

# ACCOUNTABILITY . . .

*We do what we say,  
we are accountable,  
we act like owners.*

# ON THE JOB

## **Schedules**

You are responsible for knowing the work hours for your location. The workday usually begins two hours before opening and an hour after closing. You are to work the hours agreed upon with your RGM. The hours of operation and the hours available on each scheduled work day are based on the projected and actual sales volume.

Weekly schedules are entered in the POS system by close of business on Wednesdays. The schedule is then available to employees beginning on Thursdays for the following work week which begins on Wednesdays. It is your responsibility to check the schedule for any changes. Your RGM approves time off requests and develops the weekly work schedule. Please submit time off requests at least two weeks in advance of schedule posting. A request for days off is only a request; your request may or may not be approved. Not all schedule requests can be honored due to the needs of the business and the number of submitted schedule requests. There may be times when the RGM will have to decide which requests can and will be honored. These decisions will be based upon the seniority of the employees and the needs of the individuals. If you are not able to work at your scheduled time, you must call in to the MOD at least 4 hours beforehand or you will be written up. Failure to do so could result in disciplinary action up to and including termination.

It is the responsibility of each team member to make sure the information on his Team Member Availability Form is current.

“Calling in sick” does not automatically excuse your absence. You must really be sick and it is the RGM’s prerogative to require a doctor’s note to excuse the absence. Employees who call in sick frequently will be required to bring a doctor’s note. Employees out for three days or more will be required to have a doctor’s release to return to work.

Unexcused absences will be documented. Not having a ride, not having a clean uniform, oversleeping, failure to read the schedule correctly, etc. are not excused absences. Any no call/no show is grounds for immediate termination.

Everyone is expected to work his/her own schedule. Do not assume you can make schedule changes on your own – the RGM MUST APPROVE ANYONE WORKING FOR YOU. If someone is to work for you, they cannot run into overtime. The Company will not pay overtime just because you want someone else to work your schedule. Also, in the event the person that volunteers to work for you does not show up, you are the one responsible to work that shift.

Your arrival and departure times correspond closely with anticipated customer arrivals. You are needed at the precise time you are scheduled to clock in. Do not clock in ahead of your scheduled time. To be ready, you are expected to be fully dressed and ready before clocking in. Please do not come into the work area out of uniform.

In order to accommodate your personal situation as much as possible, scheduling can be very flexible. However, you must realize that restaurants are a seven-day-a-week operation. **Everyone in the stores is expected to work weekends and holidays.**

## **No Call No Show**

A No Call No Show is defined as an absence when no communication takes place between yourself and your RGM prior to your scheduled shift. **Employees must speak to the RGM or the MOD only if they are not coming in to work their schedule.** If you are absent from work without notifying your RGM or the MOD, you will be considered to have resigned and your employment will be terminated.

## ***Attendance/Absenteeism/Tardiness***

Your punctual attendance is very important to provide quality service to our customers. The Company has adopted a simple philosophy concerning attendance. We realize that there may be a variety of reasons you may not come to work. In the interest of fairness and consistency, we do not attempt to make subjective judgments concerning reasons for absence.

We believe you are responsible for being at work as scheduled and to report to work on time. It is our policy that you are required to inform your supervisor at least four hours prior to your shift if you are going to be late. It is also your responsibility to notify your RGM if you are going to be absent. You are required to call in at least four hours prior to your scheduled starting time or by 8:00 am.

An absence is recorded as one occurrence, regardless of length. If you are absent for one day, it is counted as one occurrence. If you are absent for three consecutive days for the same reason, it is also counted as one occurrence. However, you are required to call in each day of an absence.

The Company has defined excessive absenteeism as two unscheduled absences in a one week period or three unscheduled absences in a rolling 30 day period. Excessive absenteeism will be cause for immediate termination.

If you request time off in advance, for any reason, and the time off is granted, the time off will not be counted as an absence.

**NOTE: *Always get your RGM's approval before you plan to trade hours with another employee.***

## ***When the Weather is Bad***

Work locations will usually be open during severe weather. If the business is open, you are expected to show up for your scheduled shift. However, should you feel your safety is in jeopardy, contact your RGM immediately.

## ***Work Stations***

Each work station encompasses a particular area of our business and includes a wide variety of job duties. You will be assigned a work position within a work station based upon the immediate needs of your work location. You may eventually be trained at several work stations to achieve maximum efficiency.

## ***Breaks***

There are designated break areas in each work location. Your RGM will specify the time for breaks. One unpaid 15 minute break is permitted for every 4 hours worked, and one unpaid 30 minute meal break is permitted for every 8 hours worked. You must clock out for all unpaid break time.

If volume suddenly increases and help is needed, you will be expected to clock back in and help with the temporary work load. You will be allowed to resume your break as soon as the volume has been handled. At the discretion of the MOD, if business volume suddenly decreases, you may be asked to clock out and leave the premises.

## ***Smoking***

As of May 1, 2008, the Company only hires management employees that do not smoke. Management employees smoking on Company premises or within sight of Company premises will be considered a terminal offense. Effective January 1, 2010, the Company adheres to a strict No Smoking Policy for all employees on all Company premises or within sight of Company premises. No employee may smoke

- In the restaurant
- On the restaurant property, or
- In uniform off site where you may be seen while on restaurant property.

Employees are not entitled to take “smoke breaks” in addition to any scheduled breaks. Employees may smoke in the privacy of their personal car, but must drive the car off Company premises and out of sight of Company premises. Employees must wash their hands thoroughly upon returning to work.

The Company would prefer that no employees smoke, for the benefit of both the employee and the Company. This policy is to ensure a smoke-free property as well as ensure food safety standards are upheld while reducing negative impressions that may be created if employees are seen smoking while on restaurant property or in uniform. Progressive discipline up to and including termination will result for anyone caught smoking on Company premises or within sight of Company premises.

All smoke breaks are given in only 30 or more minute intervals. Employees are not allowed to clock out and then clock back in for smoke or meal breaks that are less than 30 minutes. If an employee has the need to smoke during a shift, they must be clocked out and be off Company premises and out of sight of Company premises, and must leave for a minimum of 30 minutes to smoke. Employees may smoke during a meal break but must be off Company premises and out of sight of Company premises. Employees may not break up a meal period in shorter than 30 minute periods and cannot come back to work without clocking in. Employees cannot smoke while on the clock.

The Company asks all employees to sign an agreement that they understand that the consequences of being caught violating this policy will be grounds for immediate termination of employment.

## ***Food and Gum***

We always want to give the best presentation when serving our customers. So that we do not give customers the wrong perception that we are eating while preparing their food, while on duty, employees may not: chew gum, eat anything, have a toothpick, coffee stirrer, sucker or any type of candy, or any other object of any type in your mouth. The only exception would be a throat lozenge or cough drop prescribed by your doctor.

## ***Additional Employment***

No RGM of the Company may hold a concurrent employment role that may place the Company's interests in conflict with those of the employee. Any secondary employment must be approved in advance by the DO and Owners.

## ***Bulletin Boards***

We communicate many Company policies through bulletins sent to your work location. Read the bulletin board regularly for important information.

## ***Loitering***

Employee's friends and family are welcome in the restaurants as customers, but no loitering is tolerated. You are expected to report all instances of loitering to your RGM. Loitering is not allowed inside your work location or on the property surrounding it. Employee loitering includes presence on Company property more than 15 minutes before your shift or more than 15 minutes after your shift, and being neither a customer, a supplier, nor a service person. This policy applies to employees, their friends and families, as well as non-employees.

## ***Destruction of Company Property or Products***

If you observe the destruction of Company property or products while either on duty or off duty, please notify your RGM. Please be sure to note any descriptive information of the person and/or vehicles involved, and the type of act and resulting damage to assist with the filing of incident reports. It is the responsibility of every employee to bring attention to any food being taken without being paid for. You can also report this information through the Employee Hotline voice mailbox number at 1-770-578-8749 – extension 305. This voice mailbox is monitored by the Owners. Employees may choose to leave information anonymously, or may leave a name and contact number to be contacted by one of the Owners. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed on a need-to-know basis.

## ***Solicitation***

From time to time, the corporate parent company, Yum Brands, or the franchisor brand companies of KFC or Taco Bell, approve fundraising programs for solicitation from customers. Other than these corporate sponsored programs, solicitation for any cause during working time and in working areas is not permitted. You are not permitted to distribute non-company literature in work areas at any time. Employees are not permitted to sell chances, merchandise or otherwise solicit or distribute literature.

