

**K-Mac Enterprises, Inc.**  
**Team**  
**Handbook**



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## About this Handbook

This handbook has important information about your job at K-Mac Enterprises, Inc. a franchisee of Taco Bell. Please read it soon after you get it. Keep it while you work at K-Mac. Read it when you have questions. Use the Table of Contents to help you find what you want.

After reading the handbook, ask your Manager to explain anything you do not understand. If you still have questions, feel free to contact K-Mac's Human Resource Director at 479-646-2053.

## Notice to Employees

This handbook supersedes all previous versions of any handbook covering Team Members. K-Mac reserves the right to amend, revoke, or otherwise modify the contents of this handbook at any time with or without notice. This handbook is not a contract, and the guidelines and information it contains are for general direction only. K-Mac employees are at will employees, which means, that either you or K-Mac may terminate the employment at any time, for any reason or for no reason. Therefore, you should understand that this handbook, the guidelines and information it contains are not intended to and do not create any rights, contractual or otherwise, between K-Mac and you and should not be understood as constituting a commitment to you that the guidelines will be followed in every case. No representative of K-Mac, other than the Chief Operations Officer or Human Resource Director has the authority to change this handbook or guidelines.

## Welcome to the Team!

You are important to us as a new employee and you're especially important to our customers. Every customer who comes – expects 101% customer satisfaction! That means you should:

- ✓ Make and serve hot, great-tasting meals
- ✓ Get the order fast and right
- ✓ Make sure the restaurant is clean
- ✓ Do it all with a smile!

But we promise to give a little more than customers expect. So, to give 101% just do a little extra, like:

- ✓ Ask customers how the food is when you walk through the lobby
- ✓ Thank them if they say the food is good. Fix the problem if they say it isn't
- ✓ Offer to carry a tray when a customer's hands are full
- ✓ Hand extra napkins to a customer with a small child

It's as simple as giving customers a reason to come back.

Our founder, Glen Bell, knew this years ago. He offered great food and great service to every customer every day. That's what we need to do too.

With your smile and passion for doing things right, you'll help make Taco Bell everything our customers want us to be.

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## Training

### ***Getting the Training You Need***

Our goal is to help you learn the skills you need to do well at Taco Bell. Here are some things you should know about training:

- You will be paid while you are in training
- We'll show you how to do things step-by step. Then you'll get to practice.

If you have questions about training, feel free to ask your Manager.

### ***Promotions***

We try to promote from within when we can – your skills, enthusiasm, and determination have a lot to do with your career at Taco Bell.

- You'll learn about the career advancement program during orientation

### ***Hazardous Communication Program***

The Taco Bell Hazardous Communication program teaches you about handling certain chemical cleaners.

- If you have a problem with any chemicals, check the Safety Data Sheets in the yellow SDS manual in your restaurant.
- You will need to be aware of the location and contents of the SDS Manual. You must sign the SDS manual sign off log.
- Wear goggles and gloves when you use strong chemicals.

## On the Job at Taco Bell

### ***Do's and Don'ts***

Here are some guidelines to help you act your best. If you do not follow these points, there may be corrective action, which could include losing your job. Also, if you break the law, you could be arrested by the police and criminally prosecuted. To find out more about corrective action, see Appendix A.

Do...

- Do your work quickly and do it well
- Follow your schedule. Be on time for work and meetings. Come back from breaks on time
- Be sure to eat, drink, read, and smoke only in areas approved by your Manager
- Follow all safety and security rules
- Follow all cash handling policies and procedures
- Be polite to customers and the people you work with. Don't swear
- Get your Manager's permission before leaving work early
- Always drive safely and carefully
- Do what is recommended in this handbook and other Taco Bell manuals. If you are not sure what to do, ask your Manager

Don't...

- Never talk back to customers. Don't do anything to make them angry
- Do not bring weapons of any type in the restaurant or on company property. This is true even if the law permits you to carry weapons. This includes anything that could be used as a weapon
- Never fight with, threaten, or frighten anyone

## On the Job at Taco Bell

- Taco Bell wants to have a drug-free workplace. Having, using, abusing, selling, or giving out prescription medication or illegal drugs or any other chemical substance is not acceptable.
- Do not report to work under the influence of any drug, alcohol or any chemical substance. Do not abuse or use any drug (except those given to you by a doctor and are safe to use), alcohol, or chemical substance. Do not bring these things to work.
- Do not gamble on company property.
- Do not hang around the restaurant, the parking lot or on other company property when off duty.
- Do not abuse, destroy, or steal things that belong to the company, customers, or other associates.
- Do not falsify, steal, or destroy company records.
- Do not give away or eat food without your manager's permission. Never take unsold food out of the restaurant.
- Do not ask for or take tips from customers.
- Do not sleep or chew gum while on the clock.
- Don't abuse meal discounts and other benefits.

## On the Job at Taco Bell

### ***Appearance – Looking Good***

All Taco Bell restaurant associates should follow our appearance standards. It's important to be proud of the way you look every day. When you look good, Taco Bell looks good.

Your customers want great food and great service. An important part of great service is for you to move quickly, be clean, well-groomed, and dressing in a clean uniform.

- **Move Quickly** – You give quick service when you move quickly
  - You must be able to handle the fast pace of our business
- **Be Clean** – Keep clean always
  - Wash your hands often, always after using the rest room, and prior to handling food
  - You cannot have strong body odor, or wear strong perfumes or colognes
- **Grooming** – Your hair must be neat and clean. Keep it up and off your face and shoulders and under your hat. If a visor is worn, then a hair net must be worn. Hair longer than the base of the neck must be tied up with a hair net.
  - Fingernails must be clean and trimmed. Polish and fake fingernails are permitted but must be covered within the food preparation area.
  - Men need to look clean and shaven. Keep sideburns short and mustaches/goatees clean and neatly trimmed. Beards are ONLY permitted for religious or medial reasons and must be worn with a beard net.

