to their status as role models, their access to sensitive information, and their ability to influence others.

Guidelines & Procedures

- Employees must maintain a professional demeanor during work hours and in work areas. Personal conversations and interactions should not interfere with productivity, customer service, or make others feel uncomfortable.
- During non-working time (e.g. meal breaks, rest periods, and before and after shifts), employees may engage in appropriate personal interactions in designated non-work areas, provided the conduct could in no way be perceived as offensive, uncomfortable, or disruptive to others.
- Employees are strictly prohibited from engaging in physical contact that a reasonable person may view as inappropriate or unprofessional while anywhere on Company premises, whether during working hours or not.
- Employees who allow personal relationships with coworkers to affect the working environment may be subject to disciplinary action as deemed appropriate by the Company. Personal relationships must not impact workplace conduct, decision-making, or team dynamics. An employee's failure to maintain expected work responsibilities and professional demeanor, or failure to correct behavior, is a serious disciplinary matter.
- Employee off-duty conduct is generally regarded as private, unless it adversely affects the workplace, causes a conflict of interest, or violates Company policy.

Disclosure Requirements for Managers and Supervisors

- Employees in supervisory, managerial, executive, or in other influential or sensitive positions must promptly disclose the existence of any relationship with another coworker that has progressed beyond a platonic friendship, such as romantic or intimate relationships. Disclosure may be made to the immediate supervisor, Area Coach, or HR. Such disclosure will enable the Company to determine whether any conflict of interest exists because of the relative positions of the individuals involved.
 - **Notwithstanding the above, romantic or sexual relationships between a supervisor or manager and anyone they directly supervise or manage are strictly prohibited, regardless of mutual consent. Such relationships can create actual or perceived conflicts of interest, favoritism, or undue influence.**

Conflict Resolution and Mitigation

- Upon disclosure of a relationship that may present a conflict of interest or the appearance of favoritism, the Company will evaluate the situation, and, if necessary, work with the employees involved to take steps to mitigate risks. The initial solution may be to ensure that the employees involved no longer work together on matters where one employee is able to assert influence over the other. Matters such as hiring, firing, promotions, performance management, compensation decisions, financial transactions, etc., are examples of situations that may require reallocation of duties to avoid any actual or perceived benefit or disadvantage for either employee.
- In some cases, other measures, such as transfer to other positions or departments, may be necessary. Refusal of reasonable alternative positions, if available, will be deemed to constitute voluntary resignation.
- Employees are expected to cooperate in good faith with the Company's efforts to resolve such situations. Failure to do so may be deemed insubordination and lead to disciplinary action, up to and including termination.

Equal Application

- The provisions of this policy apply regardless of the sexual orientation of the parties involved.

Interpretation

- Where doubts exist as to the specific meaning of the terms used above, employees should make judgments on the basis of the overall spirit and intent of the policy.

Reporting Concerns

- Any employee who feels impacted by a workplace relationship or believes this policy is being violated is encouraged to raise concerns with their immediate supervisor, Area Coach, or HR. The Company will investigate concerns discreetly and take appropriate action without retaliation.

606 Anti-Discrimination, Anti-Harassment, and Anti-Retaliation

The Company is committed to maintaining a work environment free of discrimination or harassment, including sexual harassment. To ensure all employees have a work environment in which all individuals are treated with respect and dignity, the Company strictly prohibits any form of violence, bullying, harassment (including sexual harassment), or discrimination, because of race, creed, religion, color, sex (including pregnancy, childbirth, and pregnancy-related conditions), national origin, age, physical or mental disability, marital status, sexual orientation or gender identity, military or veteran status, or genetic information in the workplace.

Discrimination in any aspect of employment, including hiring, promotion, discipline, pay, benefits, or termination, will not be tolerated.

The Company will not take any adverse action against employees for making a good faith complaint of discrimination, harassment, or retaliation under this policy. Any retaliation against an individual who has complained of harassment, discrimination, or retaliation is unlawful and will not be tolerated. Likewise, any retaliation against individuals cooperating with an investigation of a complaint of harassment, discrimination, or retaliation is unlawful and will not be tolerated.