Persons not employed by the Company are prohibited from soliciting or distributing literature on Company property or from being on Company property with the intent to solicit or distribute to Company employees or guests.

## ***Non-Employee Access***

Persons announcing themselves at your work location as present on official business, such as to inspect the building or operations, or to conduct warranted investigations, are to be referred to your RGM or MOD.

## ***Personal Belongings***

The Company is not responsible for any personal items you bring to the work place. Please do not bring valuables or an amount of money more than \$10 (which may be needed to pay for an employee meal) to work, as we do not provide a secure area for protection of such.

The Company reserves the right to conduct reasonable searches of you and your personal belongings when you are on Company premises, in Company vehicles, on duty or at job locations. Personal belongings include, but are not limited to, purses, bags, backpacks, personal vehicles, luggage, tools, food containers, and lockers. Searches by the Company may be conducted without notice and at times and locations determined appropriate by the Company.

Personal items which you do not wish to have subjected to search should not be brought onto the Company's premises.

## ***Cell Phone and Store Telephone Use***

No cell phone may be used for personal calls, texting, or photographic use anywhere on Company premises while on duty. Employees may use their cell phones while on break or at meal time but must leave Company premises to do so. It is preferred that cell phones would not be on an employee's person but left in the employee's car or other place outside of the place of business.

Employees may give their immediate family the store's phone number to call in the event of an emergency. If it is not an emergency, the employee should never be on the phone while working. Long distance phone calls, collect calls or third party charges or calls to Directory Assistance are strictly prohibited unless job related or an emergency. These are examples of employee theft and will be treated as such.

## ***Theft Investigations***

In the event that an employee discovers or has a suspicion of employee theft, it must be reported as soon as possible, preferably before the end of the shift, to the next highest level of management.

Once reported, a member of the management team will secure evidence related to the incident, such as store security videotapes, and place them in a secure location. Employees are to fully cooperate in the ensuing investigation but are not to discuss details of the incident with any other employee. Employees will be fully compensated for any time they are required by management to spend in cooperation with an investigation, unless termination results from said investigation. No employee has the responsibility, authority, or discretion to resolve loss situations on their own. Under no circumstances will an employee of the Company begin a criminal prosecution, based on allegations of internal theft or other related crime, against another employee without written approval of the Owners of the Company. The process of beginning a criminal prosecution means, among other things, swearing out a warrant or contacting the police or other law enforcement agency.

Any employee who violates this policy will be subject to disciplinary action up to and including termination. False reports of employee theft will not be tolerated and are subject to disciplinary action up to and including termination.

## ***Email, Voice Mail and the Internet***

Our Company respects the privacy of its employees. However, a Company employee may not expect such privacy rights to extend to the use of the Company owned systems, property, equipment or supplies, or to work-related conduct. This policy is intended to notify all employees that no reasonable expectation of privacy exists in connection with their use of the Company's systems, property, equipment, or supplies. Employees are prohibited from withholding information maintained within Company supplied containers, including but not limited to, computer files, computer databases, desks, lockers, and cabinets. The following rules also apply to the use of the Company's property:

- **The Company's right to access information.** While employees have individual passwords to email, voice mail, and computer network systems, these systems are at all times accessible to and by the Company and may be subject to unannounced, periodic inspections by the Company for business purposes. This policy applies to all telephone, electronic and computer network systems which are accessed on or from the Company's premises, used in a manner which identifies the employee with the Company, accessed using the Company's computer equipment and/or via the Company's paid access methods. Employees may not use secret passwords and all system passwords must be available to the Company at all times. The Company maintains back-up copies of email and voice mail, and these records, as well as the usage records of the Company's computer network systems may be reviewed by the Company for legal, business, or other reasons.
- **Use is restricted to Company business.** Employees are expected to use Company email, voice mail, and computer network systems for Company business (during work hours), not for personal reasons. Personal reasons include, but are not limited to, non-job-related communications, research or solicitations, or soliciting for political or religious causes, outside organizations or other commercial ventures.
- **Prohibited content.** Employees are prohibited from using the Company's telephone, electronic, or computer network systems in any manner that may be offensive or disruptive to others. This includes, but is not limited to, the transmission of radical or ethnic slurs, gender-specific comments, sexually explicit images or messages, any remarks that would offend others on the basis of their age, political or religious beliefs, disability, national origin or sexual orientation, or any messages that may be interpreted to disparage or harass others. No telephone, electronic or computer network communications may be sent which represents the sender as from another company or as someone else, or which try to hide the sender's identity. Inappropriate or excessive personal use of the Company's property or telephone or electronic or computer network systems will result in disciplinary action, up to and including termination.
- **Unauthorized websites.** The Company's computers are set up so that they can only access approved websites. These websites are accessed for Company business only, i.e. to place food orders, to place uniform orders, employee training, etc. This restriction is in place to promote productivity, and protect all employees from accessing unapproved content. Attempting to alter the restrictions on Company equipment may result in disciplinary action, up to and including immediate termination.

## **Social Media Policy**

The term "Social Media" is used a number of different ways, but may be defined loosely as any tool or service that facilitates conversations over the internet or may be accessed on a cellular device. Social Media applies to programs, software and apps. Examples include but are not limited to LinkedIn, Facebook®, Twitter, Renren, YouTube™, Flickr™, SnapChat, blogs, and wikis. Social media also includes texts, photos, and videos.

The Company encourages all employees to use any forms of personal or professional social media the right way so as not to cause harm to the employee, the Company, or any of the brands under which the Company operates.

Through employment with the Company, an employee may have access to confidential information that should not be made public in any way through any social media. Employees should not share confidential Company or brand information, or any other employee or customers' personally identifiable information.

Social media communications are incredibly fast and go viral in seconds. This makes it difficult to fix an inaccurate message once it has been transmitted. The best policy is double check all content before it is shared, both for accuracy and to make sure it does not violate the Company's overall Social Media policy, Code of Conduct or any restrictions that may apply to any content based on local law (such as the FTC Endorsement Guidelines in the US) and the platform being used (such as terms of service for the site upon which information is being shared). All employees should hold themselves to high ethical standards, and that applies to social media as well as everything else done as an employee.

Employees should engage in social media communications the right way. Do not speak on behalf of the Company or the brand unless authorized to do so. If there is any question about this, employees must be sure the audience knows this. If an employee sees something being shared related to the Company or the brand(s) on a social media platform that should not be happening, an employee should immediately inform their Manager, DO or an Owner. Always remember that anything posted in social media can go viral, no matter what an employee's privacy settings on any given platform or application may be. Employees should only post content they would feel comfortable showing up in the inbox of any Company management employee, or even the front page of a major news site.

If an employee participates in social media activities as part of their job, that account may be considered Company property. If that account is Company property, an employee may not change the password or the account name or create a similar sounding account or have any ownership of the contacts and connections which may have been gained through the account. This applies to all Company accounts which may have been created as part of employment.

Employees should direct any questions about how to use social media in general, or any Company or brand social media account, to Company management.

Any violation of the Company's social media policy will result in disciplinary action up to and including termination.

## ***Situations to Avoid***

We want you to have a long and successful career with our Company. It is our policy to handle all corrective and disciplinary action in a consistent, timely and equitable manner. We use progressive discipline to improve employee performance. Unfortunately, some employees choose to violate some of our basic policies. They leave us no choice but to suspend/terminate.

It is our policy to have certain rules and regulations regarding employee behavior for the efficient operation of the Company. Personal conduct that interferes with operations, creates safety hazards, brings discredit to the Company or is offensive to guests or fellow employees cannot be tolerated. Please use common sense and conduct yourself in a manner that is conducive to our operations.

We want you to know right from the start the things you should not do if you want to stay with our Company.