## On the Job at Taco Bell

- **Uniform** – Your uniforms must always be clean and wrinkle-free. Your uniform shirts and hat will be provided at no cost to you.
- Management and Team Members wear Taco Bell approved shirt, pant, belt, apron, jacket, vest, socks and shoes (soft leather or other grease-resistant tops with non-slip soles) and head covering. See standards on Taco Bell Uniform Page.
- Visible undershirts must be clean, long sleeved and solid black.
- Do not wear jewelry in food preparation areas. Jewelry includes watches, bracelets and necklaces.
- Team Members may wear up to two post or stud earrings in each ear no bigger than ¼ inch and plain wedding band on one hand only.
- Team Members and Management may not have visible facial piercing, gauges and ear lobe spacers. Nose rings or studs with locks and backings are ok.
- No facial tattoos permitted or any references to profanity, gang association, sexual or other offensive content.
- Wear only the correct Taco Bell hat.
- Do not wear sunglasses in the restaurant while working. You need a doctor's note for medical exceptions.
- DO NOT wear items that hang out of uniform pockets (key chains, wallet chains, lanyards, pens, cell phones, knives, etc.). Managers can have a pen and keys hanging from belt loop.
- Cell phones, or any type of personal entertainment devices must not be visible to the public while at work.

If you don't meet appearance standards, you will not be allowed to work until the problem is fixed. If it is not, fixed, there will be corrective action, which could include losing your job.

## On the Job at Taco Bell

### *Being Late or Missing Work*

We understand that you will sometimes be late or absent from work. If you are late or absent too often, there will be corrective action, which could include losing your job.

If you are going to be absent or late, let the Manager on duty know at least 3 hours before your shift starts. If there is an emergency, let your Manager know right away. If you miss a shift without your Manager's approval, there will be corrective action. If you miss work two times in a row without your Manager's approval, the company will treat that as though you have quit your job at Taco Bell.

### *Cash Handling*

Here is what to do when you are assigned to work a cash register:

- Count your cash drawer before and after your shift. You are responsible for your cash drawer and its contents.
- Don't let other people use the register
- Keep the cash register drawer closed, except when making change.
- Ring each sale separately. Close the drawer after each transaction.
- Ring each sale right away. Never put money aside to be rung up later.
- Do not make change for yourself. Ask your Manger to do it for you.
- Go to the Manager when you need to do refunds or discounts. The Manager must always approve refunds. You are not authorized to use a manager's code or keys for this process.
- Never cash paychecks or personal checks at the restaurant.
- Your store will not accept personal checks from customers unless authorized by the District Coach. Where authorized, the check must be for the exact purchase amount and must include the following verified information; current physical address, driver's license number, state of issue, expiration date, home and work phone numbers.

If you do not follow these procedures, or your cash drawer is seriously over or short too often, there will be corrective action, which could include losing your job.

## **On the Job at Taco Bell**

### *K-Mac Credit/Debit Card Acceptance Policy*

This policy applies to all store employees including Managers, Assistant Managers, Shift Managers, Hourly Team Members and District Coaches.

All credit card numbers that appear on receipts / reports are required to be truncated. Both the customer's copy and the store's copy of the credit card receipt must be truncated. If you notice that any receipts have the customer's full account number, you must notify the Help Desk immediately to have the full number removed (877-646-8148). It is against the law to copy or electronically record any data from the customer's credit / debit card for any reason. All credit / debit card receipts must be placed in the register after the transaction. The Manager in Charge (MIC), will then place these receipts in a secure location, either in the office or in the safe, and send them to the office in the weekly packet. In the event a customer leaves their credit / debit card at the store it is to be turned in to the MIC. The MIC will store the card in a secure location for 48 hours. If no contact has been made with the customer after this time, the MIC should call the customer service 800 number on the back of the card and follow the directions given for disposal of the card.

Failure to follow the K-Mac Credit / Debit Card Policy may result in termination.

### *Changing Personal Information*

Let your Manager know if any of your personal information changes. This includes your name and address, marital status, and number of dependents. Due to your personal changes, you may want to complete new federal and state income tax forms. In the event you leave Taco Bell, you must provide a current address for final W-2.

## **On the Job at Taco Bell**

### *Company Privacy*

When you work at Taco Bell, you will learn proprietary information relating to the company's products, processes and business plans. You should not share or discuss such information with customers or members of the public.

### *Information Technology*

Do not use information technology, voice mail, computer equipment or any other company property for non-business purposes including, but not limited to sending, receiving, printing, displaying, performing or otherwise disseminating material that may be abusive, obscene, pornographic, defamatory, harassing, grossly offensive, vulgar, threatening or malicious.

## On the Job at Taco Bell

### *Using L.A.S.T.*

Use “L.A.S.T”.: to solve customer problems. Here’s how it works:

- **Listen** – Make sure you understand the customer’s problem
- **Apologize for the problem** – Even if it’s not your fault
  - When you apologize, you should really mean it.
- **Satisfy the customer** – Fix it! With Manager permission, you may:
  - Replace the item or order as a way of saying that we’re sorry
  - Do something extra!
    - \*\* Offer your customer a coupon. The customer will try us again – and we’ll get it right next time!
    - \*\* Offer a free drink when a customer must wait for an Order
    - \*\* Or offer a free side item
  - If a customer has an expired coupon, take it anyway
  - If you aren’t sure ask your Manager exactly what you should do
- **Thank your customer and apologize again.**
  - This lets customers know we value their business – and the chance to make things better

#### REMEMBER:

- No one is perfect all the time
- L.A.S.T. helps you solve problems in a quick and friendly way.

