



VETERANS MEMORIAL BLVD

TEAM MEMBER HANDBOOK



Property of

CGE HOSPITALITY, LLC

D/B/A CHICK-FIL-A VETERANS MEMORIAL BLVD

3870 VETERANS MEMORIAL BLVD.

METAIRIE, LOUISIANA 70002

EFFECTIVE: APRIL 2026

Contents

Welcome from our Operator, Josh Carter	1
I. The Chick-fil-A Brand: History and Background	2
II. The Chick-fil-A Franchise System.....	2
III. Our Restaurant Business: Chick-fil-A Veterans Memorial Blvd	2
IV. Commitment to Hospitality.....	4
A. The “Core 4” Behaviors	4
B. Second Mile Service	4
C. Operational Excellence.....	4
V. Closed on Sunday.....	5
VI. Overview – Policy Handbook	5
A. Purpose and Scope of This Handbook	5
B. Future Modifications and Changes	6
C. Compliance with Law	6
VII. At-Will Employment.....	6
VIII. Communication: “Open Door” Approach	6
IX. Civility.....	7
X. Equal Employment Opportunity.....	7
A. Non-Discrimination.....	7
B. Reasonable Accommodation	7
C. Non-Harassment	9
D. Non-Retaliation	10
E. Requests, Concerns, or Complaints.....	10
F. The Business’ Response to Concerns or Complaints.....	11
XI. Classifications, Work Hours, Schedules, & Pay.....	11
A. Introductory Period	11
B. Team Member Classifications	12
C. Pay Rates	12
D. Work Hours	12
E. Work Schedules.....	12
F. Work Availability	13
G. Schedule Changes & Requests for Time Off.....	13
H. Overtime Work and Overtime Pay	14
I. Wage Payment	14
J. Timekeeping.....	14
XII. Breaks.....	16
A. Lactation Breaks	16

B.	Meal Breaks	16
XIII.	Benefits	17
A.	Chick-fil-A Remarkable Futures™ College Scholarships	17
B.	Holidays	17
C.	Team Member Beverage Benefit	18
D.	Team Member Meal Benefit.....	18
E.	Uniforms.....	18
XIV.	Team Member Responsibilities	19
A.	Absenteeism & Tardiness	19
B.	Age-Restricted Activities and Hours of Work	20
C.	Appearance	20
E.	Cell Phones & Personal Calls	22
F.	Confidentiality – Company Records and Information	22
G.	Confidentiality – Team Member Medical Information.....	22
H.	Conflicts of Interest	23
I.	Dating and Romantic Relationships.....	23
J.	Driving and Vehicle Operation.....	24
K.	Employment of Relatives.....	25
L.	Guest Service	25
M.	Honesty & Falsification of Records.....	25
N.	Keys and Key Cards.....	26
O.	Non-Solicitation and Non-Distribution	26
P.	Parking.....	26
Q.	Political Activities and Affiliations	26
R.	Public Comments About Our Business	27
S.	Searches and Inspections	27
T.	Smoking.....	27
U.	Social and Recreational Events or Activities.....	27
V.	Social Media.....	28
W.	Technology Use (Computers and Other Electronic Devices or Systems)	28
X.	Updating Personnel and Contact Information	30
Y.	Weather	30
XV.	Disciplinary Actions	30
XVI.	Time Away from Work.....	31
A.	Bone Marrow Donor Leave	31
B.	Emergency Responder Leave.....	31

C.	Family and Medical Leave.....	31
D.	Family Military Leave	34
E.	Genetic Testing and Preventive Cancer Screening Leave.....	35
F.	Jury Duty and Jury Service Leave.....	35
G.	Military and FEMA Reservist Leave and Reinstatement Rights.....	35
H.	Pregnancy and Childbirth Disability Leave.....	35
I.	School Activity Leave	35
J.	Unpaid Leave	36
XVII.	Workplace Health & Safety.....	36
A.	Drug and Alcohol Policy.....	36
B.	Possession and Storage of Firearms.....	37
C.	Workers' Compensation.....	37
D.	Workplace Safety	38
E.	Workplace Violence.....	38
XVIII.	Conclusion of Employment	39
A.	Resignation and Termination	39
B.	Payment of Final Wages.....	39
C.	Return of Company Property	39

Welcome from our Operator, Josh Carter

Welcome to Chick-fil-A Veterans Memorial Blvd! My name is Josh Carter. I own CGE Hospitality, LLC (“CGE Hospitality”), which is an independent franchisee of Atlanta-based Chick-fil-A, Inc. Through CGE Hospitality, I am the franchised Owner/Operator of our Restaurant business at Chick-fil-A Veterans Memorial Blvd. **CGE Hospitality is your employer here at Chick-fil-A Veterans Memorial Blvd.** We are happy you have joined us, and we hope this will be the beginning of a meaningful relationship and a great experience for you. For current Team Members who are receiving an update, thanks so much for all you do! We appreciate you!

I was born and raised the Atlanta, Georgia area. Growing up, I was involved with my church and played several sports, especially baseball. I graduated from high school in 2012 and then attended Samford University in Birmingham, Alabama. After I graduated from Samford in 2016, I worked for a sports events company in Birmingham and, later, a leasing company. But my roots were in Chick-fil-A all along.

My journey working with the Chick-fil-A brand started in high school. I started working at our local Chick-fil-A in Snellville, Georgia when I was 15. The Owner/Operator (“Operator”) at our Restaurant was Tom Balsimides. I worked at Chick-fil-A Snellville on and off until I graduated from high school. While I was attending college at Samford, I spent a summer working at Chick-fil-A Snellville and later spent a year working at Chick-fil-A Greystone in Birmingham, under Operator Brent Fielder. I spent the summer of 2015 as an Intern at Chick-fil-A 405 at Jefferson in Culver City, California, under Operator Julian Hollar.

After working in other businesses after college, I returned to the Chick-fil-A brand in late 2017, when I took on what was intended to be a temporary leadership role at Chick-fil-A The Grove in Birmingham. I progressed through different roles and levels of leadership at this Restaurant for over two years. During this time, I was encouraged to pursue a long-term career with Chick-fil-A, and I did so.

From February 2020 through August 2023, I worked directly for Chick-fil-A, Inc. as part of its Leadership Development Program. In that program, I helped open new Chick-fil-A Restaurants and led Company-Operated Restaurants at 20 different locations around the country. I had opportunities to work on Grand Openings in Miami, San Antonio, Pennsylvania, Idaho, North Dakota, and Ohio. I led Restaurant operation for Company-Operated locations in Arkansas, New Orleans, Atlanta, North Carolina, and Alabama. These were all great opportunities to learn and grow. During this time, my wife Sarah and I were married on June 25, 2022.

I was selected to become a franchised Chick-fil-A Restaurant business Owner/Operator in late May 2025. I had experience working in the New Orleans market, and Sarah and I were thrilled to settle down in this community. I began operating Chick-fil-A Veterans Memorial Blvd as the Owner/Operator on October 21, 2022. We now have a son, Brooks, who was born here in 2025. We have been honored to serve and be part of this community!

I am passionate about our opportunity here to build a business, care for others through remarkable hospitality, and pursue excellence as a team, every day! We want to both grow the business and provide growth opportunities for our Team Members. Working in our business, I hope we can serve you by helping you grow and develop, achieve your goals, and simply be your BEST! Again, welcome to our new Team Members and thanks to all current members of our Team! We are excited to work with you and serve together!



Sincerely,

**Josh Carter
Owner/Operator**

I. The Chick-fil-A Brand: History and Background

Chick-fil-A's story began in 1946, when S. Truett Cathy and his brother Ben opened a small restaurant in Hapeville, Georgia called The Dwarf Grill. As a member of our team, you will learn a lot about Truett. Credited with inventing the chicken sandwich, Truett operated The Dwarf Grill for decades and founded **Chick-fil-A, Inc.** in the 1960s. Truett and Chick-fil-A pioneered the notion of operating restaurants in shopping malls. He opened the first Chick-fil-A restaurant at Greenbrier Mall in suburban Atlanta in 1967. Since then, Chick-fil-A has steadily grown and has become the largest quick-service chicken restaurant chain in the United States.

Encouraging us to put people over profits, Truett lived out his life verse chosen when he was a boy, Proverbs 22:1 **"A good name is rather to be chosen than great riches."**

In the 1980s, Truett established the Corporate Purpose for Chick-fil-A, Inc. as: "To glorify God by being a **faithful steward** of all that is entrusted to us. To be a **positive influence** on all who come into contact with Chick-fil-A." Truett became well known for his hospitality and personal care for others. He stated, "We should be about more than just selling chicken. We should be a part of our customers' lives and the communities in which we serve."

Although Truett passed away in 2014, Chick-fil-A, Inc. remains a family-held business today. Truett's grandson, Andrew Cathy, is now the CEO of Chick-fil-A, Inc. We are honored in our business to be part of stewarding Truett's legacy. We encourage you to learn more about Truett, the company's history, and the Chick-fil-A brand by visiting the Chick-fil-A website: <https://www.chick-fil-a.com/about>. If you have questions, please let us know!

II. The Chick-fil-A Franchise System

The Chick-fil-A brand is a franchise system. Chick-fil-A, Inc. ("CFA, Inc.") is the franchisor. Among other things, as the franchisor CFA, Inc. establishes and develops the intellectual property supporting our brand, develops standards and procedures to ensure consistency of product and experience at Chick-fil-A Restaurant locations, and provides various consulting services to Chick-fil-A franchisees. Through franchise agreements, most Chick-fil-A Restaurant businesses are owned and operated by local franchisees – business owners who, among other things, recruit, employ, and compensate their own Team Members, engage in local marketing and community activities, and operate the various aspects of their local Restaurant businesses on a day-to-day basis.

Josh Carter, our Operator, owns CGE Hospitality, LLC, through which Josh is the franchised Owner/Operator of our Restaurant business at Chick-fil-A Veterans Memorial Blvd. **CGE Hospitality is your employer here at Chick-fil-A Veterans Memorial Blvd.** (CFA, Inc., as our franchisor, is not your employer.)

Working in our business here at Chick-fil-A Veterans Memorial Blvd, we hope you will enjoy the benefits of representing a respected national brand like Chick-fil-A and being employed by a local business owner!

III. Our Restaurant Business: Chick-fil-A Veterans Memorial Blvd

Under Operator Josh Carter's leadership, Chick-fil-A Veterans Memorial Blvd is aligned with Chick-fil-A Inc.'s Corporate Purpose, which focuses on **faithful stewardship** and **positive influence**, and with the brand's vision that is focused on **care** for others.

In our Business, we want to provide outstanding hospitality, show genuine care for others, and do everything with excellence. We ask all Team Members to embrace our Vision, Mission, and Core Values:

OUR VISION

TO BE A RESTAURANT KNOWN FOR ITS REMARKABLE CARE,
WHERE EXCELLENCE IS THE STANDARD IN ALL WE DO

OUR MISSION

CARE, GROWTH, AND EXCELLENCE

OUR CORE VALUES

UNITY

DO IT THE RIGHT WAY

IMPACT

GRIT

ACCOUNTABILITY

HONESTY

If everyone works as a team, and we do everything in a manner consistent with our Core Values, then we can accomplish our Mission and execute our Vision. We will be able to provide everyone with opportunities to grow, develop, and succeed while we serve Guests and each other. More detail about each of our Core Values is outlined below, in an effort to help make them actionable and to help everyone on the Team remain aligned:

UNITY: WE WORK TOGETHER, NOT AGAINST EACH OTHER, AS A TEAM PURSUING A COMMON GOAL.

"DO IT THE RIGHT WAY": THERE IS A REASON THAT THERE ARE SYSTEMS IN PLACE, AND WE WILL WORK TO MAKE SURE WE CONSISTENTLY DO THINGS THE RIGHT WAY EVERY TIME.

IMPACT: WE WANT TO HAVE A POSITIVE IMPACT ON OUR TEAM, OUR GUESTS, AND OUR COMMUNITY.

GRIT: WE ARE PASSIONATE ABOUT WHAT WE DO AND SHOW PERSEVERANCE THROUGH HARD TIMES.

ACCOUNTABILITY: WE BELIEVE THAT ACCOUNTABILITY IS SHOWING CARE, AND THAT IS PART OF WHO WE ARE.

HONESTY: WORKING AS A TEAM REQUIRES TRUST, AND HONESTY IS REQUIRED TO BUILD TRUST.

We hope you will embrace and align with these Core Values. If you have questions about our Vision, Mission, or any of our Core Values, please let us know!

IV. Commitment to Hospitality

At Chick-fil-A Veterans Memorial Blvd, we are committed to treating all Guests and anyone else who interacts with our Business with honor, dignity, and respect.