You can be suspended and/or terminated for violating any of the following. DO NOT:

- Consume alcoholic beverages, be under influence, and/or consume, sell or possess illegal drugs:
  - while on duty
  - on Company property
  - while wearing your uniform
  - immediately prior to work
  - in Company vehicle
  - in any vehicle while on Company business
- Possess a visible or concealed weapon (knives, guns, etc.) on Company property or in a vehicle you are operating for Company business
- Steal, misuse or destroy Company money or property, including giving away food
- Put false information on employment application, forms or reports
- Physically or verbally abuse another employee or customer
- Violate local, state or federal laws
- Repeat a violation of any kind after you have received a written warning for your performance (i.e., being late, absent, not doing your job)
- Refuse business to any customer because of race, color, age (when appropriate), sex, religion, disability or national origin
- Creating or contribution to unsanitary or unsafe conditions
- Improper care of unauthorized use of Company property, equipment or facilities
- Discourtesy to a customer and/or discrediting the Company
- Use of profane, obscene or abusive language
- Deviation from Company policy or procedure
- Annoying or harassing employees or customers of the Company

This is not a complete list. This should not be considered an exhaustive or all-inclusive list. The nature and severity of the offense will be considered in determining disciplinary action to be taken. The Company reserves the right to terminate employees when it determines that termination is in the Company's best interest or if job performance is below standards.

# **Your Image Is Important!**

An important part of providing a great experience for our customers is clean, well-groomed employees. The appearance of our employees is a reflection of our Company, and the KFC and Taco Bell brands. You were hired to work here because of the excellent impression that you made during the interview process. We feel that you have the appearance, motivation, and responsible attitude to become an integral part of our team. We have worked very hard to establish the positive image that the Company has in this community. Several things have contributed to that high quality product priced for a good value, comfortable and clean surroundings and most important, top notch people like you providing friendly, efficient service.

Our image is critical to our success, so we have very high expectations of all our employees in terms of appearance. By following our appearance guidelines, you help maintain a professional image, promote safety, and provide a pleasant atmosphere for customers. All employees must adhere to the following appearance standards:

## ***Your Uniform***

Employees are provided with crew shirts, nametag and a hat or visor (with required hairnet). These are designed to carry out the brand's theme and are provided by the Company. You are responsible for maintaining your uniform and returning it in good condition if you leave the Company.

RGMs are provided with 5 shirts and 5 pair of pants in each 6-month period, and slip-resistant shoes as needed.

Shoes should coordinate with your uniform, have slip-resistant soles and for your benefit be easy to maintain. For safety reasons, wearing open-toe shoes is not allowed.

Uniform shirts may change from time to time, and you will be supplied with the approved standard. Uniforms are wash and wear, and employees are expected to launder and take reasonable care of each uniform item issued to them.

Remember, while wearing your uniform or logo wear, you represent the Company!

## ***General appearance and personal grooming standards***

- Bathe regularly.
- Wear only conservative amounts of cosmetics, deodorant, perfume, aftershave and cologne.
- Hair must be clean, restrained if longer than collar length, and pulled away from the face. Hair nets may be required for long hair or as required by law. This applies to all employees at all levels.
- Mustaches and goatees must be trimmed close to the face and must be covered with a beard net when required by the local health department in any food contact area. Sideburns must be neatly trimmed and may not extend past the earlobe. Full beards are not allowed, except for religious or medical reasons.
- Keep fingernails clean and no longer than ½ inch. Any employee wearing fingernail polish, decals, false or acrylic fingernails must wear disposable gloves.
- Jewelry - one ring per hand, a small watch, one bracelet, one set of earrings (not larger than a dime, no large hoops, not dangling, posts are preferred) and a necklace are acceptable. Necklaces must be worn inside the shirt. No visible body piercing other than the ears, except for religious purposes, including nose or tongue piercings. When preparing food, remove all jewelry from hands other than your wedding ring. If wearing a wedding ring, you will need to wear disposable gloves. No other jewelry of any type is acceptable.
- Sunglasses are not to be worn while working (unless for medical reasons and accompanied by a doctor's note).

## ***Uniform Appearance Standards***

Store employees must be in complete uniform and may be required to purchase some or all of the garments below. Consult your RGM or DO if you have questions about what is required.

Employees that do not meet appearance standards will not be allowed to work until the problem is resolved. Failure to meet appearance standards as outlined above could result in progressive discipline up to and including termination. Exceptions for medical, religious, or other reasons must be approved through the DO and/or the Owners.

KFC and Taco Bell uniforms can only be purchased from approved vendors. The RGM will have uniform catalogs, and can place an order or assist in exchanging, returning or replacing any of their products.

- Uniform must be clean and well maintained.
- Uniform should fit properly - not too tight, too loose, or hanging. Depending on the franchise brand and type of shirt worn, the shirts must be tucked in at all times (except maternity clothing or for medical reasons), or may be left untucked. Your RGM will advise you which policy applies.
- RGM's shirts must display the Brand logo in at least one of the following ways: embroidered on the shirt or a pin worn on the collar or pocket.
- KFC or Taco Bell logo or promotional T-shirts can be worn to support new product introductions and local events with prior approval from the DO. At a minimum, all employees should be in unison, either in approved uniforms or wearing t-shirts. Management may participate or wear their uniform.
- Visible undershirts must be clean, and may be white, red, grey or black. Employees may not wear visible thermal undergarments.
- Black pants must be full length, solid black with no large external pockets or studs. No jeans, athletic, or sweat pants are allowed. Pants are to be worn at the waist and off the floor. Skirts are permitted for religious reasons only. Khaki pants may be worn by Above Restaurant Leader management employees only.
- Belts, if worn, must be dark in color.
- Socks or hose must always be worn.
- Shoes must be black, closed-toe and with slip-resistant soles (no raised heels).
- Name tags must be visible and worn on shirt or jacket (unless the employee's name is embroidered on the shirt) and worn by all employees (this includes DOs). Name tags cannot be handwritten. The RGM's name tag or monogram must state "Manager."
- KFC or Taco Bell hats or visors must be worn by all employees when preparing food, packing orders and dispensing drinks (this includes RGMs and DOs). Visors must be worn with a hairnet.
- A jacket with the KFC or Taco Bell logo may be worn at the drive-thru position only. The Company may provide a jacket which must be left at the store for all employees to use when they are at the drive-thru. The jacket must match or complement the uniform. Sweatshirts must have Brand logo. A personal jacket can be worn only if the heat is not working and there is no Company jacket.
- Aprons worn while cooking are not allowed in customer service areas. Employees can wear a clean fabric apron (not white) on the front line if the apron is ordered from an approved uniform vendor.
- Employees with tattoos must make every reasonable effort to cover visible tattoos. If any part of the tattoo is visible, it may not be offensive. Threatening, vulgar, or other inappropriate tattoos are not acceptable. Exceptions for religious reasons must be approved.
- Exposed hickies are not permitted and an employee will be sent home unpaid until the hickey is no longer visible.

## ***Personal Health***

There are several steps you need to take while at work to keep yourself, your co-workers and our customers healthy:

- Report all illnesses to your RGM
- All cuts must be reported to your RGM
- Exposed cuts, blemishes or lesions are to be bandaged with a blue bandage supplied by the Company. If on the hands, you are also required to wear a disposable glove.

You must wash your hands with hot water and anti-bacterial soap for at least 20 seconds and then dry and use hand sanitizer before handling food and again after any of the following:

- Touching your nose, hair, ears, etc.
- Blowing your nose
- Sweeping/cleaning
- Handling money
- Smoking
- Parking lot check
- Eating/drinking
- Using the restroom
- Coughing
- Sneezing

# Cash Handling Procedures

Cash control procedures must be followed in order to protect the safety of the team and the profitability of the business. For these reasons, employees need to understand basic cash handling procedures. You also need to understand that you can be disciplined and in some cases terminated immediately (and possibly prosecuted) for failure to comply with the following cash handling procedures.

- You must count your drawer before and after your shift.
- Drawer count must be recorded on the Daily Control Sheet.
- Never allow another employee, MOD or RGM to use your drawer.
- Never leave your drawer unattended.
- If you will be out of the sight line of your assigned register, you must always log off. If you are away from your register, anyone could operate it. It only takes a second to log back on.
- Close your drawer after each transaction.
- Complete only one transaction at a time.
- Ring up each sale immediately; never put money aside to be rung up later.
- Never give unauthorized refunds or discounts; tell your supervisor immediately.
- Always use provided tools to discover counterfeit currency as directed.
- Never over ring or under ring a check to cover shortages or for personal gain.
- Never take money or product for personal use, resale, or to cover errors.
- At no time should any register have more than \$300 in cash. Request a cash drop from the MOD if the drawer has more than \$300.
- Do not attempt to conceal cash shortages.
- Do not falsify or misrepresent receipts or reports.
- Do not hold catering or other checks beyond date received.
- Do not float cash receipts or change funds.
- Do not cash employee checks.
- Do not use credit card transactions in any way to receive or give cash back.
- Do not accept any check without proper identification and approval from the RGM only.
- Do not bump orders, prior to delivering order.
- Always ring up and record employee meals.
- Never remove money, checks or credit card receipts without authorization of the MOD.
- Never place money, checks or credit card receipts in your pockets, purse or in other personal articles.
- Never force balance cash funds.
- Never short change anyone.
- Always give the guest a receipt.
- Never have back packs, purses or other containers near register.
- Do not accept a credit card without proper approval and identification.
- Never transfer or accept any cash fund without proper approval from management.
- Never count or organize drawer at any time other than those established.
- Never mix personal funds/money with business funds/money.