## On the Job at Taco Bell

### *In a Friendly Manner*

Be friendly to customers and co-workers. It’s good for business, and it makes Taco Bell a better place to work. Here are some things you can do to make this happen:

- Do more than the customer expects. “Wow” the customer.
- Let customers know you appreciate their business.
  - Your words must tell them
  - Your actions must show them
- Never be rude to a customer.

### *What is Rudeness?*

We’ve listed some ways people are rude. This list is not complete, but it covers the main points.

- Rudeness is:
  - Swearing or talking dirty
  - Shouting or yelling.
  - Throwing or grabbing things from anyone
  - Acting angry
  - Making a co-worker or customer feel unwelcome
  - Ignoring a customer on purpose

Your manager can decide if your behavior is rude. If you are rude, there will be corrective action, which could include losing your job.

We use corrective action because we don’t want associates to be rude. It just doesn’t belong in our restaurants. If you see your Manger ignoring rude behavior, call the K-Mac office and speak to the District Coach.



## **On the Job at Taco Bell**

### ***Equal Employment Opportunity***

Taco Bell is committed to providing equal opportunity to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, pregnancy and childbirth, gender identity, sexual orientation, military service or status, marital status, ancestry, genetic information, creed, citizenship, or any other characteristic protected by applicable federal, state and local laws. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, transfer, compensation, benefits, and training.

We believe that each employee deserves to be treated with respect at all times. We are an equal opportunity employer. In keeping with this belief, all persons will be considered for employment, promotions, or any other change in terms and conditions of employment based on their merit, ability and potential.

In order to properly address any alleged violations of this policy, Taco Bell management must be aware of any alleged violations. Any employee who believes that he or she has been subjected to or has witnessed any discrimination should immediately report such conduct to the District Coach or the HR Department at 479-646-2053. Upon receipt of the report, Taco Bell will promptly investigate the matter and take appropriate action to the extent necessary. Reports will be kept confidential to the extent practicable. If Taco Bell determines that an employee has engaged in prohibited conduct, appropriate disciplinary action will be taken against the offending employee, up to and including termination of employment.

Taco Bell will not tolerate any discrimination or retaliation against an employee who makes a good faith report of discrimination or otherwise engages in protected conduct.

### ***Anti-Retaliation Policy***

Employees can raise concerns and make reports without fear of reprisal or retaliation. No one will be retaliated against for reporting harassing or discriminatory conduct. Taco Bell strictly prohibits discrimination against any employee because he or she has opposed any unlawful employment practices or because he or she has made a charge, testified, assisted, or participated in any manner in an investigation, proceeding or hearing regarding such alleged practices. Employees should promptly report any incident of retaliation to the District Coach or the HR Department at 479-646-2053.

All reports of retaliation will be maintained in confidence to the extent practicable. Taco Bell will promptly conduct a thorough and unbiased investigation of all reports to the extent necessary. Anyone engaging in retaliation will be subject to disciplinary action up to and including immediate termination of employment.

### ***Non-Discrimination Against and Accommodation of Individuals with Disabilities***

Taco Bell complies with the Americans with Disabilities Act (“ADA”) and all other applicable federal, state and local laws providing for non-discrimination in employment against qualified individuals with disabilities. Taco Bell also provides reasonable accommodations for such individuals in accordance with state and federal law. It is Taco Bell’s policy to:

1. Ensure that qualified individuals with disabilities are treated in a non-discriminatory manner in the pre-employment process and in all terms, conditions and privileges of employment;
2. Inquire as to an employee or applicant’s medical condition and/or require medical examinations only as allowed by the ADA and other applicable laws;

## **On the Job at Taco Bell**

### ***Non-Discrimination Against and Accommodation of Individuals with Disabilities (continued)***

3. Keep all medical-related information confidential in accordance with the requirements of the ADA and any other applicable laws and retain such information in separate confidential files; and
4. Provide reasonable accommodations to qualified applicants and employees with disabilities in accordance with the ADA and other applicable laws.

### ***Procedure for Requesting Accommodations***

Qualified individuals with disabilities may make a request for reasonable accommodations to Taco Bell's District Coach or the HR Department at 479-646-2053. On receipt of an accommodation request, a Taco Bell representative will communicate with the requesting individual to discuss and identify the precise limitations resulting from the disability and the potential accommodations that might be necessary to overcome those limitations.

## **Code of Ethics**

It is the policy of K-MAC Enterprises, Inc. to maintain the highest level of professional and ethical standards in the conduct of its business affairs. K-MAC places the highest importance upon its reputation for honesty, integrity and high ethical standards. These standards can only be attained and maintained through the actions and conduct of all personnel in K-MAC. It is the obligation of K-MAC employees to conduct themselves

## ***Code of Ethics***

in a manner to ensure the maintenance of these standards. Such actions and conduct will be important factors in evaluating an employee's judgment and competence, and an important element in the evaluation of an employee for promotion. Correspondingly, insensitivity to or disregard for the principles of this Code of Ethics will be grounds for appropriate disciplinary actions. The Code of Ethics govern the items listed below, as well as other subjects included in the K-MAC's full Compliance Policy.