We believe every Guest is unique and deserves intentional and caring service. Our Business embraces the Chick-fil-A brand's "**Winning Hearts Every Day**" approach to providing genuine hospitality and personal care to our Guests. To *Win Hearts Every Day*, we want to:

- Empower attentive and friendly team members who display and demonstrate the "**Core 4**" behaviors
- Provide "**Second Mile Service**" to every Guest, and
- Always maintain "**Operational Excellence**"

A. The "**Core 4**" Behaviors

As a Team Member, we also expect you to demonstrate genuine hospitality to our Guests by always using what we call the "**Core 4**" when you interact with Guests and others:

1. **CREATE EYE CONTACT**
2. **SHARE A SMILE**
3. **SPEAK WITH A FRIENDLY TONE**
4. **ALWAYS RESPOND WITH "MY PLEASURE" WHEN A GUEST SAYS "THANK YOU"**

B. Second Mile Service

At Chick-fil-A Veterans Memorial Blvd, we also strive to go beyond these basics and provide what we call "**Second Mile Service**" to our Guests, which means going above and beyond the Guest's expectations. There are unlimited ways in which we can deliver Second Mile Service. Many are as simple as a warm welcome when greeting a Guest and a fond farewell as a Guest departs. Other ways include refreshing beverages in the dining room, assisting a parent with young children, or carrying a meal to a Guest's table or car.

We ask our Team Members to enthusiastically embrace this concept and display a Second Mile Service attitude not only toward our Guests, but also to your fellow Team Members and others. All Team Members should work to make Second Mile Service become "second nature." Our goal is that every Guest, on every visit, will experience at least one element of Second Mile Service!

C. Operational Excellence

Chick-fil-A Veterans Memorial Blvd always strives to maintain Operational Excellence. We can develop trust with our Guests through meeting our brand's Quality Requirements all day, every day. We expect all Team Members to embrace and engage our commitment to Operational Excellence by working hard to provide our Guests the following, with excellence:

- **CRAVE-ABLE FOOD**
- **FAST & ACCURATE SERVICE**
- **A WELCOMING ENVIRONMENT**
- **ATTENTIVE & FRIENDLY SERVICE**

We also hope to guide our team to recover quickly when speed bumps inevitably occur. We look to our HEARD model to do this:

- H: HEAR SOMEONE ELSE'S EXPERIENCE**
- E: EMPATHIZE AND MEET SOMEONE WHERE THEY ARE**
- A: APOLOGIZE AND SHOW GENUINE CARE**
- R: RESOLVE THE ISSUE AT HAND**
- D: DELIGHT THE GUEST IF POSSIBLE**

If you have any questions about our quality requirements, operational procedures or standards, Guest service or hospitality expectations, or how to respond to difficult situations or a need to recover a Guest, please seek guidance from a member of our leadership team!

V. Closed on Sunday

Chick-fil-A Restaurants are, and always have been, closed on Sundays. The Chick-fil-A system's founder, Truett Cathy, wanted to ensure that everyone had at least one day a week as an opportunity for rejuvenation, rest, personal activities, and to worship if they chose. At Chick-fil-A Veterans Memorial Blvd, **we are always Closed on Sunday.**

VI. Overview – Policy Handbook

This Handbook and its contents are the exclusive property of CGE Hospitality. Throughout the Handbook, our Chick-fil-A Veterans Memorial Blvd Restaurant Business may be referred to simply as the "Business," the "Company," the "Restaurant," "we," or "us."

A. Purpose and Scope of This Handbook

This Handbook is provided to acquaint new Team Members with some of our key policies and to provide an easily accessible resource about our policies for both new and existing Team Members. We hope this Handbook will answer many questions you might have about employment with us. It is every Team Member's responsibility to read, understand, and comply with the provisions of this Handbook.

This Handbook is not necessarily exhaustive. Rather, it is a summary of the key policies, expectations, benefits, and standards related to employment at Chick-fil-A Veterans Memorial Blvd. While no Handbook can anticipate every circumstance or every question Team Members might have, we have attempted to include the information that will be most helpful to you. Other policies, rules, or standards that apply to you or your role may be made available to you separately.

This Handbook replaces and supersedes any prior Team Member handbooks, employment-related

policies, employment-related documents, or oral representations related to or regarding the subjects covered in this Handbook.

B. Future Modifications and Changes

Please note that CGE Hospitality reserves the right to modify, change, alter, or delete any of our employment-related policies at any time, with or without advance notice, in the Business' sole discretion. When changes are made, we will do our best to communicate those changes to all affected Team Members timely and clearly.

C. Compliance with Law

Our Business is committed to workplace policies and practices that comply with all federal, state, and local laws. In the event of an inadvertent inconsistency between a Handbook provision and the law, then the applicable law will apply.

Further, please note that nothing in this Handbook prohibits or is intended to prohibit (1) protected conduct related to issues such as wages, hours, or working conditions, or any other conduct protected by Section 7 of the National Labor Relations Act; or (2) any Team Member from reporting concerns to or communicating with any governmental agency or authority about conduct the Team Member believes in good faith violates or may violate any applicable laws.

VII. At-Will Employment

Employment with CGE Hospitality at Chick-fil-A Veterans Memorial Blvd is "at-will" in nature. This means that employment in our Business is not promised or agreed upon for any specific length of time. Team Members may terminate their employment with us at any time, with or without advance notice, for any reason. Chick-fil-A Veterans Memorial Blvd also may terminate the relationship at any time, with or without advance notice, for any reason (so long as the reason is not unlawful).

Neither this Handbook, any policy contained in this Handbook, nor any other policy or document of Chick-fil-A Veterans Memorial Blvd creates, is intended to create, or should be construed as creating a contract, agreement, or promise of employment for any specific length of time. The at-will nature or status of any Team Member's employment with CGE Hospitality at Chick-fil-A Veterans Memorial Blvd may be changed only through a written agreement between a Team Member and our Operator, Josh Carter, that is signed by both parties.

VIII. Communication: "Open Door" Approach

We ask and expect our Team Members to communicate with us about important matters regarding their jobs or their employment relationship with us. Normally, it works well for Team Members to discuss work-related questions and issues with their immediate supervisors, and we encourage you to start with your supervisor to share any ideas, suggestions, requests, problems, or concerns you might have with respect to most matters and day-to-day issues. Our leaders are available and take an "**open door**" approach to talking with you about your experience, your role, or other aspects of the Business.

Certain matters, however, **must** be shared with or reported to specific members of leadership. For example, you must share information with the person(s) identified in a particular policy to receive certain information: (1) **If you have a concern about a matter related to any of the specific policies in this Handbook that require you to report the concern to leadership** (e.g., our Civility and Equal Employment Opportunity Policy); and

(2) If you need to provide us with information pursuant to a specific policy (e.g., notice of an absence, tardiness, or need for leave).

IX. Civility

Chick-fil-A Veterans Memorial Blvd is committed to maintaining a work environment that is marked by civility. Our Business values all persons and is committed to the principle that we should always treat one another with honor, dignity, and respect. We strive to provide a work environment that is professional, cordial, and collegial. We want every Team Member to feel welcome, comfortable, and valued so that they can comfortably grow, perform well, and succeed.

It is everyone's responsibility to help maintain civility and professionalism in the workplace. For example, it is important to be positive and professional in our speech and avoid gossiping or speaking in a derogatory way about others. It is also important to respect co-workers and leaders. Please avoid instances of insubordination or showing disrespect to leaders. As set forth above, if you have a problem or concern with an instruction or direction from a member of leadership, there are appropriate, professional ways to address the matter with the person or more senior members of our leadership team.

X. Equal Employment Opportunity

A. Non-Discrimination

Chick-fil-A Veterans Memorial Blvd is an equal opportunity employer. We do not discriminate and do not tolerate discrimination with regard to Team Members or applicants based on race, color, religion, national origin, ancestry, sex, sexual orientation, gender, gender identity, citizenship status, military service status (including FEMA Reservuists), pregnancy (including childbirth or a pregnancy-related medical condition), age, disability, sickle cell trait, smoker or non-smoker status, certain natural, cultural or protective hairstyles associated with race or ethnicity, or any other protected factor, characteristic, or status under applicable federal, state, or local law.

This zero-tolerance approach against discrimination applies to all employment practices including, but not limited to, recruiting, hiring, assignment, promotion, demotion, transfer, compensation, benefits, training, leaves of absence, termination, and other terms and conditions of employment.

Any Team Member who believes he or she (or any other person) has been discriminated against in violation of this policy must immediately report the concern to one of the leadership representatives identified in the "Requests, Concerns, or Complaints" section of this policy, below.

B. Reasonable Accommodation

As part of our commitment to equal employment opportunity, Chick-fil-A Veterans Memorial Blvd is committed to fulfilling any obligations to provide reasonable accommodation to applicants or Team Members as may be appropriate under any applicable law.

1. **Reasonable Accommodation of Disabilities.** Our Business will provide reasonable accommodations to enable qualified individuals with disabilities to perform the essential functions of their jobs, unless an accommodation creates an undue hardship for the business. Individuals seeking reasonable accommodation for a disability under this policy may be asked and required to provide medical verification of the condition and need for accommodation. Any medical information provided will be treated as confidential. Failure to provide requested

documentation may impact our ability or decision to grant a requested accommodation or make other reasonable accommodations.

2. **Reasonable Accommodation of Pregnancy, Childbirth, and Related Medical Conditions.**

Consistent with the federal Pregnant Workers Fairness Act (“PWFA”), our Business will provide reasonable accommodation for a Team Member or applicant’s known limitations related to, affected by, or arising out of pregnancy, childbirth, or related medical conditions, unless an accommodation would cause an undue hardship for the Business. In considering possible accommodations for these reasons, our Business will not require a Team Member to take leave if another reasonable accommodation can be provided that would allow the Team Member to keep working, although leave may be a reasonable option the individual can request and that the Business and the individual may consider, depending on the circumstances. If leave is an accommodation, to the extent leave under this Policy also qualifies as leave under the federal Family and Medical Leave Act (“FMLA”), the leaves will run concurrently.

Individuals seeking an accommodation under this policy may be asked and required to provide medical verification of the condition and need for accommodation. Again, any medical information provided will be treated as confidential. Failure to provide requested documentation may impact our ability or decision to grant a requested accommodation or make other reasonable accommodations.

Under the PWFA, Team Members may be considered “qualified” for accommodation even if they cannot perform all the essential functions of their positions, so long as the inability to perform all such functions is temporary, the Team Member will be able to perform all the essential job functions in the near future, and the temporary inability to perform an essential function can be reasonably accommodated.

3. **Pregnancy-Related Transfer Accommodations.**

Consistent with Louisiana law, Chick-fil-A Veterans Memorial Blvd will grant a pregnant Team Member’s request for a transfer to a less strenuous or hazardous position for the duration of the pregnancy, provided that (1) the transfer is recommended by the Team Member’s physician, (2) the request can be reasonably accommodated, and (3) the request does not require the Business to create an additional employment opportunity or role, or to discharge or transfer another employee in order to provide such accommodation for a pregnant Team Member.

4. **Reasonable Accommodation of Religious Beliefs and Practices.**

Additionally, Our Business provides reasonable accommodation for the religious beliefs, observances, and practices of our Team Members or applicants, unless an accommodation would create an undue hardship for the Business. Examples of possible reasonable accommodations that may be requested or considered include, but are not limited to, voluntary shift swaps, Team Members finding substitutes for their shifts, other types of schedule adjustments, flexible scheduling arrangements, time off from work, modifications to appearance or uniform standards, and/or other modifications to rules, policies, or assignments.

5. **Requesting an Accommodation.**

Any applicant or Team Member who wishes to request an accommodation under this policy should contact any member of leadership who is identified (along with their contact information) below in the “Requests, Concerns, or Complaints” section of this policy.

6. **The Accommodation Process.**

Once we become aware of a need or request for an accommodation of any type under this policy, our Business will engage in a good faith, interactive

process with the applicant or Team Member. We will make an individualized assessment of the situation and attempt to identify possible reasonable accommodations that do not impose undue hardship on the Business. Our Business may grant the requested accommodation or, where appropriate based on the facts and circumstances, offer an alternative accommodation that does not pose an undue hardship on the Business.

7. **Concerns About Reasonable Accommodation Requests.** Any applicant or Team Member who believes he or she (or any other person) has been denied any type of reasonable accommodation in violation of this policy, or who otherwise has concerns about the application of this policy to a particular situation, must immediately report the concern to leadership consistent with the reporting procedures described in the “Requests, Concerns, or Complaints” section of this policy, below.

C. Non-Harassment

As set forth above, our policy is to provide a work environment that is professional, collegial, and respectful to all. Everyone in our Business is responsible for maintaining appropriate professional and respectful conduct and avoiding inappropriate conduct while at work or when otherwise engaging with others who are involved in our Business.

Our Business strictly prohibits any unwelcome conduct or harassment that is based on race, color, religion, national origin, ancestry, sex, sexual orientation, gender, gender identity, citizenship status, military service status (including FEMA Reservists), pregnancy (including childbirth or a pregnancy-related medical condition), age, disability, sickle cell trait, smoker or non-smoker status, certain natural, cultural, or protective hairstyles associated with race or ethnicity, or any other protected factor, characteristic, or status under applicable federal, state, or local law. Our Business has a zero-tolerance approach to harassment – we prohibit any conduct of this nature, regardless of its severity.