Company Cash Policies are to be followed by all employees in all restaurants.

## **Register Drawers**

Cashiers will count their cash drawer upon receipt from the MOD. The starting balance for a drawer shall be set by the RGM for each store. The cashier is responsible to immediately notify the MOD if there is a discrepancy. The cashier should not service any customer until the MOD has been notified and the discrepancy resolved. At the end of their shift, the cashier will pull the drawer and have the MOD pull a cash register report showing the cashier's drawer activity. The MOD in the presence of the cashier will count the drawer and reconcile it to the cash register report. Any discrepancy greater than \$10 requires a written warning. All written warnings shall be scanned and emailed to the Support Center after being signed by the appropriate personnel, and the warning shall be maintained in the employee's file. Maintain warning documentation even if an employee refuses to sign the warning. Any discrepancy greater than \$20 requires immediate suspension pending an investigation by the RGM. A high frequency of small variances or any variance greater than \$20 can result in disciplinary action including termination by the RGM.

No other employee or Management than the assigned cashier may operate the register.

Violation of this policy is grounds for immediate termination. Any time that a cashier is to be placed on break, a drawer count must be completed and funds verified for each time the drawer changes hands. If a cashier will be out of the sight line of their assigned register, the cashier must always log off. If a cashier is away from their register, anyone could operate it. It only takes a second to log back on.

In addition to reconciling the drawers to the cash register reports, the RGM should review each cashier's detail activity from time to time, including number of voids and deletes, average check, and review of last 20 transactions. This review can assist in better cash controls as well as identifying training issues. Always follow these cash handling rules:

- The MOD will verify all bills larger than \$20.00.
- When customers challenge their change, stay calm and alert the MOD.

## **Voids and Deletes**

All voids and deletes will be monitored and approved by both the MOD and the cashier (or just the MOD if delete is in the MOD's drawer), with the reason for the delete clearly written on the receipt. The original receipt and the delete slip shall be retained in the cashier's drawer until it is counted at the end of the cashier's shift. Both the original receipt and the delete slip shall be included as part of the day's paperwork.

At the end of each shift, the MOD shall review the cashier's void and delete activity. Continuous high void and/or deletion rates shall result in disciplinary action including possible termination.

## **Pulls**

Register drawers will have cash pulled as often as necessary to keep the cash in the drawer under \$300.00. During peak hours, the number of pulls will be increased to help ensure cash is maintained under \$300.00. The MOD shall count the money pulled from the drawer in front of the cashier. A receipt initialed, by the cashier and the MOD, for the amount pulled shall be placed in the team cashier's drawer.

## ***Credit Card Transactions***

The Company accepts credit and debit cards for payment of sales transactions. The charge must be processed for the exact amount of the transaction only, with no cash back. No charge shall be processed for more than the exact amount of the transaction. This policy applies to customers and employees. Doing so is considered credit card fraud and will be grounds for disciplinary action up to and including termination and prosecution.

The Company does not allow processing credit or debit transactions for cash only at any time. This policy applies to customers and employees. Doing so is considered credit card fraud and will be grounds for disciplinary action up to and including termination and prosecution.

The POS systems are programmed to be PCI compliant, and all software is kept up-to-date for Federal PCI compliance.

## ***Counterfeit Bills***

Cashiers shall not accept any bill greater than \$20. All bills received greater than \$20 shall be checked by the MOD with a counterfeit pen at the time of receipt from the customer. The cashier shall not provide any change back to the customer until the MOD has checked the bill received. If a counterfeit pen is not available at the register, the MOD and RGM should immediately be notified. If the problem persists, the DO and/or the Owners should be notified.

**Under no circumstances should any bill greater than \$100 be accepted.**

## ***Cashing of Checks***

The Company does not accept checks for customer payment. However, in the event of a large catering order, a business check may be accepted with the approval of the RGM and/or DO. In any case, checks must be for the amount of the purchase only, with no cash back. No check shall be accepted for more than the amount of the purchase.

## ***Travelers Checks***

The Company does not accept traveler's checks of any type.

## ***Change Fund***

The amount of the Change Fund is to be established for each store by the Support Center. This amount will not be changed without approval by Bill Byrd or David Barr.

Each MOD responsible for the operation of a shift will count the Change Fund prior to assuming responsibility for the shift. If the Change Fund is not correct, the oncoming MOD will contact the RGM, the DO, and/or the Owners.

## **Banking**

Deposits should be for the exact amount, including cents. In rare circumstances you may end up with a deposit with an exact even amount, but this would not be a recurring event. The deposit should equal the shift's sales minus credit card charges and any cashier shortages or overages. All stores will use a Triplicate (3 part) deposit slip (one copy for the bank, one copy stored in the store, one copy sent in with the store's weekly paperwork). The MOD filling out the deposit shall sign the deposit slip.

Plastic disposable bags are to be used. A **minimum** of two deposits will be made daily. There will be no exceptions without prior approval from the Owners.

The previous night's deposit will be taken to the bank **prior** to store opening. Do not wait until lunch time to take the deposit to the bank. The first deposit will be made no later than 6:00pm. Notify the RGM, DO and the Owners immediately if more than one deposit is in the safe. Failure to adhere to this policy which results in a loss of any dollar amount will be grounds for immediate termination.

Validated deposit slips must be picked up daily from the bank on the very next official banking day. The validated deposit slip shall be retained and sent in with the weekly packet. The RGM will verify all validated deposit slips every day he or she works. The RGM will immediately notify the DO and the Owners upon learning of any missing deposit slips and/or any deposit that is missing from the safe.

## **Manipulation**

The manipulation of the Company's funds or inventory is prohibited and includes, but is not limited to, the following:

- 1) Intentional non-ringing of sales on the cash register or giving food and/or beverages without being properly rung in.
- 2) Ringing in a sale with a discount without specific approval of the RGM.
- 3) Improper use of delete keys or other cash register manipulation.
- 4) Short changing customers.
- 5) "Borrowing" from the change fund or cash register.
- 6) IOU's in a cash register or change fund.
- 7) Holding of any checks received from business customers for a catering order beyond the date received.
- 8) "Borrowing" or sale of any products or equipment for personal gain.
- 9) Any form of floating cash receipts or floating change funds.
- 10) Any form of floating deposits.
- 11) Any attempt to conceal cash shortages by intentionally altering sales, deposit, over and short or any other amounts shown on the restaurant reports or paperwork.
- 12) Any attempt to conceal inventory shortages by intentionally altering inventory quantities or amounts on restaurant reports or paperwork.
- 13) Paid outs recorded but not transacted until the following day or later.
- 14) Any improper use of paid-outs.
- 15) Falsifying any corporate documents.
- 16) Any act which deviates from proper professional integrity.

**It is the intent of The Company to criminally prosecute all cases where theft is involved.**

## ***Disposable Bank Bag Procedures***

- 1) Disposable bank bags are to be used. These bags can be ordered through IFH with the store's food order.
- 2) Write the following information in ink on the bag: store type (KFC, Taco Bell, or KFC/Taco Bell), location, and the signature of the MOD who counted and prepared the deposit.
- 3) The MOD preparing the deposit is to complete the following sections on the deposit slip: business date, deposit amount, initials, and date.
- 4) Place the money and the deposit slip inside the disposable deposit bag.
- 5) Peel the paper backing from the adhesive strip.
- 6) Fold the bag at "fold here" line and press down, sealing bag shut.
- 7) Deposit must be documented in the POS system at the end of every shift, indicating the amount of the deposit. Detach plastic tag receipt from the bag and staple to the deposit summary and file with the daily paperwork.

## ***Safe Control and Procedures***

The store safe shall be securely locked at all times when not in use. An opened safe shall never be left unattended. At no time will the safe be open at the same time the back door is open.