### ***Bribery***

Bribery is a form of corruption. Bribery involves paying money or offering, promising or giving a benefit to someone in business or government in order to obtain an improper advantage. Bribery is prohibited by law, making it a criminal offence for any person or company to offer a bribe to a government official or other persons, or for an official or other such persons to receive a bribe. You must never solicit, accept or offer either directly or indirectly, gratuities, bribes or kickbacks of any kind. This includes money, loans, special privileges, personal favors, benefits or services.

Exchanging modest gifts and entertainment\* is a common practice that can create goodwill and establish trust in relationships with counterparties and business partners. However, all gifts and entertainment should be consistent with the business customs and practices of the place where they are offered or received. Moreover, you should not give or accept gifts or entertainment from counterparties or individuals dealing with K-MAC if they could influence a business decision or be considered extravagant or unduly frequent. This is especially important if the counterparty or individual concerned is soliciting business or information from K-MAC or if K-MAC is soliciting business or information from the counterparty or individual.

## **On the Job at Taco Bell**

### ***Code of Ethics***

\*The term “entertainment” includes, for example, meals, charitable and sporting events, parties, plays and concerts. Any entertainment offered or accepted should be a reasonable extension of a business relationship. Generally, substantial gifts or favors are defined as having a value of \$250 or more and should be reported to the CFO.

### ***Money Laundering***

Money laundering is the criminal practice of filtering ill-gotten gains or “dirty” money through a series of transactions, so that the funds are “cleaned” to look like proceeds from legal activities or the movement of funds to promote certain wrongful activity. Money laundering is driven by criminal activities and conceals the true source, ownership, or use of funds. Money laundering of any kind is illegal and must be reported.

### ***Employee’s Responsibility***

Employees are responsible for promptly advising the Compliance Officers of any violation, or suspected violation of these guidelines or applicable laws or regulations on conflicts of interest, proprietary information, or gift giving and receiving, or any violation or suspected violation of any other company policy. Once an employee has made a report the employee still has an obligation to update the report as new information comes into his/her possession. Violations of this policy are subject to disciplinary action, up to and including termination of employment and, if applicable, legal action.

### ***Non-Retaliation***

The company protects those employees from retaliation who in good faith report possible inappropriate, unprofessional, illegal or unethical actions. Any employee who believes they have been retaliated against in

## **On the Job at Taco Bell**

### ***Code of Ethics***

violation of this policy should notify the Compliance Officers immediately. Individuals who engage in any retaliation in contravention of this policy are subject to disciplinary action in accordance with the Company’s policy. Under no circumstances shall the reporting of any such information or possible impropriety serve as a basis for any retaliatory actions to be taken against any employee making the report.

### ***Compliance Officers***

K-MAC has established Compliance Officers to oversee and implement the Code of Ethics. If you have any questions related to the matters discussed, you can contact the Compliance Officers Matthew Parry or Jason Miller. The above Compliance Summary is not intended to be all-inclusive of the full K-MAC Compliance Policy. The full policy is available upon request. Please contact one of the Compliance Officers for the full policy.

## **On the Job at Taco Bell**

### ***Employment of Relatives, Spouses, and Persons in Close Personal Relationships***

We prefer not to have relatives working together in a direct or indirect reporting relationship. The same is true for associates who are dating, are married, or have a close personal relationship. All associates must tell us if they are involved in a close personal relationship.

If possible, we will transfer one person in such a relationship so he or she does not supervise the other. We do this so there is no chance of special treatment or other problems.

### ***Equipment Restrictions***

To meet Federal Child Labor Regulations, persons under the age of 18 must not do the following:

- Operate a motor vehicle for company business or work as driver helpers.
- Clean, operate, or maintain the Hobart food chopper.

### ***Flyers and Handouts***

Do not hand out leaflets, papers or other non-Taco Bell materials in the restaurant without permission. Only the Corporate Office can give you permission.

## **On the Job at Taco Bell**

### ***Honesty***

We know that most of our associates are honest. That's a good thing, because we will not put up with dishonesty. A dishonest associate cheat everyone; the customers, other associates and Taco Bell.

If you do not follow company cash handling and security procedures, there will be corrective action, which could include losing your job. If you break the law, you could also be arrested by the police and criminally prosecuted.

Team Members may be asked to take a polygraph test in the event K-Mac suffers an economic loss, economic injury, or an incident of industrial espionage or industrial sabotage and it is reasonable to suspect your involvement based on your access to the property in question. Please refer to the Employee Polygraph Protection Act (29 U.S.C. 22, 2001 et al, as amended) or the Federal postings in your store for more information, including rights and restrictions under this Act.

### ***Information from headquarters***

The people at K-Mac Headquarters want you to know the latest news. To do this, your restaurant gets newsletters, bulletins and reports.

Your Manager should review these with you to make sure you know what is going on at Taco Bell.

## On the Job at Taco Bell

### ***Legal Papers***

If legal papers are delivered to the restaurant while you are working, tell the Manager on duty. It's the manager's job to receive all such items.

**Legal papers include lawsuits, garnishments, subpoenas, summons, and complaints. Written requests for insurance, safety or associate information are also legal papers. Your Manager must notify the K-Mac office immediately when legal papers come into the restaurant. Not doing this can lead to corrective action.**

### ***Personal Belongings***

We do all we reasonably can to prevent theft. But you are responsible for your own personal property in the restaurant, parking lot, and on all other company property.

For your own protection, do not bring things like jewelry or large amounts of cash to work

### ***Quitting Your Job***

If you decide to quit tell your Manger at least two weeks ahead. If you don't, you may not be allowed to work for Taco Bell again.