Definition of Prohibited Harassment

“Prohibited Harassment” is verbal, written, graphic, or physical conduct that denigrates or shows hostility or aversion toward an individual (or his/her relatives, friends, or associates) because of his/her race, creed, religion, color, sex (including pregnancy, childbirth, and pregnancy-related conditions), national origin, age, physical or mental disability, marital status, sexual orientation or gender identity, military or veteran status, genetic information or any other characteristic protected by law, that:

- Has the purpose or effect of creating an intimidating, hostile, or offensive work environment;
- Has the purpose or effect of unreasonably interfering with an individual’s work performance; or
- Otherwise adversely affects an individual’s employment opportunities because of the individual’s membership in a protected class.

Examples of prohibited harassment may include, but are not limited to, derogatory or offensive remarks, jokes, slurs or gestures, threats, intimidation, or physical acts of

aggression, display of offensive images, cartoons or materials, or mocking or belittling a person's accent, disability, religion, or appearance.

Sexual Harassment

The Company strives to foster a work environment free of sexual harassment, gender-based discrimination, intimidation, and insult. Sexual harassment and gender-based discrimination is illegal and contrary to Company policy. The Company prohibits sexual harassment of its employees in any form.

"Sexual Harassment" is a specific form of prohibited harassment and includes unwelcome or unsolicited sexual advances; unwelcome, offensive or inappropriate comments regarding an employee's gender; requests for sexual favors; or engaging in other verbal, visual, or physical conduct of a sexual or gender-offensive nature when:

- Submission to such conduct is made explicitly or implicitly a term or condition of that individual's employment;
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual; or
- Such conduct has the purpose or effect of substantially interfering with a person's work performance or creates an intimidating, hostile, or offensive working environment.

Sexual harassment may take various forms and may be verbal, physical, or visual. Some examples of the kinds of conduct included in the definition of sexual harassment, whether they involve physical touching or not, include, but are not limited to:

- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life, comments about an individual's body, comments about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons;
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- A pattern of hiring or promoting sexual partners over more qualified applicants;
- Display of magazines, books, posters, or pictures with a sexual connotation;
- Inquiries into one's sexual experiences; or
- Discussion of one's sexual activities.

The Company will not tolerate any form of sexual harassment. The Company will take immediate and appropriate action if such behavior is found to have occurred.

Anti-Retaliation

As stated above, the Company strictly prohibits retaliation against any individual who makes a good-faith complaint of discrimination or harassment, participates in an investigation or hearing, opposes discriminatory practices, or exercises any legal right protected under federal, state, or local anti-discrimination laws.

Retaliation is a serious violation of this policy, whether or not the underlying complaint is found to be substantiated. Any retaliatory acts—such as demotion, discipline, intimidation, or negative treatment—will result in disciplinary action, up to and including termination.

Reporting Discrimination, Harassment, or Retaliation

Employees who believe that they have been subjected to discrimination, any type of prohibited harassment, or retaliation, are encouraged to report the incident to the General Manager, Area Coach, or HR. Each General Manager or Area Coach is required to report any incident of discrimination, harassment, or retaliation brought to their attention to the Company, even if the behavior appears to have been resolved informally. Each restaurant General Manager, Area Coach, or other member of management is charged with identifying such incidents and must report any discrimination, harassment, and/or retaliation they witness to the Company.

The Company will promptly investigate all complaints of discrimination, harassment, or retaliation in a confidential manner. All employees are expected to cooperate with any investigation. Other individuals may be involved as necessary to resolve the complaint.

If the investigation reveals that conduct that violates this policy has occurred, the Company will take immediate, appropriate, corrective action, including discipline, up to and including termination.

This policy is intended to comply with all applicable federal, state, and local laws. Where specific provisions vary based on jurisdiction, the Company will comply with the most protective applicable standard. If an employee has any question regarding the interpretation or application of this policy, please contact HR.