Each MOD will be assigned their own safe access key. The RGM has the responsibility of ensuring keys are deactivated when management personnel leaves the restaurant due to transfer or termination. It is the RGM's responsibility to ensure each key is assigned by the MOD's name and Social Security number into the safe electronics. It is the individual MOD's responsibility to enroll their own access code. This code is not to be shared with anyone and must be changed periodically. A compromise in security has occurred if sharing of codes or keys takes place and will result in disciplinary action up to and including termination.

Management keys must be kept on their person at all times. A management member shall never give another employee their safe keys, register keys, or keys to the store.

## ***Deposit Discrepancy***

Never take a deposit or a portion of a deposit back from the bank once it has been opened. If the deposit money count is greater than the amount indicated on the deposit slip, never accept a return of the difference from a bank employee. All differences shall be reflected on the deposit receipt received from the bank. Never correct a deposit shortage by adding money from any source. Always notify the RGM, DO, and/or the Owners of any deposit discrepancies.

## ***Transportation of Money***

A vehicle is required for banking purposes. Each member of management is responsible for the transportation of his/her money to the bank. If an Assistant or Shift Supervisor does not have a car, then the RGM will have to return to the store to perform the banking duties. The use of a cab is for emergency purposes only. Never exit the store carrying a bank deposit bag. The deposit is to be placed in a KFC, Taco Bell bag or other bag to conceal the deposit for transporting to the bank.

Use extreme caution when going to the bank. All RGMs and MODs, anyone taking money to the bank, must carry state required automobile insurance on their vehicle. Proof of insurance must be presented upon request. The following procedures should be followed for transporting deposits to the bank:

- The MOD is to park vehicle next to the closest primary entrance door (not back door) to the restaurant so you can enter your vehicle quickly. Make sure the vehicle is locked. (Alternatively, the MOD can have the deposit handed to him/her from the drive-thru window to their car.)
- Be aware of your surroundings and be cautious of anyone that may be loitering.
- Conceal the deposit bag in a KFC, Taco Bell or other bag, and hide the deposit bag in your vehicle so it is not visible.
- Have another employee watch you all the way to your car until you leave the parking lot.
- Occasionally vary the time of day and the route you take.
- Use caution when exiting your vehicle at the bank.

Proceed **directly** to the bank. Do not make any stops prior to going to the bank. If suspicious persons or activities are present at bank take the deposit back to the restaurant and immediately notify the RGM. If using the night depository it is the MOD's responsibility to unlock vault, place deposit inside, close vault and then re-open vault to ensure deposit has dropped inside bank.

It is the Company's policy that deposits shall not be taken to the bank after dark. For those rare instances when this occurs:

When leaving the store, use the "staggered" method of close:

- Let one employee out to quickly go to his/her car while the MOD stays inside with the doors locked.
- The first person looks over the parking lot to make sure the area is safe.
- The MOD sets the units alarm system, exits the building, locks door, and quickly goes to his/her car transporting the deposit(s) in a KFC, Taco Bell or other bag, while the first employee watches the MOD safely get to his/her vehicle.
- Both vehicles exit the lot together and proceed directly to bank.
- In the store parking lot, if the first employee is approached while the MOD is inside, the MOD immediately calls the police. If the MOD is approached while leaving the unit, the first person drives away to call police.
- At the bank, the MOD unlocks vault, places deposit inside, closes vault and then re-opens vault to ensure deposit has dropped inside bank.
- Both vehicles exit the lot together
- In the bank parking lot, if either employee or MOD is approached while the deposit is being made in the night deposit vault, the other employee drives away to call police.

# SAFETY

## ***Safety is Important***

It is the Company's policy to provide a safe and healthful workplace. Company safety procedures must be followed at all times to ensure that you and the customers enjoy safe conditions. It is your responsibility to read and understand the KFC and Taco Bell safety policies located in each work location.

The safety policies apply to all employees. All employees are required to observe all safety rules and procedures, properly use the safety equipment provided as required, practice safety at all times, to not create any safety hazards and to report all safety hazards to the MOD.

All employees must wear slip resistant shoes at all times while on duty. Failure to do so could result in suspension and/or termination.

## ***Hazard Communications***

The Company labels and maintains safety information on all hazardous chemicals in the workplace. Information on all hazardous chemicals is available at each work location through the Material Safety Data Sheets (MSDS). All employees will receive training as to the location of all chemicals, OSHA hazard regulations, the franchisor and Company's hazard program, and safety measures to follow when exposed to or working with hazardous chemicals. For your safety, and the safety of our restaurants and customers, no unauthorized or unapproved chemicals may be brought into the store by any employees at any time.

If an employee is exposed to a toxic substance or harmful agent, any records concerning the exposure will be made available to the employee.

## ***Emergency Procedures***

In cases of emergency such as power failures, fire, or storm damage, your RGM will instruct you and others present as to the appropriate course of action.

## ***Age and Equipment Restrictions***

Because there are several legal restrictions and increased record keeping required when a Company has employees under the age of 18, in 2007 the Company established a strict policy to not hire anyone under the age of 18. Anyone who was employed at that time who was under 18 would be allowed to continue his/her employment. With two years those employees would no longer be minor. This policy was amended in 2013 for a specific location.

The only persons authorized to drive for the Company are management personnel.

## ***Security***

For your safety and security, unauthorized personnel, including friends, relatives and off duty employees, are not permitted in restricted areas of our business. Unauthorized personnel are not permitted in locations before opening, after closing, or in restaurants when the drive-thru is open but the dining room is closed.

The back door is never opened after dark or after closing except to allow for delivery of food. Trash must be taken out from the front of the restaurant or maintained in the restaurant until the next day.

Restrooms are a favorite hiding place for thieves and must be carefully monitored. They need to be checked 30 minutes prior to closing, and again at closing time before lobby doors are locked. After the store is locked, prop all bathroom doors open.

Make sure that all exterior lighting is in good working order. If your restaurant has a timer for the outside lights, set it so the outside lights remain on until one hour after the last employee normally leaves the unit. Periodically change the timer to compensate for daylight savings time changes.

## ***Alarm System***

If your location has an alarm system, your RGM will show you where it is and how to use it. Your restaurant may also have panic buttons in case of theft, and you will be instructed of their location and use. They should be set off only in the case of an emergency and only if it can be safely set off without endangering your safety or that of others.

## ***Customer Injuries***

It is the policy of the Company to deal quickly with any accident involving customers, suppliers or service personnel. The first and most important step is to care for any person injured and then immediately report all relevant information, regardless of how minor, to your RGM. Always ask the injured party if they are okay and assist them as necessary to prevent further injury. Do not tell the customer how to handle their injury, and never admit blame for any accident or injury. Do not hesitate to call for emergency assistance when necessary or when requested by a customer, supplier, or service personnel.

The Company is has insurance for all property and liability claims. There are claim forms in each store to be filled in for any type of accident, involving a customer and/or a vehicle, on Company premises. Claim forms are also available on this website. The claim form should be completed as soon as possible with as much detail as possible. Please take photos of the area, any damages, or any evidence which may be helpful in filing the claim. Any employees who witness an accident should make a statement of what they saw and/or heard, and this should be submitted with the claim form and photos to the Company office.

## **Workers Compensation**

We place the highest emphasis on workers' safety, and we will continue every effort to make work-areas as safe as possible. Each employee's responsibility is to work safely and do all that is possible to prevent accidents and injuries. Every worker is expected to report unsafe conditions, think before acting, and consciously take care to avoid unnecessary risk.

We provide occupational injury benefits under the laws of the state in which you are employed. In accordance with these laws, no benefit or compensation shall be allowed for an injury or death caused by, but not limited to: willful misconduct of the employee; employee's intention to bring about the injury or death of himself or herself or of another; employee's willful failure or willful refusal to use safety appliances provided by the employer; by an accident due to the injured employee being intoxicated from the use of alcohol or being impaired by illegal drugs; or if the employee refuses to submit to or cooperate with a blood, urine, or breath test.

### **A POST ACCIDENT BLOOD OR URINE TEST WILL BE REQUIRED AFTER ANY ACCIDENT CAUSING A WORK RELATED INJURY.**

If you suffer a job-related injury or illness, you may be eligible for Workers Compensation Insurance, which is provided by the Company. Information is posted in every location with the phone number to call if an employee is injured, local doctors, hospitals and pharmacies which will treat our employees, and other information about workers compensation insurance.