Be sure to return anything that belongs to Taco Bell, like your uniform. If you don't you might have to pay for it.

## On the Job at Taco Bell

### ***Safety***

Taco Bell wants to have a safe place for you to work – and safety is an important part of your job. Prevent accidents – follow these safety tips:

- **Burn Prevention**
  - Use caution when stirring or using sauces on the line. They are hot and can burn you. Avoid dropping the ladle in the sauce- this causes splashing.
  - Use extreme caution when working with hot or boiling water. The water and hot water equipment can burn.
  - Always wear heat resistant safety gloves and apron when frying and handling hot food, hot pans, and “boil in bag” products
  
- **Cuts**
  - Use a knife for cutting produce only. Do not use a knife to cut open boxes or soap packages. Use only safety scissors for opening plastic bags. Use only the approved box cutter for cutting boxes.
  - Never put knives in a sink full of water. Wash immediately and put them in their proper location.
  - Always wear the cut resistant safety glove when using a knife. If you are not sure of where gloves are, ask your manager.
  
- **Slip and Falls**
  - Immediately clean spills or things dropped on the floor, so no one slips
  - Use the wet floor sign when mopping
  - Always walk
  - Wear shoes that have low heels and rubber slip resistant soles

## On the Job at Taco Bell

- **Back Injury**
  - Never lift anything that is too heavy for you. Ask for help.
  - When lifting heavy things, bend your legs and keep your back straight. Straighten your legs to lift the object. Always wear the back support when putting stock away, changing sodas, or carrying heavy cases of food or supplies.
- **Miscellaneous**
  - The BC extinguisher is for grease and electrical fires. The ABC extinguisher is for other types of fires
  - Ask your Manager to show you how to use them. Also ask how the Ansul System works.
- Immediately report all injuries to the manager on duty
- A first aid kit is located in the restaurant
- Know the safety points listed in The Answer Book.

## On the Job at Taco Bell

### ***Food Handling Awareness***

#### Personal Hygiene at the Restaurant

There are several steps we take while at work to keep ourselves and our guests healthy. Listed below are some examples:

- Wear a hat to keep your hair out of the food
- Report all illnesses to the Manager on duty (i.e. diarrhea, flu symptoms, Hepatitis A)
- All cuts must be reported to the Manager on duty
  - If the cut is on the hand or finger, a disposable glove must be worn over the Taco Bell Blue Band-Aid. (Your manager will make an effort to assign you away from food production.)
- After any of the following activities wash your hands with hot water using antimicrobial soap. Dry your hands using a paper towel then use hand sanitizer:
  - Touching nose, hair, ears, etc.
  - Blowing nose
  - Sweeping/cleaning
  - Handling money
  - Smoking
  - Dining Room/Lot Check
  - Eating/Drinking
  - Using restroom
  - Coughing
  - Sneezing

Always wash your hands prior to handling/preparing food.

## On the Job at Taco Bell

### *Food Handling Awareness*

#### Proper Hand Washing

- Use hot water
- Moisten hands, use antimicrobial soap and lather up
- Rub hands together 15-20 seconds
- Rinse thoroughly
- Dry hands with paper towel
- Apply hand sanitizing gel, by using a paper towel to dispense the sanitizing gel

### *Security*

The security of our associates, customers and restaurants is very important to all of us. Here's what you can do to help our security.

- Be very careful at restaurant opening and closing. Robberies happen most often at these times. Only park in approved areas.
- **Keep back door locked always**
- Keep all doors locked until you are ready to open
- **Never open the back door after dark**

## On the Job at Taco Bell

### *Security*

- Do not allow anyone in the back of the restaurant without your Manager's OK. Unauthorized personnel, including friends, relatives and off duty team members are not permitted in the restaurant after closing, before opening and when the drive thru is open but the dining room is closed.
- Never close the restaurant alone.
- Never leave the restaurant to stop a disturbance in the parking lot.
- Tell your Manager when you see strange things or suspicious people.
- Know how to use the alarm system.
- Report all criminal incidents to the police. Let your Manager know right away if police or an ambulance responds to a problem in the restaurant or parking lot.
- Complete the "Safety and Security" training in the Taco Bell Learning Zone
- Know the security and robbery points listed in The Answer System.

### *Talking with your Manager*

If you have a question or problem about your work, talk to the Manager. If your Manager cannot answer your questions or help with your problem, he or she may be able to tell you with whom you need to talk.

## **On the Job at Taco Bell**

### ***Team Meetings***

From time to time, your Manager will hold Team Meetings. These meetings will serve to share company policies and procedures, restaurant performance, or to give special thanks to the team. Go to these meetings – they're important. You will be paid for the time you spend in these meetings.

### ***Telephone Calls and Mail***

The telephone is an important part of business. It should only be used for business purposes or personal emergencies. If there is an emergency and you need to use the telephone, ask the Manger on duty.

- Do not have personal mail sent to the restaurant.
- Never charge long distance calls or personal mail to the company.

Some employees of K-MAC Enterprises, Inc. will be issued cell phones and/or other wireless devices. These devices should be used for professional business purposes only. District/Market Coaches are not to text restaurant managers or employees. Restaurant Manager's (including Assistant's and Shift Manager's) personal cell phones should not be used to store company information (i.e. Team Member's phone numbers, email addresses or home addresses). All calls from management personnel to restaurant employees should be made from company provided phones. Managers are not to call, text or email restaurant employees from their personal phones. Any violation of these policies could result in disciplinary action, up to and including termination.