Conduct prohibited by this policy includes, but is not limited to:

- Slurs, epithets, and other offensive remarks related to any protected factor;
- Offensive or off-color jokes, whether written, verbal, or shared digitally;
- Threats, intimidation, and other menacing behavior;
- Other verbal, graphic, or physical conduct; and
- Other conduct based on or related to any of the protected categories set forth above.

Sexual Harassment is a common subject in our society and is one type of harassment prohibited by our policy. Sexual harassment includes a broad spectrum of inappropriate and unwelcome conduct based on sex, gender, gender identity, and/or sexual orientation, and is absolutely prohibited in our Business. Examples of sex-related conduct prohibited by our policy include, but are not limited to:

- Offering an employment benefit (such as a raise, promotion, or other assistance with one’s career) in exchange for sexual favors, or threatening an employment detriment (such as termination, demotion, or disciplinary action) if an employee refuses a request to engage any romantic, dating, or sexual activity;
- Unwelcome sexual or romantic advances, propositions, requests, or comments;

- Visual conduct such as leering, making sexual gestures, displaying or sharing sexually suggestive pictures, images, or objects;
- Verbal conduct such as sexual or gender related jokes, kidding, teasing, flirtations, or other such comments, verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes, or invitations;
- Physical conduct, such as touching, grabbing, pushing, patting, groping, brushing up against another's body, impeding, or blocking movement, or any acts of physical abuse related to an individual's actual or perceived sex or gender.

This Non-Harassment policy applies not only to conduct engaged in by Team Members (including supervisors, managers, Directors, and other leaders), but also to conduct engaged in by Guests, vendors, suppliers, and others. Our policy protects Team Members from any unwelcome or harassing conduct toward or impacting their experience in our Business, regardless of the source, and regardless of the location where the inappropriate conduct occurs. Chick-fil-A Veterans Memorial Blvd also will not tolerate unwelcome or harassing conduct at our Restaurant or in connection with our Business directed at or experienced by Guests, vendors, suppliers, or others.

Our Business prohibits all conduct that violates this Non-Harassment policy, even if the parties involved are the same sex or gender (or otherwise share the same protected characteristics).

Any Team Member who experiences, observes, or otherwise learns about actual or potential violations of this non-harassment policy must immediately report the concern to leadership representatives identified in the "Requests, Concerns, or Complaints" section of this policy below.

D. Non-Retaliation

Our policy prohibits any form of retaliation against (1) anyone who reports a concern or complaint about discrimination, failure to provide reasonable accommodation, or harassment, (2) anyone who assists, participates, or cooperates in Chick-fil-A Veterans Memorial Blvd's investigation or follow-up work concerning a concern or complaint about discrimination, failure to provide reasonable accommodation, or harassment, or (3) anyone who participates in a government agency investigation about a concern or complaint about discrimination, failure to provide reasonable accommodation, or harassment. Anyone at Chick-fil-A Veterans Memorial Blvd who believes he or she has experienced retaliation in violation of this policy (or becomes aware of another who has experienced retaliation in violation of this policy) must immediately report the concern to leadership consistent with the reporting procedures described in the "Requests, Concerns, or Complaints" section of this policy below.

E. Requests, Concerns, or Complaints

We cannot provide a reasonable accommodation unless we know about the need, and we cannot help resolve a concern or complaint about discrimination, harassment, or retaliation unless we know about the matter. Concerns or requests about any issues addressed in this policy need to be reported or shared with appropriate members of leadership.

Accordingly, anyone in our Business who (1) wishes to request an accommodation under our policy or (2) experiences, observes, or otherwise learns about actual or potential violations of this policy must immediately report the concern (or request) to at least one of the following:

- **Heidi Hendrix**, Director of Culture: heidimayh13@gmail.com, (479) 283-4272

- **Kim Zepeda**, Director of Operations: kimberlyzepeda3@gmail.com, (210) 775-8720
- **Josh Carter**, Owner/Operator: josh.carter@cfafranchisee.com, (205) 234-4054

Team Members may make accommodation requests or report concerns or complaints under this policy to any of these individuals at any time, in no particular order. **Team Members may contact our Operator, Josh Carter, directly** to share any such requests or concerns without first reporting the matter to any of the other identified leaders.

We ask that Team Members report any concerns about policy violations to these leaders either in person or using the contact information above, instead of raising such concerns via other channels such as Slack, our scheduling software system, WhatsApp, Text Messaging, or similar channels. That said, our policy is that any concerns about violations of this policy that are shared (whatever the communication channel) will be addressed in a manner consistent with this policy.

F. The Business’ Response to Concerns or Complaints

Chick-fil-A Veterans Memorial Blvd takes all concerns or complaints brought under this policy seriously. Our policy is to follow-up and investigate any concerns or complaints promptly, thoroughly, and effectively. We will work to resolve any issues and take appropriate corrective action, as needed, in a timely fashion. Violations of this policy may result in disciplinary action, up to and including immediate termination of employment.

If asked to share information or otherwise participate in an investigation under this policy, Team Members are expected to cooperate in good faith and in a truthful manner. Failure to cooperate in good faith, truthfully, and in a timely manner could result in disciplinary action, depending on the circumstances.

Our Business will treat concerns, complaints, and information shared with us pursuant to this policy as confidentially as possible, subject to and consistent with (1) our Business’ need to conduct an appropriate investigation that is as complete and fair to all concerned as possible, and (2) the Business’ need to communicate effectively about any corrective, remedial, or protective actions taken.

XI. Classifications, Work Hours, Schedules, & Pay

A. Introductory Period

For new Team Members, **the first 30 days** of employment with Chick-fil-A Veterans Memorial Blvd is an Introductory Period. This is an opportunity for you to get acquainted with your role, our Business, and what employment with us is all about. At the same time, it is an opportunity for us to get acquainted with you and get an understanding of your performance, ability, attendance, attitude, and effort.

At the conclusion of your Introductory Period, we will meet with you to discuss whether continuing our employment relationship works for you and for us. If your employment with us continues beyond the Introductory Period, your classification will change to that of a “Regular” full- or part-time Team Member.

During the Introductory Period, employment with CGE Hospitality remains at-will, meaning you are free to resign at any time, with or without advance notice, for any reason and that your employment may be terminated by the Business at any time, with or without advance notice, for any reason (so long as the

reason is not unlawful). Finally, completion of the Introductory Period does not alter our at-will employment relationship.

B. Team Member Classifications

Other than the possibility of a very small number of senior leadership roles, all of our Team Members, whether full-time or part-time, are classified by our Business as “non-exempt” for purposes of federal wage-hour laws. Non-exempt Team Members are subject to the minimum wage and overtime requirements of the Fair Labor Standards Act, and accordingly they are (a) paid on an hourly rate basis, (b) paid at a regular rate equal to or greater than the minimum wage, and (c) receive overtime premium pay at 1.5 times their regular rate of pay for any time worked over 40 hours in a given work week.

You will be advised of any additional details regarding your employment classification (full-time or part-time) at the time of hire, promotion, demotion, or transfer, or if another change in your position with Chick-fil-A Veterans Memorial Blvd occurs that impacts your classification. If you have questions about your classification, please discuss them with the Director of Culture or the Director of Operations.

Regular Full-Time Team Member classification includes any Team Member who is normally scheduled to work and typically does work 32 hours or more per week. Regular Part-Time Team Member classification includes any Team Member who is normally scheduled to work and typically does work less than 32 hours per week. Regular Part-Time Team Members may not be eligible for some benefits that may now or in the future be available only to Regular Full-Time Team Members, subject to applicable legal requirements.

C. Pay Rates

Your starting pay rate will be explained to you at the time you start work. If your pay rate changes during your employment (for example, if you are awarded a raise or if your pay rate is decreased for some reason), any change will be communicated to you in advance.

Please understand that pay rates may differ among Team Members because of various business and job-related circumstances that apply to each person and/or role. Such factors can include, but are not limited to, experience (in our Restaurant, in the industry, or in general), skills, availability, education, performance, attitude, punctuality, attendance, and others. As you interact with fellow Team Members, we encourage you to be sensitive to the fact that pay rates may differ.

D. Work Hours

Our Restaurant’s typical business hours are Monday through Saturday: 6:30 AM to 10:00 PM. Team Members may, however, be scheduled or asked to work prior to the time our Restaurant opens for business and/or after the time our Restaurant closes to perform work necessary to open and close the Restaurant.

While our Restaurant is always closed on Sundays, it occasionally may be necessary for Team Members to report to work on a Sunday. For example, we may need to schedule meetings with our staff, conduct training, perform extra cleaning tasks, repair equipment, or engage in other such work on a Sunday. That said, we are never open to the public for business on Sunday and we do not sell Chick-fil-A products on Sundays.

E. Work Schedules

The work schedule for the Restaurant typically will be posted no later than Saturday for the following

work week beginning on a Monday. Work schedules can be accessed via our software scheduling system and the associated app. Schedules also can be accessed by receiving a scheduling e-mail that our software scheduling system will send to your personal e-mail address if you choose that setting. It is your responsibility to check our software scheduling system regularly, to know your schedule, and to work your scheduled shifts. If your e-mail address changes, it is your responsibility to let us know promptly.

Hours of work will be assigned to each Team Member based on operational needs and other business factors including, but not necessarily limited to, the Team Member's skills, training completed, availability, productivity, performance, attitude, attendance, and punctuality.

F. Work Availability

When Team Members start working with us, they are asked to share their availability to work. If you need to make a change in your availability to work, you should update us by (a) discussing the change you may need to make with the leader responsible for making the schedule, and (b) changing your availability via our software system to reflect the new days and times that you are available to work. Please understand that significant changes to your availability may make it more difficult for us to schedule you on the days and/or for the number of hours you want to work, and could result in separation from employment.

G. Schedule Changes & Requests for Time Off

If you wish to request time off, or if you otherwise realize you are not going to be able to report to work for a scheduled shift, then it is your responsibility to submit a request for time off or for a schedule change via our software scheduling system. The Business will attempt to accommodate reasonable scheduling requests, when possible, consistent with the need to staff our Restaurant appropriately to meet Guest and other business needs.

Please do not submit requests for schedule changes or time off to a member of leadership via text message (or another similar channel). The following procedures apply to requests for schedule changes or time off:

- **Requests for Time Off.** Requests for time off must be made at least 2 weeks prior to the date you wish to take off.
- **Other Requests for Time Off.** If you need to request time off and it is less than 2 weeks prior to the date you wish to take off (and especially the schedule for that work week already has been posted), then it is your responsibility to arrange for another appropriate Team Member to substitute for you and work your scheduled shift, on a voluntary basis. You may use our software scheduling system if you are attempting to swap a shift with someone or get a replacement for your scheduled shift. Such a change, to be effective, **must** be approved by the scheduling team. If you do not receive proper approval, then you will be expected to work your scheduled shift.
- **Illnesses.** If you are ill and have symptoms that prevent you from working, please call the leader of the shift that day or the Restaurant to let us know you need to call out for your shift. These procedures need to be followed at least 4 hours before the start of your scheduled shift to avoid disciplinary consequences for an unexcused absence and/or failure to obtain an approved replacement to cover your shift.
- **Vacation Requests.** Time off requests for vacation (5 or more consecutive days off) should be

submitted within our software scheduling system at least one month in advance.

Requests for time off that are not made in accordance with this policy may be denied for that reason alone, unless the time off is for legally required leave and you are both qualified and have complied with all procedural requirements in requesting the leave.

H. Overtime Work and Overtime Pay

Non-exempt Team Members will be paid overtime premium pay at 1.5 times their regular hourly rate of pay for any time worked over 40 hours in a work week. For purposes of calculating overtime premium pay under this policy, the work week at the Restaurant begins on Sunday at 12 AM and ends on Saturday at 11:59 PM.

The time Team Members work for purposes of calculating overtime premium pay is based on actual time worked. Paid time off or unpaid time off for holidays, vacation, personal days, and/or paid leave time does not count as “time worked” for overtime premium pay purposes.

All overtime work **must be pre-approved** by the scheduling team. Working overtime without proper approval may result in disciplinary action, up to and including termination of employment.

I. Wage Payment

- **Paydays.** Team Members will be typically paid no later than every other Friday. If a regular payday falls on a holiday, Team Members will be paid on the preceding workday.
- **Direct Deposit.** We encourage Team Members to take advantage of the direct deposit system, and have your pay deposited directly into your bank account.
- **Physical Paychecks.** If you are being paid by check, then you are responsible for picking up your own paycheck on the normally scheduled pay day or as soon as practicable after. The Business will not provide your paycheck to anyone else on your behalf. If you exit employment with our Business or leave for an extended period (for example, to go away for a college semester), you are responsible for picking up your final paycheck once it is prepared. If you do not pick up your final paycheck, then we will mail your final paycheck to the last home address you provided us.
- **No Check Cashing, Loans, or Advances.** Our Business does not cash Team Member paychecks, provide loans against paychecks (or otherwise), or provide advances against paychecks.
- **Questions.** Regardless of how you are paid, if you have any questions about the amount of your pay or any payroll deductions, you should immediately bring those to the attention of the Director of Culture or the Director of Operations.