Immediately notify your RGM of any work-related injury or illness. If you fail to report an injury, you may jeopardize your right to collect workers compensation payments as well as health benefits. The MOD will assist you in receiving the proper medical attention and will notify the insurance company that handles employee injuries immediately to report the accident.

To report an injury or ask for information, there are claim forms and contact numbers available in the store.

If you are restricted to limited or light duty due to a work related illness or injury, you will be assisted in finding modified work.

If you are restricted from work by a physician due to a work-related injury or illness, you must call your RGM every day. Failure to do so could result in forfeiting your position. If you are put on leave due to a work related absence, you must complete the Leave of Absence process and cannot return to work without a physician authorization.

You may elect to retain your common law right of action if, no later than five days after beginning employment, you notify the Company in writing that you wish to retain your common law right to recover damages for personal injury. If you elect your common law right of action, you cannot obtain workers compensation income or benefits if you are injured.

Submitting fraudulent claims for injuries allegedly suffered on the job may result in disciplinary action up to and including termination and criminal penalties. Any employee found to be withholding information regarding an alleged employee injury will be subject to disciplinary action up to and including termination.

Employees who fail to comply with any provision of the Employee Safety program are subject to disciplinary action up to and including termination.

Drug and alcohol testing is mandatory at the time of treatment for an accident while on Company premises. If you do not agree to the testing, the Company may not be liable for any health care costs you incur as a result of your injury.

## ***Opening the Restaurant***

The opening manager, or any opening personnel, must drive around perimeter of restaurant checking for any signs of forced entry (broken window, open door, etc.). If such a condition exists, notify the police and await their arrival. Also immediately telephone the RGM, the DO and/or the Owners. Do not enter the restaurant until the police arrive.

- At opening, park in a safe place near your front entry door.
- Once inside the restaurant, the MOD must make sure all the doors are locked and kept locked until ready to open for business.
- Never exit the restaurant except to go to the bank.
- Do not allow employees to leave doors unsecured or to clean outside until after transporting the deposit to the bank.
- Never allow anyone to enter the unit before the start of normal business, except scheduled employees and approved vendors (don't open the door to talk to anyone).

## ***Back Door Security***

The back door is to be kept locked and secured at all times with the exception of only three reasons: to accept deliveries, take trash out during daylight hours, or in the event of an emergency. This door is only to be opened by the MOD and not by other employees for any reason except emergency evacuation. At no time is the back door to be opened when the safe is open.

**DO NOT OPEN THE BACK DOOR DURING NON-BUSINESS HOURS OR AFTER DARK.**

Follow all published security procedures when entering or leaving the building.

The door may be opened during day light hours for bona fide store delivery (after the delivery driver has verified his/her identity through the front door) or to empty trash. Employees are to enter restaurant through the front door only. Do not use the back door to let employees in or out of the restaurant. Never let someone into the restaurant through the back door without properly identifying the person via visual verification (at the front door) or via other verbal identification at the back door.

**AT NO TIME CAN A BACK DOOR BE PROPPED OPEN.**

## ***Employee Parking***

You are to park your car in spaces furthest from the dining room door during the day and you should park close to the exit door after dark. After dark and after your busy period, you may move your car where it is visible from inside your location. Do not park in or around the dumpster area at night.

## ***Closing the Restaurant***

Never admit anyone except on-duty employees into the restaurant after closing (this includes off duty employees and friends). Keep all doors locked. Instruct employees not to open the door without your permission. Have the closing crew park their cars close to the front glass door prior to close. Do not park near thick landscaping.

Wear a headset if available. Never open the back door after dark or once the restaurant is closed for any reason whatsoever. Trash is never to be removed from the store after close unless mandated by local Health Department codes. Instead, it must be sealed in a plastic bag and removed the following morning.

When leaving the restaurant after dark, use the "staggered" method of close, with a minimum of two closing employees and never remain in the restaurant alone after close, not even for one minute:

- Let one employee out to quickly go to his/her car while the MOD stays inside with the doors locked.
- The first person looks over the parking lot to make sure the area is safe.
- The MOD sets the units alarm system, exits the building, locks door, and quickly goes to his/her car while the first employee watches the MOD safely get to his/her vehicle.
- Both vehicles exit the lot together.
- If the first employee is approached while the MOD is inside, the MOD immediately calls the police. If the MOD is approached while leaving the unit, the first person drives away to call police.
- No employee should stay after closing in the restaurant by themselves. This includes management.

No money is to be left outside the safe after leaving. Register drawers shall be left open. Leaving the register drawers in a closed position after the restaurant is closed could cause the registers to be damaged in the event of a burglary. Register drawers will be left open to clearly show that there are no monies in them. The only exception is when the store safe is not large enough to hold the register drawers – the money should be put in a bag in the safe and leave the cash drawers open. Pre-banked register drawers must be secured in the safe when not in use.

## ***Weapons***

The Company and KFC/Taco Bell's policy expressly forbids any employee from bringing any type of weapon or firearms into any restaurant or on KFC, Taco Bell or KFC/Taco Bell premises (in building or displayed on person) for any reason. To do so will result in disciplinary action up to and including immediate termination.

## ***Robbery Procedures***

In the unfortunate circumstance a store is ever robbed, the MOD and all other personnel should only concern themselves with their physical safety. Never resist during a robbery or run from a thief, but remain as calm as possible and cooperate. Meet all requests for money, product or any other material items in the store. Simply put, "Give them anything they want!" Do not argue. The number one priority should be everyone's safety.

Do not discuss with anyone, except police officers who may be present, the specifics of what happened. Do not discuss details with other employees before writing down your own description of the events and any identification of the suspects. If at all possible, please try to remember the suspect's height, eye color, dress, or other distinguishing features. As soon as the intruder has left, lock the door, check on everyone's safety, call 911, call the RGM, DO and/or the Owners, and continue to write down any important information you immediately recall that you might later forget.

**It is the intent of the Company to criminally prosecute all cases where theft is involved.**

# Substance Free Workplace

## ***Alcohol and Drug Use***

The Company is committed to operating a drug-free workplace for all customers and employees. The Company defines the workplace to include all buildings, offices, facilities, grounds, parking lots, places and vehicles owned, leased or managed by the Company, or any site on which the Company is conducting business. This commitment is jeopardized when an employee illegally uses prescription or non-prescription drugs on or off the job; comes to work under their influence; possesses, distributes, or sells drugs in the workplace; abuses alcohol on the job; or reports for work under the influence of alcohol or drugs. Therefore, the Company has established the following Substance Abuse Prevention Policy, which will be implemented to the greatest extent allowed by state and federal law.

The Company policy prohibits all employees from possessing, using, concealing, offering to buy, offering for sale, selling, trading, distributing or being under the influence of any drug (prescription or nonprescription), illegal inhalants, controlled substance (including designer look alike drugs even though not actually controlled by law) or prescription drugs without a valid doctor's prescription while on Company property, in a Company vehicle or on Company business, or off the job where such conduct has any effect whatsoever on the Company or any site where the Company may be conducting business. Consumption of alcoholic beverages is prohibited on Company property or in Company vehicles. Alcohol shall never be on Company property even if not consumed.

It is a violation of Company policy for any employee to report to work under the influence of or impaired by any of the above referenced substances.

Any employee determined to be in violation of any portion of this policy is subject to disciplinary action up to and including termination.

Nothing in this policy precludes the appropriate use of legally prescribed medications.

Any employee of the Company must agree to random drug and alcohol testing at any time. Subject to any limitations imposed by law, a refusal to provide a body substance sample under conditions described above may result in disciplinary action, up to and including termination.

***NOTE: Any current employee who is involved in a work related accident while on duty, whether on or off the Company's property, will be required to provide a body substance sample. If alcohol or drugs are found, worker's compensation will not be paid, and this will result in disciplinary action, up to and including termination.***

The Company encourages employees who have a problem with substance abuse to seek help. Each employee shares responsibility for maintaining a safe work environment, and co-workers should encourage anyone who has an issue with substance abuse of any kind to seek help.

The goal of this policy is to balance our respect for individuals with the need to maintain a safe, productive, and drug-free environment. The intent of this policy is to offer a helping hand to those who need it, while sending a clear message that the illegal use of drugs and the abuse of alcohol are incompatible with employment at the Company.

## **General Procedures**

Any employee who reports to work visibly impaired will be deemed unable to perform required duties and will not be allowed to work.