## **On the Job at Taco Bell**

### ***Telephone Calls and Mail***

#### **CELLULAR PHONE USE**

Some employees of K-MAC Enterprises, Inc. will be issued cell phones and/or other wireless devices. These devices should be used for professional business purposes only. District/Market Coaches are not to text restaurant managers or employees. Restaurant Manager's (including Assistant's and Shift Manager's) personal cell phones should not be used to store company information (i.e. Team Member's phone numbers, email addresses or home addresses). All calls from management personnel to restaurant employees should be made from company provided phones. Managers are not to call, text or email restaurant employees from their personal phones. Any violation of these policies could result in disciplinary action, up to and including termination.

#### ***CELL PHONES IN RESTAURANTS***

**Taco Bell restaurants participating in Taco Bell Mobile App** – Salaried Management and hourly employees are allowed to bring personal cell phones, PDA's or other WiFi enabled devices in the restaurant for the sole purpose of demonstrating the Taco Bell Mobile app to our customers and fellow employees. The devices are not to be used for telephoning, receiving calls, texting, emailing, picture taking or sharing, video taking or sharing, game playing or any other use which does not involve educating our customers on the Taco Bell Mobile app.



## On the Job at Taco Bell

### ***DRIVING USING CELL PHONES***

The use of cell phones/PDA's while driving has resulted in numerous accidents and we advise you wait until you have stopped the car prior to using your cell phone/PDA. However, if you choose to use the cell phone while the car is in motion, please use caution and follow these suggestions:

1. Familiarize yourself with every feature and function of your phone, especially placing and receiving calls.
2. Program frequently called numbers into your phone's memory.
3. Use hands free feature only.
4. Make sure your phone is easily accessible, within comfortable reach and as close to your line of vision as possible.
5. Do not text/email while driving. This includes reading, typing or sending text/email messages.
6. Do not use your cell phone in distracting traffic situations.
7. Wait until you stop at a light or pull off the road to dial – or ask your passenger to dial for you.
8. Use caution when you stop to use your phone. Parked callers have been victims of phone theft and other crimes.
9. If you need to make notes, stop the car or use your voice mail.
10. Disconnect your cellular phone if using jumper cables – the power surge could burn out your phone.

**PLEASE NOTE:** Every attempt should be made to not use your cell phone/PDA while your vehicle is in motion. Do not text/email at all while driving. Some jurisdictions even restrict/prohibit the use of cell phones while operating a moving vehicle. It is the responsibility of each driver to be aware of such laws and to operate in accordance with the laws.

## On the Job at Taco Bell

### ***Social Media Standards***

With the popularity of social media ("**Social Media**"), such as YouTube, Instagram, Facebook and Twitter, it's important that you understand how your behavior and participation on Social Media can affect yourself, your job and **K-MAC and Taco Bell**. You are personally responsible for anything you do, say and post on Social Media, even if you do not use your real name. As an employee at a **K-MAC** restaurant, you must follow the social media standards listed below.

#### **STANDARDS**

**DON'T** use any type of camera, video or recording device, including cell phone cameras, in the restaurant. The only exception is for recognition activities or other business uses approved by your District Coach, using company provided equipment.

**DON'T** post or text any of the following:

- Videos or photos of the restaurant or anything that happens in the restaurant.
- Videos, photos or sound recordings that violate workplace policies, including Food Safety Procedures and Anti-Discrimination and Harassment Policy.
- Inappropriate videos or photos that reflect poorly on yourself, your job, K-MAC or the brands we operate, or your community or could harm another person's reputation.
- K-MAC or Taco Bell brand information, including operational standards, job aids, training materials, workplace policies and product specifications.
- Personal information of others, such as name, phone number, address and Social Security number

**DON'T** claim or leave the impression that you are speaking on behalf of Taco Bell, K-MAC or the brands we operate.

## On the Job at Taco Bell

### *Social Media Standards*

**DON'T** use Social Media to complain or report concerns about things that happen in the restaurant. Instead, talk with your Restaurant General Manager or your District Coach.

**DO** make it clear that what you are saying on Social Media is your own opinion.

**DO** think about the possible effects of your post before you create or publish it.

**DO** keep in mind that the franchisors and/or K-MAC monitor online postings and will report **ANY** crimes, including theft, vandalism, health code violations, food tampering / safety issues, to the proper authorities.

**DO** call the K-MAC Corporate office at (800) 722-5022 if someone is videotaping or taking pictures anywhere in your restaurant without permission from your District Manager.

**NOTE:** This does not apply to recognition activities and other approved business uses, with company provided equipment.

•K-MAC/Taco Bell employees must not use Social Media to make statements or to communicate personal non-business information which would violate any of our Handbook Rules or Policies and Procedures. For Example: Sexual Harassment Policy, sexual comments/innuendo, threats of violence, bullying, etc.

#### **REMEMBER:**

- **If you violate any of these Standards, you WILL be:**
  - **Subject to discipline, up to and including termination.**
  - **Subject to criminal charges if you violate any food safety standards or otherwise tamper with any food in the restaurant.**
- **Even when you delete a post, it can be stored online forever.**

## On the Job at Taco Bell

### *Harassment, Including Sexual Harassment*

The purpose of this policy is to promote a work environment free of all forms of discrimination and harassment. Accordingly, all employees, including members of management, are prohibited from any workplace behavior or conduct that is or could be perceived by an employee as intimidating, abusive, hostile, harassing, discriminatory, offensive, embarrassing, demeaning, or degrading. Taco Bell prohibits all forms of harassment in employment based upon an employee's race, color, religion, sex, national origin, age, disability, pregnancy and childbirth, gender identity, sexual orientation, military service or status, marital status, ancestry, genetic information, creed, citizenship or any other legally protected characteristic. Harassment is prohibited between supervisors and managers towards an employee, between employees, between persons of the same sex, or otherwise.