J. Timekeeping

Non-exempt Team Members are responsible for accurately recording all their time worked. This is necessary for our Business and important for you, so that we can be sure to pay you appropriately and consistently with wage and hour laws. Please adhere to these procedures concerning the recording of your work time:

- **You must personally record your time worked.**

- Team Members are required to use their assigned Team Member numbers to (a) clock in on our POS timekeeping system when they start working, and (b) clock out our POS timekeeping system when they stop working.
- Similarly, Team Members must (1) clock out on our POS timekeeping system at the beginning of Meal Periods or other breaks (as explained below), and (2) must clock back in on our POS timekeeping system when returning to work a break.
- **Please clock in on time.** We expect you to clock in (and out) when you are scheduled to do so. On a day-to-day basis, however, we will consider a clock in or clock out to be “on time” if it is within 5 minutes of the scheduled time. Repeat or chronic issues with clocking in or out early or late may, however, subject Team Members to disciplinary action.
- **Do not ask or allow another Team Member to clock in or out for you.**
- **Do not clock in for your shift before you are prepared to work.** You must have your personal belongings stored, be dressed in appropriate uniform, and be ready to work before you clock in.
- **Do not clock in or out for another Team Member.** If another Team Member asks you to do so for any reason, you should decline and direct the Team Member to speak with the leader of your shift or a higher-level member of leadership.
- **Your time punches must reflect the time that you actually worked.** Again, you may not perform any work at any time when you are not punched-in to work.
 - If you forget to clock-in or clock-out for the beginning or end of your shift, or with respect to any breaks or Meal Periods, you must scan the QR code posted in our Restaurant and complete the Google form provided to correct your time punch (or, if the Business changes to another notification and correction system, use the then-current system to provide information regarding the time you actually worked).
 - If anyone asks, instructs, or encourages you to perform work “off the clock” or to falsify any time record, you must not do so. If this happens, you must notify the leader of your shift or a higher-level member of leadership promptly.
- **Never perform work of any kind “off the clock.”**
- **Do not clock in early or clock out late without prior approval.** If you believe there is a business reason that requires you to begin work early (prior to the start of your scheduled shift), or to continue working after the time your shift is scheduled to end, you must have obtained prior approval of the leader of your shift or a higher-level member of leadership to work outside your scheduled work hours.
- **Let us know promptly if you believe there is an error in your time records.** Please notify the Director of Culture, the Financial Director, or the Director of Operations promptly of any actual or perceived timekeeping error, any error on our timekeeping system, or any error on your paycheck. We need you to do this very promptly so that we can review the matter and make any necessary corrections in the timekeeping system or regarding your pay.

XII. Breaks

A. Lactation Breaks

Chick-fil-A Veterans Memorial Blvd will provide a reasonable amount of break time to accommodate a female Team Member's need to express breast milk for the Team Member's infant child who is nursing, for up to 1 year after the child's birth. Our Business will provide the use of a private room or other location with privacy that is not a restroom stall and is in reasonably close proximity to the Team Member's work area for this type of break.

You should notify the leader of your shift or a higher-level member of leadership to request break time under this policy. Lactation Breaks should, if possible, be taken concurrently with other break periods already available to the Team Member.

Team Members who take approved Lactation Breaks under this policy will be completely free from work duties, and this break time will be unpaid. If you are taking a Lactation Break under this policy, you should remain clocked-out for at least 30 minutes for this break. Once the 30-minute period has passed, we ask that you return to work as soon as practical to do so.

Also, if you are taking a Lactation Break under this policy, you are not permitted to do any work while taking this break including, but not limited to, sending and responding to e-mails, text messages, or other electronic communications; participating in work-related telephone calls; reviewing work-related documents; etc. Failure to remain completely free from work during a Lactation Break under this policy may lead to disciplinary action.

B. Meal Breaks

Team Members Under Age 16: Consistent with Louisiana law, Team Members under the age of 16 of age who work 5 consecutive hours or more during a single day **are required** to take an unpaid break for 30 minutes (a "Meal Break" or "Meal Period") within the 5-hour period.

Team Members Age 16 and Older: Team Members who are 16 years and older **are not required** to take a Meal Period or any other breaks. However, we make such breaks available to Team Members who are age 16 or older at their option. If you choose to take a break for a meal (or any other purposes), our policy is that your break should last at least 30 minutes and will be unpaid.

Procedures and Requirements for Meal Periods:

- **Remain clocked out for 30 minutes.** If you take a Meal Break, it is your responsibility to remain clocked out for 30 minutes.
 - This means, for example, that even if you have completed your meal (or are otherwise done with your break activities) in less than 30 minutes and you would like to get back to work, you may not clock back in and start performing work again without express approval from the leader of your shift.
 - If a member of our leadership team asks you to return to work or gives express approval for you to return to work before you have been on break for a full 30 minutes, then (a) you must clock in before you start working again, and (b) you will be paid for the break time that you took (again, so long as it is less than 30 minutes).

- **Do not perform any work activities while you are on break.**
 - Our policy is that you are to remain relieved of all work duties during this break time. Therefore, while on a Meal Break, you are not permitted to do any work including, but not limited to, sending and responding to e-mails, text messages, or other electronic communications; participating in work-related phone calls; reviewing work-related documents; etc.
 - Failure to remain completely free from work during a Meal Break under this policy may lead to disciplinary action, up to and including termination of employment.
- **Return to work promptly.** It is also your responsibility return to work promptly once the 30-minute Meal Break period has concluded. Failure to return to work promptly after the conclusion of your break may result in disciplinary action, up to and including termination of employment.
- **Clock back in before you begin working again.** Normally, this will be after your 30-minute Meal Break period has ended. However, if a member of leadership asks you to return to work before the scheduled end to your break, or gives approval for you to do so, then you must clock in before you start working again whether or not you have been on break for 30 minutes.
- **You are not required to stay in the Restaurant during a Meal Break.** However, if you choose to leave the premises, you are expected to return to work promptly at the end of your break time.

XIII. Benefits

At Chick-fil-A Veterans Memorial Blvd, we strive to provide a competitive offering of Benefits tailored to assist and support our Team Members in a variety of ways. The following summarizes some of the key benefits that we want to make sure you are aware of. Information about additional benefits that may be available to you is available in our office or contact the Director of Culture or the Director of Operations with any questions about benefits.

A. Chick-fil-A Remarkable Futures™ College Scholarships

Chick-fil-A, Inc., through its Remarkable Futures™ Scholarship Program, offers \$1,000 and \$2,500 scholarships to qualified Chick-fil-A Restaurant Team Members who complete their high school education and are accepted into college; are active in their schools and communities; and demonstrate a solid work ethic, strong leadership abilities, good teamwork skills, and a desire to succeed. The True Inspiration Scholarship is a \$25,000 scholarship that also may be available to qualified Chick-fil-A Restaurant Team Members. You can learn more about the Chick-fil-A Scholarship Programs (including eligibility requirements and award levels) by visiting this website: <https://www.chick-fil-a.com/remarkable-futures-scholarships>. Also, you can ask to review scholarship program brochure(s) or contact the Director of Culture or the Director of Operations to request more information.

As noted, Chick-fil-A, Inc. (our franchisor) operates, funds, and administers these scholarship programs. Chick-fil-A Veterans Memorial Blvd does not administer these scholarship programs, and it is not responsible for their terms, conditions, availability, or decisions.

B. Holidays

Below are the holidays Chick-fil-A Veterans Memorial Blvd normally observes. This list may be modified

at any time, in the Business' sole discretion.

New Year's Day – Limited Hours	Memorial Day – Limited Hours	July 4th – Limited Hours
Labor Day – Limited Hours	Thanksgiving Day – CLOSED	Christmas Eve – Limited Hours
Christmas Day – CLOSED	New Year's Eve – Limited Hours	

We are also closed for Mardi Gras (Fat Tuesday), and we may have limited hours on other days during Carnival season. We will communicate with you in advance of any adjustments to our operating hours during each Carnival season.

C. Team Member Beverage Benefit

Team Members who work a shift of any length may, while working or on break, enjoy unlimited free refillable beverages. To utilize this benefit, we ask that you bring use only one cup per day. Please always use a lid and a straw. Please make sure your name is on your cup.

D. Team Member Meal Benefit

Team Members who arrive ready for work and clock-in on time or within 5 minutes of their scheduled start time earn a free Team Member Meal, regardless of how long the Team Member works that day. Team Members who meet those requirements and work 11 hours or more earn a second free Team Member Meal that day.

Under this policy, Team Members may order (at no cost to the Team Member) for their Team Member Meals any menu items they wish up to the total retail value of \$9.00. If Team Members wish to order food valued above \$9.00, the Team Member must pay the difference between the total cost of the order and \$9.00. (Note that this amount may change over time, typically if prices increase. If that occurs, we will inform Team Members of any change.)

The following rules and conditions apply to the Team Member Meal Benefit:

- A Team Member Meal must be used on the day that it is earned, by the Team Member who earned it. This benefit does **not "carry over"** to be used on a future date and is **not transferrable** to another Team Member or any other person.
- Team Members should order from the front counter, and their Team Member Meal must be rung up by another Team Member.
- Team Members may not sell food obtained pursuant to this policy to others.
- Team Members who abuse this benefit may be subject to disciplinary action, up to and including termination of employment.

E. Uniforms

Chick-fil-A Veterans Memorial Blvd provides new Full-Time Team Members with the following 2 uniforms at the Business' expense at time of hire: 2 pair of pants, 2 shirts, 1 belt, 1 nametag, and 1 pair of slip-

resistant shoes. New Part-Time Team Members are provided with 1 uniform at the Business' expense at the time of hire: 1 pair of pants, 1 shirts, 1 belt, 1 nametag, and 1 pair of slip-resistant shoes. Additional or replacement uniform items may be ordered by Team Members through the Business, at the Team Member's expense.

Our Business makes additional Chick-fil-A branded and approved jackets and cold weather gear for use by Team Members who work taking orders (or otherwise) outside in colder weather. These may not be taken home or away from the Restaurant. They are only to be used as needed by Team Members on duty. Team Members may, however, purchase additional Chick-fil-A branded cold weather gear at their own expense if they wish. For those assigned to work outside, jackets and cold weather gear that are not Chick-fil-A branded and approved may not be worn.

XIV. Team Member Responsibilities

No handbook could list all the responsibilities, expectations, duties, policies, and rules of employment in our Business. In this section, however, we have set forth policies that apply to certain important responsibilities of our Team Members and many basic rules of working in our Business. Additional expectations and rules may be set forth in other documents such as job descriptions, job postings, or individual policies, or they may be shared with you verbally in meetings or conversations. Violation of any of these policies and rules may lead to disciplinary action, up to and including immediate termination of employment.

A. Absenteeism & Tardiness

Absenteeism and tardiness, even for what may be good reasons, can be disruptive to operations, adversely impact co-workers, increase expenses, and interfere with our ability to serve Guests well.

1. **Expectations.** Team Members are expected to report to work on time as scheduled and prepared to start work. To avoid tardiness, it is a best practice to arrive a few minutes before your shift is scheduled to start, to make sure that you are present, dressed in proper uniform, and ready to work at the start time of your shift. Team Members are expected to remain at work for their entire scheduled shift.
2. **Notification Requirements for Tardiness or Absence.** If, for any reason, you will be tardy or unable to report for work on a scheduled workday for any reason other than illness (described above), then you must call the leader of the shift or the Restaurant at least 4 hours before the time you are scheduled to begin work. You must provide our Business with a valid reason or explanation, as well as the expected duration of any late arrival or absence.
3. **Leaving Work Before the End of Shift.** Similarly, if you need to leave work early for any reason, you must first obtain the permission of the leader of the shift or a Director.
4. **Job Abandonment.** If you fail to report to work without any notification to Leadership and your absence continues for a period of 2 or more days, we will consider that you have abandoned your employment and have voluntarily terminated your employment.

Failure to properly notify our Business of a delay in reporting for work (tardiness), any anticipated or unanticipated absence, and/or the need to leave work early will be grounds for disciplinary action, up to and including termination, except as may be provided by applicable law.

We recognize that **emergencies** and other situations may arise in which prior notice of an absence or tardiness cannot be given. If such an emergency occurs affecting your ability to report to work, then **please directly call the Restaurant** and speak with a member of leadership on duty. Text messaging (or using other similar channels) is not an appropriate form of notification unless you are unable to reach anyone on the Restaurant phone. We will assess such situations on a case-by-case basis in terms of policy compliance and disciplinary consequences.

B. Age-Restricted Activities and Hours of Work

Chick-fil-A Veterans Memorial Blvd's policy is to comply with all federal, state, and/or local laws regarding the employment of persons under the age of 18. A general summary is below. More detail can be found on child labor posters that are displayed in our Restaurant and on Pathway.

Consistent with Louisiana law, any Team Members **under the age of 18** must provide our Business with a valid employment certificate issued by the city or parish superintendent of schools.