607 Social Media Acceptable Use

With the increasing popularity of social media, it is important that you understand how your behavior and participation on social media can affect yourself, your job, and the Company. You are personally responsible for anything you do, say and post on social media even if you do not use your real name. Employees' use of social media, such as Facebook, LinkedIn, X (formerly Twitter), Instagram, TikTok, Pinterest, Snapchat, Tumblr, blogs, wikis, etc., can pose risks to the Company's confidential and proprietary information, reputation, and brand and expose the Company to discrimination and harassment claims. Accordingly, the Company has adopted this Social Media policy to help employees understand how to keep confidential information private, prevent the misuse of the Company's trademarks and other intellectual property, thereby protecting the goodwill and reputation of our brand. This policy applies to all employees' use of social media, including when employees use social media for messages relating to Company business. It also applies to the use of social media when away from work when your affiliation with the Company is identified, known, or presumed.

Company employees are expected to follow the below social media standards at all times.

- Cameras, videos, and recording devices, including cell phone cameras, of any kind are not permitted to be used in the restaurant. The only exception is for recognition activities or other business uses approved by the Area Coach. For more information on this topic, please see the Cameras and Other Recording Devices section below.
- Employees may not post, text, or share any of the following:
 - Videos, photos, or audio recordings taken in non-public areas of the restaurant or anything that happens in the restaurant without permission from the Area Coach;
 - Videos, photos, or audio recordings that violate our workplace policies, including Equal Employment Opportunity, Anti-Harassment, Workplace Safety policies, including Food Safety Procedures, including any discriminatory, harassing, or threatening content;
 - Confidential or proprietary business information, including, but not limited to, operational standards, job aids, training materials not available to the public, workplace policies, product specifications, or financial data;
 - Personally identifying information of others, such as names, phone numbers, home addresses, and social security numbers;
 - Material that falsely purports to represent the Company's views or that misuses the Company's trademarks or logos without authorization.

- Express only your personal opinions. Never represent yourself as a spokesperson for the Company. Employees who identify themselves as Company employees or discuss matters related to the Company on their personal social media sites must include a prominent disclaimer stating that the post does not express the views of the Company and that the employee is expressing only personal views. Example disclaimer language includes, “The views expressed on this platform/website/blog are mine alone and do not necessarily reflect the views of my employer.” Place the disclaimer in a prominent position and repeat it for each post expressing an opinion related to the Company or its business. Employees must keep in mind that if they post information on a social media site that is in violation of this policy and/or federal, state, or local law, the disclaimer will not shield you from disciplinary action.
- Avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers or suppliers, or that might constitute harassment or bullying. Examples might include content that is offensive, obscene, pornographic, sexually explicit, threatens violence, or is otherwise unlawful.
- You should consider the possible effects a post may have on you, other Company employees, managers, and shareholders before you create or publish a post on a public platform.
- The Company monitors online posts and will report any crimes, including theft, vandalism, health code violations, and /or food tampering safety issues that are disclosed, discussed, or suggested (explicitly or implicitly) to the proper authorities.
- Employees should alert their Manager in Charge if someone is videotaping or taking pictures anywhere in the restaurant without permission from your General Manager or Area Coach.

NOTE: This policy is not intended to, and will not be applied to restrict employees’ rights to engage in protected concerted activity, recognition activities, or other approved business uses shared on the Company approved communications app.

Cameras and Other Recording Devices

To keep information about our operations and procedures confidential, and to protect the Company’s brand, the following policy governs the use of all cameras and other recording devices within Company restaurants, as well as the posting of Company-related content on social media. This policy applies to all persons in our restaurants, including Company employees, customers, franchisees and licensees, franchisee and licensee employees,

vendors, and news or other media. This policy applies to all types of Social Media platforms.

The secret use of any type of camera, video or recording device, including cell phone cameras, is **STRICTLY PROHIBITED** within the restaurant. The only exception is for recognition activities or other activities in the dining room approved by the Restaurant General Manager.

Nothing in this policy or otherwise is intended to prevent or restrict an employee from enforcing his or her rights under Section 7 of the National Labor Relations Act (“NLRA”), including engaging in group efforts to improve wages and working conditions; filing unfair labor practice charges and/or assisting others in doing so; and assisting in any investigative process by the National Labor Relations Bureau.