The following examples are not inclusive but serve to illustrate conduct which is prohibited in the workplace by this policy:

- Jokes, taunts, comments posters, pictures, graffiti or cartoons which demean, offend or degrade individuals or categories of individuals because of sex, gender, pregnancy, childbirth or related medical condition, race, ethnicity, color, age, religion, disability, or any other protected characteristic;
- Conversations and comments about sex including but not limited to employees' own sexual activities and experiences and those of other employees;

## **On the Job at Taco Bell**

### ***Harassment, Including Sexual Harassment (continued)***

- Making sexual innuendos in the workplace and/or using language, which is sexually oriented, sexually explicit, sexually suggestive and/or obscene;
- Flirting with other employees, sexual banter, sexual advances or propositions to other employees, even if this conduct was initially welcomed by the other employee, or even if the conduct was initiated by the employee;
- Touching other employees, including but not limited to horseplay, fondling, rubbing, massaging, tickling, or pinching other employees;
- Comments regarding another employee's appearance, body, or anatomy;
- Blocking the movements of any other employee;
- Use of vulgar, obscene, and/or profane language;
- Use of racial, ethnic, sexual or other derogatory epithets, slurs, negative stereotyping, denigrating or hostile language in the workplace;
- Making threats or intimidating other employees;
- The display or possession of sexually suggestive or obscene written materials, objects, pictures, memorabilia, posters, or cartoons;
- Accessing pornographic, sexual, racist, hate or other such sites on company computers;
- Making or threatening reprisals after a negative response to sexual advances;
- Making sexual gestures;
- Conditioning employment benefits on a positive response to sexual advances.

## **On the Job at Taco Bell**

### ***What You Should Do***

It is each employee's responsibility to make Taco Bell aware of discriminatory or harassing conduct. Employees should report harassment before it becomes severe or pervasive or as soon as possible. Every employee shall report each and every observed incident of sexual or other unlawful harassment promptly to the District Coach or the HR Department at 479-646-2053.

### ***What Taco Bell Will Do***

Taco Bell will conduct a prompt, thorough and unbiased investigation of all reports of harassment and other discriminatory conduct to the extent necessary. All reports of harassment will be maintained in confidence to the extent possible. Appropriate corrective action will be instituted, and steps will be taken to prevent further harassment. Every employee engaging in sexual or other unlawful harassment will be subject to immediate and appropriate disciplinary action, up to and including termination of employment.

## Schedule, Pay and Benefits

### ***Paycards/Direct Deposit***

You will be paid every two weeks.

- Employees will be given the option of receiving their pay on a paycard or via direct deposit.
- Ask your Manger what day of the week your pay comes
- If your payday changes, or if there are problems with your pay, your Manager will tell you.
- If you have questions about your pay, ask your Manager.

### ***Payroll Deductions***

The law says that Taco Bell must take certain deductions from your paycheck. This includes federal, state, and social security taxes. Some cities also deduct taxes.

If you qualify for benefits, you may tell Taco Bell to deduct insurance premiums.

### ***Work Schedules***

Your Manager will give you your work schedule. Managers post the schedule as early as they can. They try to keep to the posted schedule. If the restaurant gets busier or slower, however, the Manager may have to change your hours.

- You must know your work schedule. Report to work when you are scheduled
- If you are going to be absent or late, tell the Manager on duty at least 3 hours before your shift starts
- You clock in when you start to work. You clock out when you end your shift.

## Schedule, Pay and Benefits

### ***Work Schedules***

- If you work the last shift, you may not be able to clock out because the store computer is preparing end of day reports.
- When that happens, write down your clock out time. Give it to your Manager to put into the computer. The next time you work, make sure the Manager did this right.
- If you need to trade shifts or days off with a co-worker, get your Manager's approval at least one day before you do this.
- Federal and state laws require you to be paid for all the hours you work.
  - Do not work before you clock in or after you clock out.
  - If you arrive early for your shift, do not clock in until you start work. If your Manager asks you to start early, clock in.
  - If you must stay after your shift for any personal reason, like waiting for a ride, clock out and not do any work. If your Manager asks you to work, clock in again.

### ***Work time and Overtime Pay***

The Wage and Hour Law says you must be paid for the time you work.

- If you work over 40 hours in a work week (7 days), you will be paid overtime. This is 1 ½ times your regular hourly rate
- The law does not allow overtime worked in one week to be carried over into the next week and paid to you as regular time. Call the Human Resource department if you are asked to do this.

## Schedule, Pay and Benefits

### ***Family and Medical Leave (See Appendix B)***

We know sometimes you may need extra time to balance work and family life. Taco Bell's Family and Medical Leave Policy provides you up to 12 weeks (or 26 weeks in the case of Military Caregiver Leave) of unpaid leave in a 12-month period, if you qualify. Leave under this policy can be taken for these reasons:

- To care for your newborn, newly adopted child, or a newly placed foster child.
- To care for a spouse, parent, or child who has a serious health condition.
- If you cannot work at all, or if you cannot do an essential part of your job because of your own serious health condition.
- To respond to a qualifying emergency arising out of your spouse, child, or parent's deployment or call to active duty in any branch of the US military (including the National Guard or Reserves); or
- To care for a spouse, child, parent, or next of kin who is a current member in the US Armed Forces (including the National Guard or Reserves) and is suffering or recovering from a serious injury or illness incurred in the line of duty. Eligible employees are permitted to take up to 26 weeks of leave for this "Military Caregiver Leave."