For Team Members under the age of 18, there are certain tasks you may not perform in our Restaurant. Those are listed and explained on Child Labor Posters that are displayed in our Restaurant and on Pathway. If you ever are in doubt as to whether you are prohibited from performing a certain activity due to your age, then you should refrain from performing the task until you have consulted with the Director of Culture or the Director of Operations and obtained direction.

For Team Members who are 17, and have not graduated from high school, consistent with Louisiana law, the hours you can work are restricted. You cannot work between the hours of 12:00 a.m. and 5:00 a.m. prior to the start of any school day.

For Team Members who are 16, and have not graduated from high school, consistent with Louisiana law, the hours you can work are restricted. You cannot work between the hours of 11:00 p.m. and 5:00 a.m. prior to the start of any school day.

For Team Members under the age of 16, hours you can work are limited as follows:

- May only work during non-school hours;
- May work a maximum of 3 hours on a school day;
- May work a maximum of 18 hours on a school week;
- May work a maximum of 8 hours on a non-school day;
- May work a maximum of 40 hours on a non-school week; and
- May only work during the hours of 7 AM to 7 PM (except between June 1 and the start of school in our local public school district, when you may work until 9 PM.)

If you ever are in doubt as to whether you are prohibited from working during a particular time due to your age, then you should refrain from working at that time until you have consulted with the Director of Culture or the Director of Operations and obtained direction.

C. Appearance

We have **high standards** concerning uniforms and personal appearance, as this is an important element of providing outstanding service to and earning trust with our Guests. A clean, professional uniform and

overall appearance will communicate to Guests that we care about Guest service, quality, safety, and cleanliness.

It is your responsibility to remain familiar and comply with the Chick-fil-A brand's Team Member Appearance Guidelines, which are available at any time through **Pathway**. If you have any questions whatsoever about our Appearance Guidelines, please discuss them with the Director of Culture or the Director of Operations.

Please be in proper uniform when you arrive on the premises for work. Also, please understand that **no one can work without wearing slip-resistant shoes**. Team Members who report to work but are not in proper uniform attire may be requested to leave work and return in acceptable attire. Such time away from work will be without pay.

Our Business will, consistent with the requirements of federal, state, or local law, consider making reasonable accommodations with respect to dress or grooming requirements that are directly related to a team member's disability, religion, ethnicity, or pregnancy. If you believe you need accommodation of this nature, please notify any member of leadership who is identified in the "[Reporting Concerns or Complaints](#)" section of our Civility & Equal Employment Opportunity policy (above), and please be prepared to discuss potential reasonable accommodations.

D. Cash, Gift Card, and Be Our Guest (BOG) Card Handling

Many Team Members will function as a cashier on a regular, periodic, or temporary basis, depending on the needs of our Restaurant at any given time. The role of cashier is very important.

In the cashier role, you are responsible for accuracy and for the cash and digital transactions that you process during your shift. When you are handling cash, Gift Cards, and Be Our Guest Cards ("BOGs"), please follow these key rules and guidelines:

- Do not use another Team Member's cash drawer.
- Do not allow another Team Member to use your cash drawer.
- Do not make change with another cashier during your shift. If you need change, you should inform the leader of the shift of your need for change and allow the leader to provide you with the change you need.
- Do not store or place cash, Gift Cards, or BOGs in a pocket or otherwise on your person.
- Do not undercharge a Guest, ring up an unauthorized discount, or pass food across the counter to a Guest (or anyone else) without completing payment.
- Do not input or use your own Chick-fil-A One (CFA One) App credentials (or those of a relative or friend) to receive rewards credit in your account for Guest purchases (or for any food or beverages that you did not purchase yourself).

Again, you are responsible for the cash, Gift Cards, and BOGs that you process during your shift. Team Members who serve as cashiers will be subject to disciplinary action, up to and including termination of employment, for inaccuracy in cash handling.

Please understand that Chick-fil-A Veterans Memorial Blvd reserves the right to investigate (or initiate or

assist an investigation by law enforcement of) all cash, BOG, and property losses for possible prosecution or other legal action. All Team Members are expected to cooperate truthfully with any such investigation of losses. Any action by a Team Member contrary to this policy (including but not limited to failure to cooperate in an investigation or dishonesty during an investigation) will result in disciplinary action, up to and including termination of employment.

E. Cell Phones & Personal Calls

Team Members should not use their cell phones or smartphones while working to make calls or send text messages (or similar) except for authorized business purposes (e.g., completing task lists or taking photographs of an equipment or cleaning issue).

Personal phone calls (whether on a landline in the Restaurant or using cell phones and other electronic devices) are not allowed during working time, except in cases of emergency and when authorized by the leader of your shift. Please inform family, friends, or others who may call you that if they call your cell phone, send you a text message, or otherwise reach out to you on a personal electronic device while you are working that you will not respond to those calls or messages until you are on break or have finished working. Team Members can engage in personal phone calls in the Restaurant on non-working time, including unpaid Meal Periods, provided they do so in a manner that is not distracting or disruptive to business operations or the Guest experience.

F. Confidentiality – Company Records and Information

All records, documents, files, data, and similar information (hereinafter collectively referenced as “records”) of Chick-fil-A Veterans Memorial Blvd are the property of CGE Hospitality. Such records are considered confidential and proprietary in nature unless published or made available to the public or third parties (for example, advertisements and similar information). Examples of records that we consider confidential and/or proprietary include (but are not limited to) all records, documents, files, and data concerning Guest transactions, Guest lists, payroll or personnel records of past or present Team Members, business plans, Company financial records, Company operating records, and/or Company records pertaining to transactions with manufacturers, vendors, distributors, and suppliers.

Team Members are not authorized to copy, delete, remove from the premises, or disclose any confidential Company records without express permission from or request by leadership. Additionally, Team Members in the normal course of their work may gain access to personal information of other Team Members (e.g., email addresses, phone numbers). Please do not use your colleagues’ personal information to contact them outside work or about personal matters, unless they have given permission for you to do so.

Any requests or inquiries Team Members receive concerning records related to current or former Team Members should be promptly directed to the Director of Culture or the Director of Operations.

For purposes of this policy, “confidential information” does not include information regarding wages, hours, benefits, or other terms and conditions of employment, or a Team Member’s own personnel information. This policy does not prohibit Team Members from discussing their own personnel information with each other or with a government agency.

G. Confidentiality – Team Member Medical Information

Team Members may at times need to provide the Business with medical information and understandably

may be concerned about the confidentiality of such information. Where there is a need to provide us with medical records or information (for example, in connection with a need for leave of absence), please provide the Business only with the relevant, requested information and please provide the information only to the person(s) identified in the relevant policy(s) to receive such information. Also, to help ensure privacy, we recommend that you provide any medical documents or information to the appropriate persons (usually, the Director of Culture or the Director of Operations) in person or via a private phone call, but if that is not practical we recommend that you provide it in a manner that is as secure and private as possible.

If you wish to keep your medical documents or information confidential, we advise you to exercise care and caution regarding what you share with your fellow Team Members or others who do not have a true need to know such information.

Chick-fil-A Veterans Memorial Blvd's policy is to maintain confidentiality of any medical information or records provided to us to the maximum extent possible and legally permissible. We will consider medical records and information you provide us to be confidential. The Business will exercise diligence in safeguarding these records and information. Our policy is to only disclose such information on a need-to-know basis, as follows: (1) to the Team Member's healthcare provider to diagnose or treat the Team Member upon written request or other clear authorization from the Team Member; (2) on the Team Member's behalf for the administration of a Chick-fil-A Veterans Memorial Blvd's sponsored benefit plan; (3) as required for workers' compensation claim purposes; (4) as required for determining the Team Member's eligibility for a leave of absence under a Chick-fil-A Veterans Memorial Blvd policy or in compliance with law; or (5) as otherwise required by law or the legal process.

H. Conflicts of Interest

Team Members are expected to avoid outside business activities or other employment opportunities that present a conflict of interest with Chick-fil-A Veterans Memorial Blvd's business and/or their employment with us. We recognize that it can sometimes be difficult to determine if a particular business activity or employment opportunity presents a conflict of interest. Examples of situations that could present a conflict of interest include, but are not limited to, employment with, operation of, or ownership in a competitor of our Business.

If you believe that any outside business activity or employment opportunity you are considering or in which you are engaged presents (or might present) a conflict of interest, it is your responsibility to inform the Director of Culture or the Director of Operations.

Our policy is to address any potential conflicts on a case-by-case basis, considering all the circumstances. Depending on the circumstances, Chick-fil-A Veterans Memorial Blvd may consent to your engaging in the outside activity, but we reserve the right to make the best decision in each case, in the Business' sole discretion. In the event of a conflict of interest that cannot be resolved, please understand that Chick-fil-A Veterans Memorial Blvd may ask for your resignation or choose to terminate our employment relationship, with or without advance notice, due to a conflict.

I. Dating and Romantic Relationships

As noted above, our goal is to foster a positive, respectful, and welcoming work environments for all Team Members. Dating and romantic relationships among co-workers can undermine this, as they can create various misunderstandings, conflicts of interest, concerns about favoritism, and/or concerns or complaints about discrimination or harassment. These concerns are heightened when there is a romantic,

dating, or sexual relationship between a supervisor and an employee who are in a direct reporting relationship.

We encourage Team Members to consider all the circumstances and potential consequences of dating and romantic relationships with co-workers in light of these potential concerns and complications. If such a relationship develops, the Team Members involved should remember always to maintain professionalism in connection with work. Public displays of affection and other conduct that could generate discomfort or distraction for co-workers, Guests, and others must be avoided.

Leaders, managers, and supervisors are especially advised to avoid situations where they are in a dating, romantic, or sexual relationship (including but not limited to co-habitation and marriage) with Team Members as to whom they have a direct reporting relationship or other meaningful supervisory authority. Any leader, manager, supervisor, or Team Member who is involved in such a relationship should promptly disclose the circumstances to the Director of Culture or the Director of Operations. Our policy is to consider the circumstances of any such relationship and determine whether a policy violation or meaningful risk of favoritism, conflict of interest, and/or harm to the Business or any individual exists. If that is the case, then Chick-fil-A Veterans Memorial Blvd will take appropriate action to remediate any favoritism, conflict, or risk in the situation. These actions could include a variety of steps including, by way of example, a transfer, shift change, schedule adjustment, role change, or other action, up to and including termination of employment if that is necessary to remediate the situation.

This policy applies only to consensual personal relationships between Team Members. Unwanted sexual or romantic interactions as well as any comments, discussions, or actions of a sexual nature that may have the purpose and/or effect of creating an uncomfortable or offensive work environment for others are prohibited pursuant to our Non-Harassment policy (set forth above) and must be reported immediately pursuant to the reporting instructions in that policy.

J. Driving and Vehicle Operation

The safety of Team Members, Guests, and others is our priority. Team Members driving vehicles for business purposes always should put safety first and should never allow Business needs to create unnecessary risk for themselves or others. Whether operating the Business' vehicle or the Team Member's own vehicle, any Team Member driving a vehicle for business purposes is responsible for complying with all applicable laws and safety guidelines.

Importantly, Team Members must not use cell phones or other handheld electronic devices while driving in connection with their job duties (except for handsfree use of map functions, in the case of emergencies or otherwise as may be allowed by law). Regardless of the circumstances, if Team Members who are driving need to use their cell phones, they should pull over to the side of the road or another safe location, stop their vehicles, and safely park before using cell phones or any other handheld electronic devices.

If Team Members use their personal vehicles to drive for Business purposes, they should make sure to place in their vehicle a copy of the Business' proof of insurance card or sheet.

Violations of this policy will be taken very seriously and may lead to disciplinary action up to and including immediate termination of employment. Our Business will not pay for or otherwise be responsible for traffic citations, professional, or legal fees or other non-insured liabilities that Team Members may incur in connection with or related to violations of this policy.

K. Employment of Relatives

Relatives may be employed in our Business. However, leaders, managers, and supervisors may not be in a direct reporting relationship or have other meaningful supervisory authority with respect to their relatives. For purposes of this policy, a “relative” of a Team Member is someone related by blood, marriage, or adoption and includes (but is not necessarily limited to): spouse, domestic partner, parent, child, sibling, aunt, uncle, cousin, nephew, niece, grandparent, or any other relative who resides in the Team Member’s household.

Any leader, manager, or supervisor who is or who is about to be in a reporting relationship with a relative should promptly disclose the relevant circumstances to the Director of Culture or the Director of Operations. The Business will consider the circumstances of each case to determine whether an exception to our policy is warranted for any period of time. If not, then the Business will take appropriate action to remediate the situation. This could include, for example, a transfer, shift change, schedule adjustment, role change, or other action necessary to remediate the situation.

L. Guest Service

Providing great service and hospitality is critical to our Business, our local brand, and the Chick-fil-A brand more broadly. Everyone on our team, in whatever role, plays a vital part in providing our Guests with the best possible experience on every visit or occasion with us.