608 Drug-Free Workplace

The Company is committed to ensuring a safe, healthy, productive, and efficient work environment for employees and the public in general. As such, the Company has an interest in preventing accidents and injuries resulting from the unlawful or improper presence or use of drugs or alcohol in the workplace. For these reasons, the Company has established the following Drug-Free Workplace Policy. The purpose of this policy is to ensure that employees report to work free from impairment of drugs and alcohol, so they are in a condition to perform their duties safely and efficiently in the interest of their co-workers as well as themselves. All employees are required to report any suspected on-the-job use of prohibited substances and alcohol or on-the-job impairment to a supervisor.

Definitions

- ALCOHOL means an intoxicating agent in alcoholic beverages, ethyl alcohol or ethanol, or hydrated oxide of ethyl. The concentration of alcohol is expressed in terms of grams of alcohol per 210 liters of breath as measured by an evidential breath-testing device.
- DRUGS means any substance recognized as a drug in the United States Pharmacopeia, the National Formulary, the Homeopathic Pharmacopeia, or other drug compendia, or supplements to any compendia; or any controlled substance, as defined in 49 C.F.R. part 40, except a drug used pursuant to a valid prescription or as authorized by law. This includes but is not limited to, narcotics, hallucinogens, depressants, stimulants, or other controlled substances.

Prohibited Conduct

- Consuming, possessing, or distributing alcohol at any time during an employee's work shift. This includes while the employee is on Company property or in connection with Company activities, as well as during the employee's meal and break periods.
- Possessing drugs or alcohol is not allowed on Company premises and vehicles.
- Employees are prohibited from engaging in Company operations while under the influence of medications or other substances which might cause their activities to jeopardize the health and safety of themselves or others, or that impair their performance.
- Employees may not report for work after the employee has consumed alcohol in any amount that adversely affects the employee's job performance.

- Engaging in any illegal or unauthorized use of drugs at any time while on or off work duty. This includes, but is not limited to, while an employee is on or off the premises of the Company, as well as during the employee's meal and other break periods.
- Using or possessing "recreational marijuana" or "medical marijuana" in the restaurant, on Company premises, or during a work shift, including during meal and rest periods. All employees are prohibited from being under the influence of marijuana while at work regardless of whether marijuana has been legalized in your location.
- Unlawful manufacturing, distribution, dispensing, possession or use of controlled substances is prohibited in the workplace.

Any employee who violates this policy, including by selling, purchasing, transferring, using, possessing, or testing positive for alcohol or any illegal drug on Company premises or while on Company business anywhere may be subject to disciplinary action, including up to termination of employment with the Company.

609 Employee Conduct

All employees are expected to behave in a professional and business-like manner at all times. This is a condition of employment.

Examples of professional and business-like conduct include, but are not limited to:

- Reporting to work on time, as scheduled, and being at your assigned workstations, ready for work, at the correct time.
- Notifying the Manager should you need to be absent from work or are unable to report to work on time.
- Complying with all performance /conduct and safety/security policies and procedures.
- Wearing the correct and complete uniform for the work being performed.
- Performing assigned tasks efficiently and correctly.
- Treating fellow employees, customers, and visitors in a professional, courteous, respectful, and friendly manner at all times.
- Maintaining a clean and organized work environment.
- Obtaining specific approval from the Area Coach before removing any Company property from the premises.
- Refraining from behavior or conduct deemed discriminatory, harassing, offensive, violent, or otherwise undesirable, or which is subject to disciplinary action.
- Refraining from cursing, insulting, or defaming another employee or customer in any manner, at any time, in or on Company property.

Failure to comply with this policy, or any other section/policy contained in this Employee Policy Handbook, may result in disciplinary action, up to and including termination.

The list below identifies specific examples of conduct for which disciplinary action, up to and including immediate termination, may be taken. The list below is merely illustrative and shall not be considered an exhaustive or all-inclusive list. The nature and severity of any offense will be considered when determining the appropriate disciplinary action to be taken.