If possible, the employee's supervisor will first seek the opinion of the next level of management to confirm the employee's status.

The supervisor will consult confidentially with the employee to determine the cause of the observation, including whether substance abuse is a factor. If, in the opinion of the supervisor, the employee is considered impaired, the employee will be sent home or to a medical facility by taxi or other safe transportation alternative, depending on the determination of the observed impairment, and accompanied by the supervisor or another employee if necessary. A drug or alcohol test may be administered.

## **Important Information for Employees**

When an employee submits to a drug and/or alcohol test, he/she will receive a form by the specimen collector that contains a list of common medications and substances that may alter or affect the outcome of a drug or alcohol test. This form will also have a space for the donor to provide any information that he/she considers relevant to the test, including the identification of current or recently used prescription or non-prescription medication or other relevant information. The information form should be kept by the employee for his/her personal use. If the employee has a positive confirmed test result, a medical review officer will attempt to contact the employee in order to privately discuss the findings with that person. The employee should keep the form as a "reminder" to discuss this information at that time. The medical review officer will take this information into account when interpreting any positive confirmed test results. The information provided is confidential and will not be given to the Company. Employees have the right to consult with a medical review officer for technical information regarding prescription and non-prescription medication.

Testing for employees will include a urinalysis screen for illegal substances including, but not limited to, the following:

- Alcohol (note that liquid medications may contain ethyl alcohol (ethanol); be sure to read the label for contents)
- Amphetamines (speed, uppers, etc.)
- Cannabinoids (THC, marijuana, hashish, etc..)
- Cocaine (coke, crack, etc.)
- Methamphetamines
- Opiates (narcotics, heroin, codeine, morphine, etc.)
- Phencyclidine (PCP, angel dust)

This policy does not create any contractual rights and should not be construed as a contract between the employee and the Company.

## **Alcohol Testing**

The consumption or possession of alcoholic beverages on Company premises or in a Company vehicle is prohibited. An employee shall be determined as "under the influence of alcohol" if their alcohol concentration is equal to or greater than .04, or the employee exhibits actions, appearance, speech or bodily odors that reasonably cause a supervisor to conclude that the individual is impaired because of alcohol use and is subject to discipline up to and including termination.

## ***Drug Testing***

The Company has adopted testing practices to identify employees who illegally use drugs on or off the job, or who abuse alcohol on the job. Where allowed by law, it shall be a condition of employment for all employees to submit to substance abuse testing under the following circumstances:

- When there is reasonable suspicion that an employee is illegally using drugs or abusing alcohol. Reasonable suspicion is based on a belief that an employee is using or has used drugs or alcohol in violation of Company policy drawn from specific facts and reasonable inferences drawn from those facts in light of experience. Among other things, such facts and inferences may be based upon, but not limited to, the following:
  1. Observable phenomena while at work, such as direct observation of substance abuse or of the physical symptoms or manifestations of being impaired due to substance abuse
  2. Abnormal conduct or erratic behavior while at work or a significant deterioration in work performance
  3. A report of substance abuse provided by a reliable and credible source
  4. Evidence that an individual has tampered with any substance abuse test during his or her employment with the Company
  5. Evidence that an employee has used, possessed, sold, solicited, or transferred drugs while working or while on the Company's premises, or while operating the Company's machinery, equipment or vehicle
  
- When an employee has caused or contributed to an on-the-job injury that has resulted in loss of work time, meaning any period of time during which an employee stops performing the normal duties of employment and leaves the place of employment to seek care from a licensed medical provider. The Company is required by the workers compensation insurance company to send employees for a substance abuse test if they are involved in any type of on-the-job accident, whether or not damage to Company property occurs.
- As part of a follow-up program to treatment for drug or alcohol abuse.
- Routine fitness-for-duty drug or alcohol testing. The Company will require an employee to submit to a drug or alcohol test if the test is conducted as part of a routinely scheduled employee fitness-for-duty medical examination where the examinations are required by law or regulation; are part of the Company's established policy; or one that is scheduled routinely for all members of an employment classification group.
- Required group testing. The Company may require an entire location to undergo substance abuse testing where it is deemed necessary or advisable by the Company.
- Random testing where allowed by law may also be conducted.

### ***Opportunity to Contest or Explain Test Results***

Employees who have a positive confirmed drug or alcohol test result may explain or contest the result within 10 working days after receiving notification of the test result. If an employee's explanation or challenge is unsatisfactory, the employee may contest the test result at his/her own expense.

The confidentiality of any information received by the Company through a substance abuse testing program shall be maintained, except as otherwise provided by law.

### ***Refusal to Cooperate***

An employee is deemed to have refused to cooperate if he/she obstructs the collection or testing process; submits an altered or substitute sample; fails to show up for a scheduled test; refuses to complete the requested drug testing forms; or fails to promptly provide specimen(s) for testing when directed to do so without a valid medical basis, and is subject to discipline up to and including termination.

# SEXUAL HARASSMENT

## ***Sexual Harassment Policy Statement***

The Company is committed to maintaining a work environment free of all forms of sexual harassment and will not tolerate any employee (including any Owner, DO, RGM, Assistant RGM, Assistant Manager, Shift Supervisor or team member) sexually harassing any other employee, customer or vendor. Every employee must obey this Sexual Harassment Policy and each employee is also responsible for making sure that it is observed by every other employee (whether a supervisor or co-worker) as well as vendors and customers.

## ***What is Sexual Harassment***

Sexual harassment is **unwelcome sexual advances, or other unwelcome verbal, physical or visual** (gestures, graffiti, pictures, etc.) **sexual conduct**. Sexual harassment can occur between employees, as well as between an employee and a customer or vendor. Some examples of sexual harassment include, but are not limited to, the following:

- Unwelcome comments (about sexual parts of the body,) gestures (that signify sex acts,) kidding and jokes (about sex) innuendo (saying one thing but meaning something sexual,) physical contact (patting, pinching or brushing against,) or other conduct of a sexual nature.
- Demands or pressure for sexual favors or activity.
- Promises or suggestions that you will get special treatment in return for sexual favors or activity.
- Threats or suggestions of unfavorable treatment for refusing to grant sexual favors or activity.
- Acts of a sexual nature which you are blackmailed or threatened into performing or done to you by force.

## ***What Should You Do About Sexual Harassment***

If you believe that you are a victim of sexual harassment or if you are a witness to sexual harassment of another, tell the harasser that his/her conduct is offensive and to stop immediately (if you feel comfortable confronting the harasser.)

Report the incident immediately to your RGM. If you can't report the incident to your RGM, then immediately call your DO or Bill Byrd or David Barr. Bill Byrd can be reached at 770-578-8749, extension 7, and David Barr can be reached at 770-384-1000.

## ***What The Company Will Do About Sexual Harassment***

If you notify any RGM of sexual harassment by another team member, he/she will notify the DO and an Owner, and promptly investigate, treating the matter as confidentially as possible. If an RGM was involved in suspected sexual harassment, the DO and an Owner will investigate the matter. The Company takes each report of sexual harassment seriously, and if investigation confirms sexual harassment has occurred, disciplinary action will be taken, up to and including termination of employment. The Company forbids retaliation, and anyone taking any action against you (for reporting harassment or being a witness in a sexual harassment investigation) will receive disciplinary action, up to and including termination. Disciplinary action will also be taken against any employee who does not promptly investigate and take appropriate action when they get a complaint of sexual harassment.

# AMERICANS WITH DISABILITIES ACT

## ***Nondiscrimination Against and Accommodation of Individuals with Disabilities***

The Company complies with the Americans with Disabilities Act (“ADA”), the ADA Amendments Act (“ADAAA”), and all applicable state and local laws providing for nondiscrimination in employment against qualified individuals with disabilities. The Company also provides reasonable accommodation for such individuals in accordance with these laws. It is the Company’s policy, without limitation, to:

- Ensure that qualified individuals with disabilities are treated in a nondiscriminatory manner in the pre-employment process and that employees with disabilities are treated in a nondiscriminatory manner in all terms, conditions, and privileges of employment.
- Keep all medically related information confidential in accordance with the requirements of ADA, ADAAA, and HIPAA and to retain such information in separate confidential files.
- Provide applicants and employees with disabilities with reasonable accommodation, except where such an accommodation would create an undue hardship to the Company.
- Notify individuals with disabilities that the Company provides reasonable accommodation to qualified individuals with disabilities by including the policy in the Company’s employee handbook and by posting the Equal Employment Opportunity Commission’s poster regarding the prohibition of discrimination against individuals with disabilities and other protected groups conspicuously throughout the Company’s facilities.