For many Team Members, a large part of your role involves direct interaction with and providing service to our Guests. Our Commitment to Hospitality policy (above) outlines some key principles to follow in providing our Guests with Genuine Hospitality, Fast and Accurate Service, Great Food, and a Clean and Safe Environment for their experience with us. In addition to executing the “Core 4” and Second Mile Service, here are some of our Guest service expectations:

- Please remember to **always smile** at the Guest and **be friendly**.
- Please remember to treat every Guest (and all individuals) with **honor, dignity, and respect**. Never act rudely or disrespectfully toward a Guest for any reason.
- Please **do not argue with a Guest**. If you have a situation with a Guest that you cannot handle or that the Guest feels hasn’t been handled adequately, then notify the leader of the shift or any Director.
- Please **do not rush a Guest**. Even though we strive for quick service, we want to allow our Guests to take the time they need in placing an order, asking questions, etc.

M. Honesty & Falsification of Records

Team Members are expected to be honest in conversations, documents, and other dealings that relate in any way to their employment with Chick-fil-A Veterans Memorial Blvd and/or the conduct of our business.

Falsification by any applicant or Team Member of an application, disciplinary or performance-related document, leave-related document, insurance-related document, medical record, invoice, time record, pay record, investigative statement, or any other document related or provided to our Business is unacceptable. “Falsification” of a record for purposes of this policy includes not only material misrepresentations and false statements, but also material omissions of information that should have been provided or shared.

N. Keys and Key Cards

Some Team Members will be provided with keys or key cards. Where that is the case, please remember that all keys and key cards remain the property of CGE Hospitality. You are responsible for proper use and safeguarding of any keys or key cards you are given. Keys and key cards must be returned upon (1) separation from employment, (2) change to a role for which the key or key card is no longer applicable, or (3) request by leadership for any reason. Additionally:

- Do not duplicate or copy a key or key card.
- Do not loan or give a key or key card to anyone else.
- Immediately report any lost or misplaced keys or key cards to the Director of Operations

If a Team Member loses a physical key, and this loss results in Chick-fil-A Veterans Memorial Blvd having to get locks replaced and/or re-keyed, then Chick-fil-A Veterans Memorial Blvd reserves the right to deduct from the Team Member's paycheck(s) the costs associated with such repair, to the extent and in a manner permitted by applicable law.

O. Non-Solicitation and Non-Distribution

To provide excellent food and service to our Guests, our Team Members should focus on their roles, duties, and Guest service and not be distracted by other matters. Accordingly, it is our policy that Team Members should not solicit other Team Members to support any organization or cause during the working time of either Team Member. Working time for these purposes does not include unpaid meal periods, breaks, time before or after a shift, or time at the Restaurant as a Guest. In addition, the distribution by Team Members of advertising materials, handbills, or other literature related to promotion or support of any organization or cause is prohibited during working time, and at any time in all working areas, sales areas, and Guest service areas.

These standards apply both to in-person interactions as well as interactions via social media, electronic mail, other digital means of communication, and/or voice mail.

Non-employees of our Business may not solicit support for any cause or entity or distribute material or literature of any kind, for any purpose, on our Restaurant's property.

P. Parking

If you drive your vehicle to work, please park in the area(s) designated for Team Member parking, in the open spaces farthest away from the Restaurant's entrances. Please make sure to lock your vehicle and keep any valuables that are in your vehicle out of sight. Chick-fil-A Veterans Memorial Blvd is not responsible for any damage or theft to vehicles or property stored inside of vehicles in our parking lot or off-site parking area(s).

Q. Political Activities and Affiliations

Consistent with Louisiana law, Chick-fil-A Veterans Memorial Blvd does not interfere with or prevent a Team Member from engaging in politics or from becoming a candidate for public office. We also do not interfere with the political activities or political affiliations of our Team Members.

Please note, however, that political and related conversations could present issues under our Civility Policy, Non-Solicitation and Non-Distribution Policy, and other policies as well. As a reminder, we expect all Team Members to interact with other Team Members and Guests with professionalism and with respect for the views of others.

R. Public Comments About Our Business

Only our Operator, Josh Carter, is authorized to make public comments to outside persons or entities regarding Chick-fil-A Veterans Memorial Blvd or CGE Hospitality. Team Members should not make public comments about our Business absent express prior authorization by our Operator to do so.

S. Searches and Inspections

We provide Team Members the opportunity to (1) use our property, equipment, and facilities in connection with their work and (2) store personal items brought into the Restaurant in lockers or other areas designated for storage of personal items. Team Members are expected to use our property, equipment, and facilities safely and appropriately. Team Members are advised to avoid bringing any personal items into the workplace that they do not wish to be part of an inspection. Team Members also are encouraged not to bring personal belongings of value into or store them at the Restaurant.

As the safety of Team Members, Guests, vendors, and others is our priority, Chick-fil-A Veterans Memorial Blvd reserves the right to inspect property and equipment used by Team Members (such as lockers, desks, cabinets, handheld devices, computers, etc.), as well as personal items brought onto our premises by Team Members (such as purses, backpacks, tote bags, briefcases, jackets, personal motor vehicles, personal computers, phones and/or other handheld devices, and any other personal belongings). Team Members should have no expectation of privacy regarding such items or matters.

In the event of a Business-related search or inspection at the Restaurant or involving Business property, Team Members are expected to fully cooperate. When practical, Chick-fil-A Veterans Memorial Blvd will conduct any search or inspection in the presence of the Team Member involved, but when that is not practical, we reserve the right to conduct such an inspection without the Team Member being present. Failure to cooperate in a search or inspection may result in disciplinary action, up to and including immediate suspension or termination of employment.

T. Smoking

Smoking is prohibited on working time and throughout Chick-fil-A Veterans Memorial Blvd's buildings and premises. Further, smoking on breaks times in the view and/or presence of Guests is prohibited, as it may be offensive to or uncomfortable for them. We also expect Team Members otherwise to exercise good judgment as to when and where they smoke, particularly if they choose to smoke near the Restaurant or in uniform, and will be returning to work after smoking.

Consistent with Louisiana law, Chick-fil-A Veterans Memorial Blvd will not make employment decisions based on a Team Member's status as a smoker or non-smoker. However, Team Members who choose to smoke must adhere to the rules above.

U. Social and Recreational Events or Activities

At times, we may express appreciation for our Team Members by hosting or sponsoring social or recreational activities (for example, Team Member outings or a Christmas party for our Business). Please

understand that while we hope you will join these types of activities, your participation is completely voluntary and is not a part of your work responsibilities. As such, attendance and participation in these purely voluntary social events or activities is not considered “working time” and will be unpaid.

V. Social Media

We regularly use social media in our Business, and it can be a great way to share life events, photos, and messages with family, friends, and others. However, the use of social media also presents risks and carries with it certain responsibilities. Ultimately, you are solely responsible for what you post, publish, comment about, or otherwise share online. To assist Team Members in making responsible decisions about the use of social media, we share these guidelines for its appropriate use.

Team Members should not post or share on social media photos or videos that depict areas of our kitchen or Team Members working in our kitchen, Restaurant processes and systems, recipes, and/or any confidential or proprietary systems, processes, procedures, practices, equipment, documents, instructional videos, or other information. If you are ever in doubt about whether or not it is acceptable to post any particular content along these lines, please seek advance advice, direction, and approval from our Operator.

Otherwise, before creating or posting online content, keep in mind that any of your posts, interactions, comments, or other conduct on social media could result in disciplinary action if social media activity violates any of our policies (including, but not limited to, our Civility and Equal Employment Opportunity policy, our policy against Workplace Violence, our Technology Use policy, and our policy concerning Confidential and Proprietary Information). Your use of social media also could result in disciplinary action if it adversely affects your job performance, the performance or experience of co-workers, or the experiences of Guests or others.

Team Members should make clear in social media posts (or responses) that they are merely sharing their own personal opinions. Team Members should not represent themselves as speaking for the Chick-fil-A brand, Chick-fil-A Veterans Memorial Blvd, or CGE Hospitality.

If our Restaurant is a subject of content you are sharing, please be clear that you are a Team Member and that your views do not represent those of the Chick-fil-A brand, Chick-fil-A Veterans Memorial Blvd, or CGE Hospitality. It is a best practice to include a disclaimer such as “The postings or comments on this site are my own and do not necessarily reflect the views of the business.”

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

W. Technology Use (Computers and Other Electronic Devices or Systems)

The same rules and guidelines that apply to in-person or “offline” behavior, conduct, and statements generally apply to your activities online not only regarding social media, but also with respect to use of computers, electronic devices, digital communication channels, e-mail, software platforms with messaging features, messaging technologies, etc. (collectively, “Digital Technology”). Team Members are expected to conduct themselves in a professional and respectful manner and exercise good judgment

when using any form of Digital Technology. Accordingly, Team Members must not:

- Use Digital Technology during working time (except for Business purposes that have been expressly approved by Restaurant leadership);
- Use Digital Technology in a manner that violates any applicable laws, including but not limited to laws related to the intellectual property or software licensing rights of others;
- Post, share, or include via social media, in an e-mail, or via a direct messaging communication any material or statement, or engage in any activity or communication, that is:
 - False, inaccurate, or misleading;
 - Obscene, vulgar, defamatory, threatening, discriminatory, harassing, violent, abusive, or hateful to any other person, group, or entity;
 - Disparaging, insulting, discriminatory or otherwise reflects negatively on Chick-fil-A Veterans Memorial Blvd or any of its Team Members, Guests, vendors, suppliers, contractors, or anyone else associated with our Business;
- Post, share, or include via social media, in an e-mail, or via a direct messaging communication any video, meme, picture, or likeness of any other Team Member, vendor, or Guest without that individual's express permission given in advance; or
- Post, share, or include via social media, in an e-mail, or via a direct messaging communication any confidential or trade secret information of Chick-fil-A Veterans Memorial Blvd, and/or CGE Hospitality;
- Use your colleagues' personal information (e.g., email addresses or telephone numbers) to contact them outside work or about personal matters, unless they have given permission for you to do so;
- Upload into any unapproved artificial intelligence ("AI") software program, platform, or system any confidential, proprietary, trade secret, or otherwise sensitive information, documents, or records of Chick-fil-A, Inc., CFA Properties, Inc., Chick-fil-A Veterans Memorial Blvd, and/or CGE Hospitality.

Team Members should have no expectation of privacy while using Digital Technology (including social media), including when using the Team Member's own computers, tablets, or other devices for work-related purposes. Team Members should expect that any information created, posted, distributed, published, downloaded, shared, or discussed via any such communication channel, may be accessed by Chick-fil-A Veterans Memorial Blvd (and possibly third parties) at any time, without prior notice.

The rules set forth above apply whether using Chick-fil-A Veterans Memorial Blvd's Digital Technology or a Team Members' own personal computers, laptops, and/or tablets when connected with our network, using our Business' software, or otherwise if using a personal computers, laptops, and/or tablet for any work-related or Business-related reason or purpose.

Also, when using Chick-fil-A Veterans Memorial Blvd's Digital Technology, Team Members should not engage in personal activities or personal business including, but not limited to, engaging in personal communications, performing personal internet searches, soliciting personal business opportunities, gambling, or engaging in personal financial transactions.

X. Updating Personnel and Contact Information

It is important that our Business has up-to-date contact information and certain personal information (such as your current address) so that we can contact you as needed, ensure that you receive the appropriate pay and benefits, and things of that nature. Therefore, Team Members are expected to notify us of any pertinent changes in their information such as change of name, address, phone number, number and names of dependents, or other such information. Team Members should notify us of such changes very promptly and within no less than 2 weeks of the change.

Y. Weather

Some of our Team Member roles, such as taking or delivering orders in the Drive-Thru lanes, will require you to work outside in the various types of weather. Where this is the case, we do our best to limit the effects of more severe heat and humidity, or cold and windy conditions, by providing heaters, fans, and/or portable cooling units in those work area. Additionally, we provide coats, rain jackets, and other similar gear to help Team Members feel more comfortable in challenging weather conditions.

When the weather is more severe, our policy is to rotate Team Members in roles that are exposed to heat, humid, cold, and windy conditions so that Team Members are not exposed to such conditions for very long. If you are working in one of these roles, please help by rotating when scheduled, wearing appropriate protective gear, and positioning yourself in a wise manner to minimize the impact of weather conditions on you. If you are working outside and you feel faint, physically ill, or unable to work outside, please immediately let the leader of your shift or a higher-level member of leadership know.

XV. Disciplinary Actions

All Team Members are expected to perform their jobs well, to conduct themselves in a professional manner, and to treat others with honor, dignity, and respect. Additionally, our Team Members are expected to comply with any policies applicable to their employment in our Restaurant – including, but not limited to, the policies and rules set forth in this Handbook.

In cases of policy or rule violations, improper conduct, or unsatisfactory job performance, disciplinary action should generally be expected. Our Business typically follows a progressive approach to disciplinary actions, meaning that often we will attempt to coach a Team Member toward improvement and impose progressively more serious disciplinary consequences if the Team Member's performance or behavior is not corrected or improved. However, for more serious, repeated, or chronic instances of policy or rule violations, improper conduct, or poor performance, Chick-fil-A Veterans Memorial Blvd expressly reserves the right to impose and likely will impose more severe forms of disciplinary action sooner (up to an including termination of employment), with or without any prior progressive disciplinary action or steps being taken. If you have any questions about these subjects or issues, please raise them with the Director of Culture or the Director of Operations.