Examples of behavior/misconduct that are not permitted and may be grounds for immediate termination include, but are not limited to:

- Absences and/or tardiness or failure to come to work without sufficient explanation.
- Failing to meet expected performance standards or unsatisfactory job performance.
- Failing to comply with all handwashing and glove-wearing policies and procedures.
- Interfering with another employee's job performance.
- Failure to observe work hours, such as scheduled starting and quitting times, break and meal periods, etc.
- Performing unauthorized personal work on Company time.
- Excessive, wasteful, abusive, unnecessary, or unauthorized use of Company supplies and/or equipment, particularly for personal purposes. Unauthorized use is considered theft.
- Insubordination.
- Using profanity or abusive language.
- Mistreatment of customers or co-workers.
- Failure to ring up any transaction immediately.
- Improper cash handling.
- Any deliberate or willful infraction of Company rules or policies and procedures.
- Fighting on Company premises.
- Any act which might endanger the lives or safety of others.
- Bringing firearms or weapons onto Company premises, except that employees who are legally permitted to possess a firearm may store the firearm in a vehicle parked in a Company parking lot. The firearm must not be in plain view, and the container and unoccupied vehicle must be locked.
- Violating the Company's drug-free workplace policy, social media policy, or non-discrimination and/or harassment policy, or other Company policy.
- Stealing, destroying, abusing or damaging Company property, tools, or equipment or the property of any employee or customer.
- Failing to maintain the confidentiality of Company information or trade secrets.
- Falsifying employment or any other Company records or filing fraudulent injury-on-the-job claims.
- Unauthorized resale of Taco Bell products.
- Engaging in conduct that is disruptive to the work environment and safety or health of others, damaging to business relationships, and adverse to careers, or harms the Company's reputation as a good place to work. Such conduct may include, but is not limited to, dating co-workers or participating in gossip.

- Soliciting gratuities, donations, or loans from employees or customers.
- Giving away food or drink.
- Falsifying time records, including working off-the-clock, manually inputting time not worked, clocking in/out for another employee, and/or not clocking in/out for yourself.
- Engaging in conduct unbecoming of an employee of the Company and/or conduct that reflects poorly upon the Company.
- Willfully ignoring, violating, or otherwise rejecting any of the Company's policies and procedures.

If a customer or co-worker is not conducting themselves in a manner consistent with the above, please do not respond in kind. Please notify a manager, an Area Coach, HR, or the President of the Company of the situation and to seek advice about how to best handle the situation. If a situation requires immediate action, kindly ask the customer or co-worker to leave the premises. If your safety or the safety of co-workers or customers is at risk, do not hesitate to call 911 immediately and to secure the premises.

610 Discipline

The Company strives to maintain an environment of mutual respect and self-discipline where all employees work together towards the goal of being the best place to work, eat, and own. We expect each employee to contribute to this environment and follow all Company policies within the scope of his or her job responsibilities.

Misconduct or performance issues may be resolved through informal discussions. The Company encourages managers to have open discussions with employees about any need for the employee to improve performance or to address instances of misconduct. Failure to meet standards of performance and conduct may be the basis for disciplinary action or termination of employment. Disciplinary action may take the form of coaching, reminders with explanation of expected performance and why, improvement plans, suspension, or decision-making leave. Both informal and formal performance discussions may be documented for the employee's file, as well as training notes and positive recognition.

The Company, in its sole discretion, will decide what form of disciplinary action is appropriate, including whether an employee's employment will be terminated, depending on the specific circumstances of the situation and/or the totality of the circumstances. Employees should have no expectation of any form of disciplinary action or corrective action prior to termination.

611 Food Safety

All employees are expected to follow all food safety rules and procedures. It is critical to the operation of the business and public health and safety for employees to maintain high standards of product quality, cleanliness, and hygiene in the restaurant. All employees are expected to meet the standards prescribed in the Company's food safety assessment programs and training. Failure to comply with all food safety rules and procedures is considered a serious violation and will not be tolerated.

Examples of food safety violations that will not be tolerated include, but are not limited to:

- Failure of a food safety audit, including corporate, city/state, or other outside audits.
- Failure to conduct, record, or retain internal food audits.
- Any intentional falsification of internal food audits.
- Any repeated disregard for food safety procedures.