Procedure for Requesting an Accommodation:

- Qualified store-level individuals with disabilities may make a written request for reasonable accommodation to the RGM.
- Upon receipt of an accommodation request, the RGM will meet with the requesting individual to discuss and identify precise limitations resulting from the disability, as well as any potential accommodation that can be made to overcome those limitations based on labor hours available and the ability to perform the duties of the position.
- The RGM, in conjunction with appropriate above store management representatives identified as having a need to know, such as a DO, will determine the feasibility of the requested accommodation. In making this determination, various factors will be considered, including, but not limited to, the nature and cost of the accommodation, the availability of tax credits and deductions, outside funding, the facility’s overall financial resources and staff level, and the accommodation’s impact on the operation of the facility, including its impact on the ability of other employees to perform their duties and on the facility’s ability to conduct business.
- The RGM will advise the employee of the Company’s decision on the accommodation request and, if granted, how the accommodation will be implemented.

# WHEN YOU HAVE CONCERNS

## ***Employee Grievance Procedure***

Our Company realizes that our success is totally dependent upon the efforts and positive attitude of all of our employees. We would like each employee in our restaurants to be treated honestly and fairly. Therefore, one of the most important tasks of management is to ensure that communication channels are open and readily available to all employees who have questions, comments, or concerns regarding their employment.

Our Company has a formal Concern/Dispute Resolution process. If you have problems, concerns or feedback about any work related policies, procedures or action, please know that we have an open door regarding employee issues. We ask that you follow this outline:

- Talk to your RGM and clearly state the concern and your desired solution.
- Not satisfied? Contact your DO, preferably in writing, to arrange a meeting to discuss your concerns and desired solution.
- If you are still not satisfied, contact either of the Owners of the Company, preferably in writing, and ask for a meeting to explain your concerns. Bill Byrd can be reached at 770-578-8749, extension 7, and David Barr can be reached at 770-384-1000.

You may skip any step in this process and go to the next level of responsibility if you are uncomfortable or are not receiving a response to your concern.

Retaliation for reporting concerns, problems or for providing feedback is not permitted and will be thoroughly investigated. Persons found guilty of retaliation will be disciplined, up to and including termination.

## ***Employee Awareness Hotline***

The Company commits to provide its employees with a safe and harassment-free working environment. If you become aware of any action that is illegal, improper, unethical, or harassing, you should call the DO for your store, Bill Byrd and/or David Barr. Bill Byrd can be reached at 770-578-8749, extension 7, and David Barr can be reached at 770-384-1000.

Alternatively, you may call the Company's Employee Hotline voice mailbox number at 1-770-578-8749 – extension 305. This voice mailbox is monitored by the Owners. Employees can leave information anonymously, or leave a name and contact number to be contacted by one of the Owners. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed on a need-to-know basis. In addition, another reporting method is 1-800-CALLKFC. A trained operator is available at this 800 # 24 hours a day, 7 days a week to receive your information concerning incidents or issues. No electronic recording of your call will be made and you do not have to give your name. Do not hesitate to use either hotline if you feel that you would like to report an activity and remain anonymous.

# Should You Decide to Leave Us

Your decision to leave the Company of your own accord is called a voluntary termination. Under some circumstances, you may be asked or instructed to leave, and this is called an involuntary termination. Upon resignation or termination, all Company property in your possession must be returned. Every employee is reminded that employment with the Company is at will and either the Company or the employee can terminate the relationship at any time for any reason or no reason. In addition, violation of certain Company policies or practices may warrant immediate termination.

**Voluntary termination:** If for any reason you plan to resign, please talk it over with your supervisor before making a final decision. The talk may be helpful to you both; many problems can be resolved through that discussion. If you still decide to leave, submit written notice of your resignation. You are asked to give two weeks' notice prior to the effective date of resignation. Resignations may be typed or hand written, with reason for leaving, showing your last day of work and your signature. All resignations will be turned in immediately to your supervisor.

The Company may permit you to continue employment during the two-week notice period or accept the resignation immediately. Terminated employees will receive payment for all time worked less any authorized deduction for amounts owed to the Company. Unused PTO is forfeited. Depending on the circumstances, employees who resign in good standing may be rehired if a suitable vacancy exists. All individuals requesting rehire must be approved by an Owner.

If you fail to return from an approved leave of absence on the agreed date, you are considered to have voluntarily terminated your employment.

**Involuntary termination:** Management at each level is responsible for notifying their supervisor of any offense that may warrant immediate discharge. If the Company ever finds it necessary to terminate you, you will be informed by your immediate supervisor. Violating the policies in this handbook, including the following rules, may, depending on the seriousness of the offense and all pertinent facts and the Company's discretion, result in disciplinary action, including a verbal or written warning, suspension or immediate discharge. Although it is not possible to provide an exhaustive list of all types of impermissible conduct and performance, the following are some examples, as well as other situations as may apply:

- Unsatisfactory job performance and carelessness or negligence when performing duties
- No effort on the employee's part to correct problems
- Insubordination to management
- Fighting or provoking a fight on Company time or premises (whether real or in jest)
- Insubordination to persons with authority, including refusal to do assigned work or refusal to perform work in the manner described by a supervisor
- Possession of alcohol or any unlawful drug while on duty or while on Company premises, or reporting to work under the influence of alcohol or any unlawful drug.
- Bringing or possession of firearms, weapons, or any other hazardous or dangerous devices on Company property at any time is grounds for termination
- Gambling on Company property
- Possessing, using, selling, or being under the influence of illegal drugs at any time on or off duty
- Being convicted of or pleading guilty or no contest to a felony, any charge involving theft, dishonesty or moral turpitude, or any charge that could harm the Company's reputation with the general public
- Violating any federal, state, or local laws
- Failure to comply with, or disregard of, any safety rule or safety procedure
- Frequent or excessive tardiness or absence from work
- Falsifying or destroying any time keeping record, punching another employee's time card

- Leaving Company premises or your job during working hours without notifying your supervisor and obtaining permission
- Horseplay and any other action that endangers others, Company property or disrupts work
- Smoking anywhere on Company premises or in view from Company premises
- Harassing, threatening, or coercing any other employee
- Engaging in a closer than normal relationship with a subordinate
- Failure to abide by set standards for break and meal periods, and working unauthorized overtime
- Failure to follow closing guidelines which include staying open through posted hours of operation of the store location
- Theft or inappropriate removal from Company premises of property that belongs to the Company, another employee, a customer or visitor
- Refusing to cooperate with a request by management to examine personal possessions brought onto Company property
- Refusing to undergo random drug or alcohol testing
- Refusing to undergo drug or alcohol testing at the time of an accident
- Improper or illegal manipulation of Company money, merchandise or property
- Failure to secure or protect Company funds or property
- Obtaining employment based on false or misleading information, or falsifying information in or making material omissions in any documents or record, providing false or misleading financial information, expense reports or other Company records
- Destruction or damage to Company property, supplies, or the property of another employee.
- Doing personal work on Company time and premises
- Receiving or making unapproved personal phone calls or making or receiving long distance calls at Company expense
- Use of personal cell phone while on duty
- No current employee, out of uniform, not working OR former employee will be allowed to access the kitchen or office area, of any location
- Loaning or duplicating Company keys
- Failure to report or the covering up of mistakes or faulty work or reporting false information for personal gain
- Misusing or obtaining materials or services on fraudulent orders
- Sleeping, loafing, being out of work area or leaving the premises without authorized Company reasons
- Conduct or behavior which, in the judgment of management, is not in the best interest of the Company

## ***Reinstatement***

It is the policy of the Company not to rehire a former employee at the same or a different store location without prior approval from the Owners. Decisions to rehire a former employee at any of our Company locations will depend upon the conditions with which an employee left the Company.

## ***In Conclusion***

***If you have any questions about anything you have read in this handbook, please ask for clarification from your RGM or immediate supervisor. Remember that you are responsible for staying up to date on any changes in these policies or procedures. The latest version of the handbook is always available at [pmtd.com](http://pmtd.com). We are looking forward to working with you and welcome you to our team!***

***Remember, there's a difference between interest and commitment. When you're interested in doing something, you do it only when it's convenient. When you're committed to something, you accept no excuses, only results.***

***Welcome!***