Please note that, pursuant to our at-will employment policy (as explained above), neither this policy nor any other policy herein is intended to create any contractual agreement (express or implied) that any particular disciplinary steps will be followed in any given case. Rather, employment with our Business remains at-will in all respects and may be terminated by you or the Business at any time, with or without notice, for any reason (so long as it is not unlawful).

XVI. Time Away from Work

A. Bone Marrow Donor Leave

Consistent with Louisiana law, a Team Member who seeks to undergo a medical procedure to donate bone marrow will be granted up to 40 hours of paid leave to donate bone marrow. This leave may be taken intermittently, as needed. To qualify for paid leave for this purpose, the Team Member must have been working in our Business for an average of 20 hours per week. The Team Member must provide verification from a physician regarding the purpose and length of any leave time requested under this policy. If at some point in the process there is a medical determination that the Team Member does not qualify as a bone marrow donor, any paid leave that had been granted to the Team Member prior to that medical determination will not be forfeited.

B. Emergency Responder Leave

Consistent with Louisiana law, a Team Member who is a volunteer firefighter called to duty as a first responder due to an emergency (defined as an unexpected occurrence that threatens life or property) to which the individual's volunteer fire department or fire protection district responds while the certified volunteer firefighter is a member of that unit, is entitled to and will be granted an unpaid leave of absence for the duration of time responding to such emergency and reinstatement to the same or comparable position upon returning from leave. Such Team Members must provide notice to the Director of Culture or the Director of Operations as soon as possible that they have been called to duty in such a situation and are asked to provide as much information as possible about the probable length or duration of service.

C. Family and Medical Leave

The Family and Medical Leave Act of 1993 ("FMLA") applies to all public and private employers with 50 or more Team Members. Chick-fil-A Veterans Memorial Blvd's policy is to comply with all aspects of the FMLA. We have adopted this policy to help make sure you understand your rights under the FMLA and how leaves and leave requests under this law and policy work.

The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave for eligible Team Members for certain family and medical-related reasons. The following is a brief overview of the FMLA and how it will apply here in our Business.

1. **Eligibility for FMLA Leave:** To be eligible for FMLA leave, a Team Member must meet several eligibility requirements including:
 - Work at a worksite with 50 or more Team Members (or where the employer has 50 or more Team Members within a 75-mile radius of that worksite).
 - Have worked for the employer for at least 52 weeks as of the first day of FMLA Leave. The 52 weeks need not be consecutive.
 - Have worked at least 1,250 hours (not including paid hours when the Team Member was not at work, such as vacation or holidays) during the 12-month period immediately preceding the first day of FMLA Leave.
 - Not be on layoff either at the time FMLA Leave is requested or when the FMLA Leave is scheduled to begin.

2. **Leave Period and Types of Leave:** Up to 12 weeks of unpaid, job-protected leave in a 12-month period is available for the following reasons:

- **Birth, Adoption, or Foster Care Placement** – Because of the birth of a child and care of the newborn, the adoption of a child, or the placement of a foster child with the employee;
- **Employee’s Own Serious Health Condition** – To care for the Team Member’s “immediate family member” if such family member has a “serious health condition,” is incapable of self-care, and needs the assistance of someone in carrying out daily activities. An “immediate family member” for purposes of this law and policy is a spouse, child, or parent.
- **Family Member’s Serious Health Condition** – Due to a serious health condition of the Team Member that makes the Team Member unable to perform the essential duties of his or her position as defined in the FMLA.
- **Active-Duty Exigency** – Because of qualifying exigencies arising out of the fact that the employee’s spouse, child, or parent is on, or has been notified of an impending call to, active duty with the Armed Forces (if the spouse, child or parent is a member of the National Guard or Reserves or is a retired member of the Armed Forces or Reserve). Qualifying exigencies are: (1) short notice deployment, (2) military events and related activities, (3) childcare and school activities, (4) financial and legal arrangements, (5) counseling, (6) rest and recuperation (limited to five days), (7) post-deployment activities, and (8) other activities, provided that the Operator and the employee agree that the activity qualifies.

Up to 26 weeks of unpaid, job-protected leave in a 12-month period is available for the following reason:

- **Serious Injury or Illness of a Covered Servicemember** – To care for a current member of the Armed Forces (including a member of the National Guard or Reserves) who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties and for which the servicemember is undergoing medical treatment, recuperation, therapy, or is otherwise in outpatient status or on the temporary disability retired list, if the employee is the spouse, son, daughter, parent, or next of kin of that servicemember.

3. **Nature of FMLA Leave:** The maximum FMLA leave available to any eligible Team Member with a qualifying reason is 12 work weeks during a 12-month period. FMLA Leave for the birth of a child, or the placement of an adopted or foster child must be taken within 12 months of the date of birth or placement.

If a Team Member and the Team Member’s spouse (or the other parent of the Team Member’s child) both work for CGE Hospitality, they are only entitled to a combined 12 weeks of FMLA leave in the case of the birth or placement of a child for adoption or foster care.

All FMLA leave taken under this policy or that would otherwise qualify for a leave of absence under the FMLA shall count as a part of the Team Member’s entitlement to a leave of absence under the FMLA.

Generally, any FMLA leave shall be unpaid. If, however, the eligible Team Member is entitled to any paid leave time under any other company benefit program (such as accrued vacation or Short-Term Disability), the Team Member shall use such paid leave time concurrently with his or her FMLA leave,

with the remainder of the FMLA leave taken on an unpaid basis. In other words, any time for which the Team Member receives pay while on FMLA leave shall be counted as part of the Team Member's FMLA leave.

If a Team Member fails to report to work upon expiration of a FMLA Leave, the Team Member shall be subject to disciplinary action, up to and including termination of employment, unless the Team Member has been approved for additional leave under another policy and/or under applicable law.

4. **Procedure to Obtain an FMLA Leave of Absence:** Any eligible Team Member who desires to take FMLA Leave for a foreseeable need shall provide Chick-fil-A Veterans Memorial Blvd with the following:

- At least 30 days prior to the start of the FMLA leave (if it is impossible to do so 30 days in advance, then as soon as practicable), a completed written request for FMLA Leave in the form required by Chick-fil-A Veterans Memorial Blvd; and
- If the leave is due to the Team Member's own health condition or the health of a family member, at least 15 days prior to the start of FMLA Leave (if it is impossible to do so 15 days in advance, then as soon as practicable), a written certification from a health care provider on an FMLA-compliant form provided by the health care provider or a form provided by Chick-fil-A Veterans Memorial Blvd.
- Failure to furnish a timely request for FMLA leave or a medical certification can result in the denial or delay of a FMLA Leave. In the case of a medical emergency, the Team Member or the Team Member's representative shall furnish a form requesting FMLA leave for the Team Member and a medical certification as soon as possible.
- At the option and expense of Chick-fil-A Veterans Memorial Blvd, the Business can and may require a Team Member seeking FMLA leave who has a serious health condition to obtain a second opinion from a health care provider selected by the Business. Failure of the Team Member (or the Team Member's family member, if the Team Member is seeking FMLA leave to care for a family member with a serious health condition) to submit to an examination by the health care provider selected by Chick-fil-A Veterans Memorial Blvd can result in the denial or delay of the requested FMLA leave. If the second medical certification differs from the medical certification furnished by the Team Member's health care provider, Chick-fil-A Veterans Memorial Blvd may request a certification from a third health care provider, at the Company's expense. The third health care provider shall be selected with the agreement of the doctors who provided the first two opinions. The opinion of such third health care provider shall be final and binding. Failure of the Team Member (or the Team Member's family member) to submit to such third medical examination may result in the denial or delay of the FMLA leave.

5. **Intermittent or Reduced Leave Schedule Leave:** When necessary, a Team Member can take a FMLA leave on an intermittent basis or by working a reduced schedule.

Any Team Member who needs an intermittent or reduced schedule leave shall submit a request for such leave on a form supplied by Chick-fil-A Veterans Memorial Blvd at the time described above. The Team Member shall also, within the time limits set forth above, furnish Chick-fil-A Veterans Memorial Blvd with a medical certification on a form that will be provided by the Business regarding the need for such intermittent or reduced schedule leave. As in the case of other FMLA leaves, Chick-fil-A Veterans Memorial Blvd can require a second or third medical certification.

Any Team Member who requests and is granted FMLA leave on an intermittent or reduced schedule basis must make a reasonable effort to schedule medical treatments so as not to unduly interrupt Chick-fil-A Veterans Memorial Blvd's operations.

6. **Insurance and Other Benefits:** During the time a Team Member is on FMLA leave, the Team Member's health insurance coverage (if any) shall continue on the same basis as when the Team Member was actively at work. Chick-fil-A Veterans Memorial Blvd shall pay its share of the medical insurance premium, and the Team Member shall be responsible for paying the Team Member's share of such premium.

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

7. **Job Restoration:** Upon expiration of an FMLA leave, a Team Member who is able to return to work and returns to work, shall be restored to the same job or an equivalent job. When you are ready to return to work from an FMLA leave, please provide medical certification of your ability to return to work to Director of Culture or the Director of Operations. Failure to provide the required medical certification to return to work may result in disciplinary action, up to and including termination of employment.

D. Family Military Leave

A Team Member who has a spouse or is a parent of an individual who has been called to active military service lasting longer than 30 days pursuant to the orders by the Governor or the President of the United States may be eligible for up to 15 days of unpaid family military leave during the time the deployment orders of the Team Member's family member are in effect. To be eligible for this family military leave, a Team Member must have been employed by Chick-fil-A Veterans Memorial Blvd for at least 12 months and must have been worked for at least 1,250 hours of service during the 12-month period immediately preceding the commencement of leave.

We ask that any Team Member wishing to take leave under this policy give our Business as much advance notice as possible. Please provide notice of your request to take such leave to Director of Culture or the Director of Operations. Chick-fil-A Veterans Memorial Blvd will require certification from the proper military authority to verify a Team Member's eligibility for family military leave. The Team Member must give our Business at least 14 days' notice of the intended date upon which the family military leave will commence if the leave will consist of 5 or more consecutive workdays. Notice for leaves of less than 5 days must be given as soon as practicable. To the maximum extent possible, the Team Member shall consult with the Business to schedule the leave so as to avoid unduly disrupting operations.

Upon a Team Member's return from family military leave, the Team Member will be restored to his or her position or to a position with equivalent seniority status, benefits, pay and other terms and conditions of employment unless the Team Member's status has been changed for reasons unrelated to the family military leave taken. Taking leave will not result in a loss of any benefit accrued before the date on which the leave commenced. During the leave, a Team Member's benefits, such as health care, will be continued at the Team Member's expense.

Chick-fil-A Veterans Memorial Blvd will not interfere with, restrain, or deny the exercise or the attempt to exercise a Team Member's rights under this policy. Further, our Business will not discharge, fine, suspend, expel, discipline, or in any other manner discriminate against any Team Member for exercising any right provided under this policy or for opposing any act by the Business that a Team Member believes

violates this policy.

E. Genetic Testing and Preventive Cancer Screening Leave

Consistent with Louisiana law, Chick-fil-A Veterans Memorial Blvd shall provide Team Members with a one-day unpaid leave of absence to obtain genetic testing or preventive cancer screening. Team Members who wish to request such leave should provide at least 15 days' advance notice to our Business and should make a reasonable effort to schedule the leave so as not to unduly disrupt our operations.

Our Business may require that a Team Member taking such leave provide documentation confirming the performance of the genetic testing or cancer screening upon request. The Team Member in such cases is not, however, required to disclose to the Business the results of any genetic testing or a preventative cancer screening. A Team Member taking unpaid leave under this policy may substitute any accrued but unused paid leave time for the unpaid leave time, if applicable, at the Team Member's election.

F. Jury Duty and Jury Service Leave

Chick-fil-A Veterans Memorial Blvd supports our Team Members in fulfilling their civil duties and obligations. Consistent with Louisiana law, our Business provides leave to Team Members who are called for jury duty. In such cases, Team Members will be granted paid leave for one day of jury service. The remainder of any leave needed to serve on a jury will be unpaid.

If you receive a summons or call to jury duty, you must notify Director of Culture or the Director of Operations, promptly so that the Business may plan for staffing needs during your time of jury service. Team Members who are released from jury duty or jury service before the end of their regularly scheduled shifts, or who ultimately are not asked to serve on a jury panel, are expected to notify the leader of your shift or a higher-level leadership team member as soon as possible and report to work for the remainder of any shift that day, if requested.

G. Military and FEMA Reservist Leave and Reinstatement Rights

Chick-fil-A Veterans Memorial Blvd will provide a leave of absence to Team Members who must take time off from work to fulfill military obligations (including FEMA Reservist obligations). Our Business also will comply with all laws pertaining to reinstatement or reemployment of Team Members upon return from military and FEMA Reservist obligations. For more information in this regard, please review the Uniformed Services Employment and Re-Employment Rights Act ("USERRA") poster in our Restaurant or contact Director of Culture or the Director of Operations

H. Pregnancy and Childbirth Disability Leave

Consistent with Louisiana law, Team Members may take unpaid leave for a reasonable period of time not to exceed 4 months when disabled due to pregnancy, childbirth, or related medical conditions. In these situations, the Team Member may use accrued vacation leave or paid time off (if any) and must give reasonable notice to the Business of the date and estimated duration of leave. Employees returning from this type of leave will be placed in the same or comparable position, consistent with staffing and business requirements.