701 Opening and Closing Safety Procedures

Employee safety is our priority. Because of this, **no one is allowed to be in the restaurant building by themselves, ever.**

Opening Procedures

- An employee opening the restaurant at the start of the day should drive around the building and look to be sure all exterior doors are shut and the building is secure. Look for signs of forced entry such as broken glass or doorknobs. If there is any sign of unauthorized entry, park away from the building and call the police. Do NOT go into the building until the police have arrived, inspected the building, and cleared it for entry.
- Employees who are responsible for opening the store should enter the store together. If one employee arrives before the other, he or she should wait in the car for the co-workers to arrive.
- Upon entry, disable the alarm.
- While preparing to open for customers, the lobby door should remain locked.

Lobby Closing Procedures

- Check the restrooms to be sure they are empty when the last customer leaves.
- One lobby door is left open for delivery services (e.g. DoorDash, UberEats, etc.). The door left open should be the one with the best camera view.
- Check the restrooms again after the delivery services are turned off.
- Lock the remaining lobby door.
- After dark, the back door may not be used for smoking or taking out garbage.
- After dark, two employees should take the garbage out together, exiting and entering through a lobby door, never the back door.

Store Closing Procedures

- Make sure the drive-through window and all exterior doors are locked.
- Be sure all funds are secured in their proper place, either the safe or cash drawer.
- Check the restrooms again to be sure they are empty.

- When exiting the building, closing employees should use the door with the best visibility and lighting.
- To close and leave, one employee should stay in the building while the other person goes to his or her car. When the final employee feels comfortable that the parking lot is safe, that employee sets the alarm and leaves the building. The first employee that exited should stay in his/her car until the second employee gets in his/her car. Both employees should drive out of the parking lot together.

702 What to Do in Case of an Attempted Robbery

In the event of a robbery:

- Stay calm. Do not resist. Do not argue.
- Cooperate fully and comply with the robber's demands.
- Avoid sudden movements.
- Inform the robber of who else is in the restaurant, so that the robber is not startled if another employee comes into sight.
- Use silent alarm button only if you are safe to do so without detection.
- Avoid Eye Contact. Do not stare, but try to observe details discreetly.
- Protect guests and staff by keeping calm and quiet.

After a robbery:

- Call 911 immediately once the robber has left.
- Lock all doors and drive-through window. Prevent all entry or exit until police arrive.
- Preserve evidence. Don't touch anything that the robber may have handled.
- Note the time, direction of escape, and any vehicle details.

Staff Response:

- Ideally, the staff should gather in the lobby, separated. No one should talk to anyone until each person writes their own account of the event.

Silent Alarm Buttons

The location of the silent alarm buttons, sometimes called "panic buttons," varies from store to store. The managers of each store location will inform their own employees.

Typically, the silent alarm buttons will be located:

- In the walk-in
- In the manager's office
- Behind the food line
- At the drive-through station
- Behind the Front counter

703 Cash Handling

The company has a strict procedure for managing cash and tracing accountability for our cash receipts. This is meant to both protect the assets of the company and dispel any doubts about employee honesty.

At the beginning of the day

- At the beginning of the day, each till should contain \$120.00.
- The Manager-in-Charge (“MIC”) counts each till at the beginning of the day.
- The till is then assigned to an employee and locked for that specific employee.
- The till is counted at the beginning of the shift by the assigned employee.
- The designated employee should never share the assigned till with another employee.
- The assigned employee must always count their own assigned till.
- Every time the till balance reaches \$200, the amount over \$120.00 should be deposited into the “SmartSafe” in a non-peak time. The manager gives a receipt back to the assigned employee and the receipt goes into the till.
- When the till is open, all \$50.00 bills and above need to be checked by an MIC during the customer transaction.
 - In the event that a bill is counterfeit, the employee should not return the bill and call the police.

At the end of a shift

- At the end of the shift, the MIC physically closes the employee’s register and that produces a receipt that stays with the manager. The employee is not allowed to see that receipt.
- The till is then brought to the office, and the employee counts their till down to \$120.00. The employee deposits the overage of the \$120.00 into the SmartSafe. Only the assigned employee should count the till (never the MIC) and deposit the money into the safe. The SmartSafe issues a receipt.
- The SmartSafe receipt is compared to the receipt from the register.
- The employee completes a form to record how much money was deposited in the SmartSafe, how much money may be over or short, and both the employee and the MIC sign the form. The receipts and form are all stapled together.
- If the dollar amount over or short is \$1.00 or more, it should be documented on the “Cash Handling” form in Zenput.

801 Voluntary Resignation

Although not required by law, the Company requests that you give two weeks' notice of resignation. Employees are expected to help in transitioning work to either their replacement or another employee. The Company may permit you to continue employment during the two-week notice period or accept the resignation immediately.

802 Job Abandonment

An employee who abandons his/her job has voluntarily resigned. If you are absent from work for three (3) consecutive scheduled shifts without proper approval or notification, you will be considered to have abandoned your job and, therefore, voluntarily resigned. The effective date of termination will be the last day in which the employee was actively at work. If an employee abandons their job, the employee will be paid only for hours actually worked.

803 Internal Grievance Procedure

This internal procedure is intended to provide an employee who is disciplined or discharged from employment with the Company with an internal review of the Company's disciplinary decision. This grievance procedure shall be the exclusive manner in which an employee may internally appeal a disciplinary action or discharge of employment from the Company.

The employee must use the following process to initiate the grievance procedure:

Procedure

- If an individual employee wishes to contest a disciplinary action or discharge from employment, he or she shall present a written grievance to the Director of Operations or HR within ten (10) calendar days after being informed of the action giving rise to the grievance.
 - The written grievance must include any facts and circumstances which the employee believes should be considered.
 - The written grievance must state the resolution the employee believes is appropriate.
- HR, with the Company President and/or Director of Operations where appropriate, shall consider the employee's written grievance and respond in writing within forty-five (45) calendar days after the employee initiates this internal grievance procedure. The response will advise the employee of the Company's final decision regarding the employee's grievance.

804 Your Final Paycheck

Employees who voluntarily or involuntarily terminate their employment will be paid for all hours worked. Wages earned prior to and up to termination will be paid on the employee's next regularly scheduled payday for the relevant pay period or within 15 days from the termination/separation, whichever occurs first.

805 Employment References

Written or verbal requests for employment-related information for a current or former employee will only be responded to by the Above-Store Leadership or HR. The only information that will be confirmed about the employee or former employee is the length of employment, position held, and final wage. This means the person asking for the reference will need to share the information already shared by the employee and we will verify whether it is correct or incorrect.

It is the employee's responsibility to retain a copy of his/her performance evaluations, documentation of performance discussions, recognition, resignation letter, dismissal notice, or other employment information that a prospective employer may request.

Employee Handbook Acknowledgement and Receipt

I acknowledge receipt of Crave Management Group, LLC's employee handbook, and I was given the opportunity to read it in full. I understand and agree that it is my responsibility to read and comply with the policies contained in the employee handbook, as well as any and all subsequent modifications or revisions.

The employee handbook describes important information about Crave Management Group, LLC ("Crave Management" or "the Company") and I understand that I should consult my manager or Human Resources ("HR") regarding any questions I may have regarding the handbook or any policies therein. I understand that the employee handbook is not a contract of employment, either express or implied, and does not create contractual obligations owed by the Company.

I have entered into my employment relationship with the Company voluntarily. I understand that during the first 12 months of actual employment, as dictated by Montana law, my employment relationship with the Company is at-will and that I or the Company may terminate the employment relationship at any time for no reason or any reason not prohibited by law and without notice.

I understand that any and all policies and practices may be modified by the Company and that the Company reserves the right to modify the terms of my employment, i.e. work hours, wages, and working conditions, at any time. Additionally, I understand that these modifications may supersede, modify, or eliminate previous terms, policies, and practices. Such changes will be communicated through official, written notices.

Employee Signature

Employee's printed name

Date Signed