I. School Activity Leave

Consistent with Louisiana law, Team Members are eligible for parental school activities leave. Team

Members may take up to a total of 16 hours of unpaid leave during any 12-month period to attend, observe, or participate in conferences or classroom activities related to any dependent children for whom they are the parent or legal guardian. Such leave is available only for activities that occur at the child's school or day care center. Leave under this policy should be taken only when the Team Member's attendance or participation in the school activities cannot reasonably be scheduled during the Team Member's non-work hours. Team Members must make a reasonable effort to schedule the leave so as not to unduly disrupt operations. Team Members who wish to request leave under this policy should provide notice of the activity and the need for leave as soon as possible to Director of Culture or the Director of Operations.

J. Unpaid Leave

We recognize and understand that personal circumstances may necessitate that Team Members take a short-term unpaid leave of absence or one or more "personal days" for various reasons.

Any request for a leave of absence that is not covered by our other leave policies will be considered as requests for Unpaid Leave. Requests for such Unpaid Leave should be made as far in advance as possible and should be communicated to Director of Culture or the Director of Operations. We are happy to evaluate such requests. In doing so, we will consider all the circumstances, including but not limited to the Team Member's tenure with our Business and performance record, the reason for the leave request, and the impact on the Business of granting the request. We will review all such requests in good faith and will approve them when circumstances allow, in the sole discretion of the Business.

Please avoid incurring travel or other expenses before receiving approval to take Unpaid Leave under this policy. Any such expenses incurred prior to receiving approval to take Unpaid Leave generally will not be among the circumstances we will consider in assessing requests for Unpaid Leave under this policy. Chick-fil-A Veterans Memorial Blvd will not be responsible for reimbursing Team Members for expenses incurred prior to receiving approval to take Unpaid Leave, or any related losses.

XVII. Workplace Health & Safety

A. Drug and Alcohol Policy

The improper use of legal drugs and the use of illegal drugs or controlled substances pose a significant problem for businesses, employees, and society. The sale, use, and abuse of drugs threaten workplace safety, health, and morale of employees and the public image of businesses and brands. Such conduct also can adversely affect job performance and productivity.

Chick-fil-A Veterans Memorial Blvd is committed to a drug-free workplace. It is the best way to promote Team Member safety, "REMARK"able Guest service, productivity, and teamwork.

Under our policy, alcohol, illegal drugs (as defined by applicable law), and controlled substances are not permitted on the premises for any reason. Further, Team Members are prohibited from distributing, dispensing, buying, possessing, passing, using, or being under the influence of illegal drugs, alcohol, or other intoxicating substances while on Chick-fil-A Veterans Memorial Blvd's premises (including parking areas and grounds), or while otherwise performing work duties away from the Restaurant. In cases where the Business has cause to believe that a Team Member is under the influence of drugs or alcohol in violation of this policy, the Team Member will be relieved of his or her job responsibilities immediately. Cause to believe a Team Member may be under the influence of drugs or alcohol in violation of this policy will be made on a case-by-case basis, including an assessment of all factors related to the situation.

All Team Members must report to work free from the presence of illegal drugs, alcohol, or other intoxicating substances and remain so during any working time. Team Members are prohibited from having any such illegal or unauthorized substances in their systems while at work, and from having excessive amounts of otherwise lawful controlled substances in their systems.

Please note that a Team Member's use, possession, or sale of illegal drugs off Company premises and outside working time may be cause for or result in disciplinary action, including suspension or termination of employment, if such off-premises and off-duty conduct adversely affects the Team Member's performance or safety; the health and safety of others; and/or the business reputation of Chick-fil-A Veterans Memorial Blvd and/or the Chick-fil-A brand.

This policy does not prohibit the possession and proper use of lawfully prescribed drugs taken in accordance with a prescription. However, the abuse or misuse of prescribed medication is prohibited. Because a Team Member's proper and lawful use of prescription medications may affect or impact job performance, such as causing dizziness or drowsiness, it is the Team Member's responsibility to consult with his or her health care provider about the effects of prescribed medications on the Team Member's ability to perform all job duties in a safe manner. Team Members should promptly disclose any work restrictions to the leader of their shift or a higher-level member of leadership.

Everyone has a responsibility for ensuring that our work environments are safe. Team Members who have knowledge or who observe actual or potential violations of this policy should promptly report such concerns to the leader of their shift or a higher-level member of leadership.

B. Possession and Storage of Firearms

Team Members are prohibited from bringing any firearms or other weapons (including ammunition) into the workplace. Consistent with Louisiana law, Team Members may transport and/or store a firearm or ammunition that they lawfully possess in a privately-owned vehicle on the Restaurant's parking lot, but only if the firearm or ammunition is both:

- In the a locked and privately-owned motor vehicle or in a locked compartment on a privately-owned motorcycle (Team Members are strictly prohibited from transporting and/or storing a firearm in a Company-owned vehicle); and
- Not visible from the outside of the privately-owned motor vehicle or motorcycle.

C. Workers' Compensation

The Workers' Compensation system provides benefits to Team Members who experience injury and/or illness that arise in the course and scope of employment. Chick-fil-A Veterans Memorial Blvd pays the entire amount of the Workers' Compensation insurance premium for our Team Members. If you experience a work-related injury or illness, please understand that Workers Compensation benefit entitlements are governed by law and not within our discretion.

It is essential that you report any and all work-related accidents, injuries, and illnesses immediately. Our Business will provide you with information about filing a claim under the Workers' Compensation system and the Workers' Compensation process. This information is also available to you at any time in our office. If you need to report a work-related accident, injury, or illness, or if you would like more information, please contact Director of Culture or the Director of Operations.

Filing a false, inaccurate, or fraudulent Workers' Compensation claim, or providing false, inaccurate, or fraudulent information in connection with the Workers' Compensation process not only may result in denial of benefits, but also may result in severe disciplinary action, up to and including immediate termination of employment.

D. Workplace Safety

The safety of Team Members, Guests, and others who come into contact with our Business is very important. Accordingly, Chick-fil-A Veterans Memorial Blvd strives to maintain safe working conditions for all Team Members, as well as safe conditions for Guests and others.

Team Members must perform their responsibilities in the safest possible manner. Accordingly, please follow this non-exhaustive list of workplace safety rules:

- Immediately clean up any spills or, if it is impractical to do so, promptly notify leadership at the Restaurant that a spill has occurred and needs to be cleaned up.
- Pick up any items that are dropped or found on the floor to help avoid incidents and accidents such as slips, trips, and falls.
- Avoid any sort of horseplay, pushing, shoving, fighting, or other similar conduct.
- Maintain awareness of the location of our first aid kits and fire extinguishers.
- Never prop open or otherwise leave open the back door or the door to our restrooms.
- Report promptly any unsafe conditions, hazards, suspicious persons, or suspicious activity to the leader of their shift or a higher-level member of leadership.
- Report promptly any accident or incident that occurs on the job and results in an injury or the possibility of an injury, even if it may seem minor at the time, to the leader of their shift or a higher-level member of leadership.
- If your job requires the handling, use or disposal of any hazardous, dangerous or toxic materials, you will be informed of and is expected to comply with all laws, rules, and regulations concerning the safe handling and disposal of such materials.

E. Workplace Violence

To help maintain a safe workplace and a safe environment for Guests and others, Chick-fil-A Veterans Memorial Blvd has a zero-tolerance policy for workplace violence. Committing or threatening to commit any violent act against a co-worker, applicant, Guest, vendor, or other person is prohibited, regardless of the circumstances. Examples of conduct that may be considered "threats" or "acts" of violence under this policy include, but are not limited to:

- Fighting or engaging in any physical altercation;
- Hitting, striking, shoving, pushing, or otherwise making inappropriate, unwanted contact with another person;
- Any act or threat to act in a way that carries a potential for violence, harm, or fear of harm to a person's life, body, health, well-being, family, friends, or property;
- Any act or threat of violence made directly or indirectly by words, gestures, or symbols (including, but not limited to, a threat of or related to suicide);
- Any act or threat to act in a manner that causes or may cause property damage or destruction;
or
- Use or possession of a firearm, weapon, other dangerous devices, or dangerous substances on the Restaurant premises, including the parking areas (except as permitted or required by law).

We take any threats or acts of violence seriously. Any Team Member who (1) is subjected to or threatened with violence by a co-worker, Guest, vendor, or other person or (2) becomes aware of another individual who has been subjected to or threatened with violence, must report this information to the leader of their shift or a higher-level member of leadership as soon as possible so that we can respond to the situation appropriately.

Our policy is to investigate any threats or acts of violence as promptly and thoroughly as possible. In an investigation regarding any concerns that are raised under this policy, we will treat information learned or obtained with as much confidentiality as possible. Any Team Member found to have engaged in conduct prohibited by this policy will be subject to disciplinary action, up to and including immediate termination of employment.

XVIII. Conclusion of Employment

A. Resignation and Termination

If you choose to resign from employment with us, we ask that you give us at least two weeks' advance notice, preferably in writing, to allow for a smooth transition. Please understand, however, that this is merely a request. Consistent with our at-will employment policy, you may resign at any time, with or without advance notice, for any reason – and you may resign verbally if you choose. You are not required to give us any advance notice of any length, or in writing.

If you have resigned with notice and intend to work out a notice period, please understand that we will expect you to continue performing your job duties in a satisfactory manner and comply with our policies through the time that your employment ends. Failure to do so may result in the Business terminating your employment prior to the planned separation date.

Of course, if you have resigned with notice and the intent to work out a notice period and expressed that to us, you still may end your employment at any time during the notice period for any reason, consistent with our at-will employment relationship and policy. Consistent with our at-will employment relationship Chick-fil-A Veterans Memorial Blvd reserves the right to (a) terminate your employment immediately upon receiving notification of your intent to resign, or (b) terminate your employment during a notice period at any time, with or without advance notice, for any reason (so long as it is not unlawful).

B. Payment of Final Wages

Chick-fil-A Veterans Memorial Blvd will pay your final wages for the last pay period in which you performed work for the Business no later than 15 days after your termination date, or on the next regular payday, whichever comes first.

C. Return of Company Property

Upon termination of employment (whether by voluntary resignation or involuntary discharge), Team Members are expected to immediately return any Company property in the Team Member's possession, custody, or control. This includes, but is not limited to, keys, name badges, uniforms, computers, iPads, equipment, documents, and any other proprietary and/or confidential Chick-fil-A Veterans Memorial Blvd information or documents.



VETERANS MEMORIAL BLVD

Acknowledgments – Team Member Handbook

By signing below, I acknowledge the following:

- I have received and reviewed a copy of the CGE Hospitality, LLC (“CGE Hospitality”) Team Member Handbook for its Chick-fil-A Veterans Memorial Blvd Location (the “Handbook”). I further acknowledge that it is my responsibility to read, make sure I understand, and comply with the Handbook’s policies and guidelines.
- **I am employed by CGE Hospitality.** I have been informed about the Chick-fil-A brand’s franchise system, and I understand that neither Chick-fil-A, Inc. (the franchisor of CGE Hospitality) nor any other entity is my employer.
- **My employment with CGE Hospitality is “at-will”** – meaning that I may terminate my employment at any time, with or without advance notice, for any reason and that CGE Hospitality similarly may terminate our employment relationship at any time, with or without advance notice, for any reason (so long as it is not unlawful). I understand that neither this Team Member Handbook nor any policy contained in this Handbook, or any other policy or document of CGE Hospitality creates, is intended to create or should be implied as creating a contract, agreement, or promise for employment of any duration. I also understand that the at-will status of my employment with CGE Hospitality may only be changed through a written agreement signed by the Operator, Josh Carter, and by me.
- I have received and reviewed Chick-fil-A Veterans Memorial Blvd’s policy on Civility and Equal Employment Opportunity contained in this Handbook. I understand that I am expected both to comply with the terms of that policy and to report immediately to the appropriate management representatives listed in that policy any perceived violations of that policy that I experience, witness or otherwise become aware of.
- Except for the At-Will Employment policy, Chick-fil-A Veterans Memorial Blvd has the right to modify or amend the policies, guidelines, benefits, processes, and procedures set forth in this Team Member Handbook at any time, with or without notice. I further understand that any previously issued Team Member Handbooks are superseded and replaced by this Handbook.

I further acknowledge that (a) I have received and reviewed a copy of the Handbook, (b) it is my responsibility to comply with the Handbook’s policies and guidelines, (c) I have been given the opportunity to ask any questions about the Handbook or this acknowledgement, and (d) to the extent that I have asked any questions I have received responses that I understand.

ACKNOWLEDGED AND AGREED BY:

_____ Name (Print)

_____ Signature

_____ Date Signed