Your benefits can continue during Family and Medical Leave, but you must keep paying your personal benefit contribution. When you come back from Family and Medical Leave, you will be placed in the same position or an equivalent position. You also will remain eligible for the same benefits as if you had not gone on leave.

See Appendix B to learn more about Taco Bell's Family and Medical Leave Policy.

## Schedule, Pay and Benefits

### ***Leave of Absence***

If you are not available for work for more than 14 calendar days, you will lose your job. This is true unless you are absent for approved vacation, illness, or Family and Medical Leave (see Appendix B for more information).

If you are ill or injured, tell your Manager what keeps you from working. When you return to work, you must give your Manager a doctor's note.

All doctor's notes must state the medical reason for your absence and the dates you were unable to work. You could lose your job if you don't have a doctor's note or if you don't tell your Manager.

**You must quit your job if you wish to take a leave of absence of more than 14 calendar days (other than for approved vacation, illness, or Family and Medical Leave).**

### ***Rest and Meal Periods***

Because of variations in the flow of business activity – busy times and slow times – your Manager may grant a short rest or meal period. You are to remain on the clock and immediately return to your work station should business activity require an interruption of your rest or meal period. Your manager will tell you when and where you can eat, drink, read and smoke.

### ***Meal Benefit***

You will be eligible for a free meal during your shift. The free food cannot be shared with friends or family members and must remain in the restaurant. You must place your order on the customer side of the counter. You and your manager will sign the free meal receipt and staple it to the DSR/DCR for the day. The amount of free food will be limited to \$5.00 or less.

## Schedule, Pay and Benefits

### **Service Date**

- Your service date is the first day you work at Taco Bell. It is used to calculate many benefits such as vacation.
- If you have worked for Taco Bell before, then your service date is your most recent date of hire.

### **Incentive Contests**

Sometimes Taco Bell sponsors special events and contests to increase sales, to promote specials or new menu items, or to improve customer service.

- There might even be awards and prizes you could win. If you do win something, remember you have to pay taxes on it.
- Your Manager will tell you about any special events in your restaurant.

### **Vacation Pay – Shift Manager / Crew Hourly**

If you are a Shift Manager or crew hourly paid employee, you'll be eligible for one week of paid vacation after you have completed ONE year of continuous employment from your service date, two weeks of paid vacation after you have completed TWO years of continuous employment from your service date and three weeks after you have completed TEN years of continuous employment from your service date. You will be paid on the 1st check of the following month of your anniversary month. It will be an average of the last 12 weeks prior to anniversary date.

- 1 year of continuous employment = 1 week of paid vacation
- 2 years of continuous employment = 2 weeks of paid vacation
- 10 years of continuous employment = 3 weeks of paid vacation

Your regular hourly rate      X      The average of the last 12 weeks pay prior to anniversary date

Overtime hours are included, but don't pay time and a half on overtime hours

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## Schedule, Pay and Benefits

### **Vacation Pay – RGM/SAM/AM & KMAC Office**

Vacation pay for restaurant managers (RGM), senior assistant managers (SAM), assistant managers (AM) and KMAC office hourly personnel will be as follows:

- 1 week of vacation after 1 year of service
- 2 weeks of vacation after 2 years of service
- 3 weeks of vacation after 10 years of service

RGMs Only and KMAC salaried office personnel will receive:

- 4 weeks of vacation after 15 years of service

Vacations will be earned only on your anniversary date. If your employment is terminated, there will be no proration of a vacation for the partial year you have worked. (this coincides with the policy of the vacation being earned on the anniversary date.) The District Coach must approve your vacation request before you can take vacation. There are no carryovers on vacations. They must be taken before your anniversary date rolls over.

## Schedule, Pay and Benefits

### **CREW App Policy:**

KMAC has introduced a Phone App (Crew App) to assist with store engagement and communication. This exciting new technology MUST be treated/handled as a Business Only tool; be it communication or postings/chats, all information shared is to be utilized in a Business Manner. No personal information or sharing will be allowed! It should only be used, on a voluntary basis, as a way of recognizing member(s) of the team, sharing/posting weekly schedules, GM posting “open shifts”, etc. All KMAC Cell Phone policies remain in effect for all members of the team while in a KMAC Store.”

## Appendix A: Corrective Action

### ***How Corrective Action Works***

The “Do’s and Don’ts” and other points in this handbook are not a complete list.

- Taco Bell expects you to act properly always. Treat your co-workers and customers right. Show common sense, good business judgment, and obey all laws and regulations
- Any poor behavior can lead to corrective action against you.

Corrective Action may include any one or more of the following:

- A verbal action
- A written action
- Losing your job (Termination)

### ***Critical Violations***

A Critical Violation means you could lose your job right away. Here are examples of some, but not all, Critical Violations:

- Sexual harassment of a co-worker, customer, or third party.
- Failure to take corrective action when sexual harassment is observed or reported
- Threatening, attempting to strike, or striking a co-worker, customer or third party.
- Discrimination against a co-worker, customer or third party.
- Failure to follow equal employment opportunity standards.

## Appendix A: Corrective Action

### *How Corrective Action Works*

- Taking or lending Taco Bell or employee funds or property without permission.
- Possession (without prescription), sale, current use, distribution or being under the influence of any drug, chemical, controlled substance, or alcoholic beverage.

(K-Mac Enterprises, Inc./Taco Bell reserves the right to drug test any associate suspected of sale, distribution, or use of drugs while on duty, post accident, or on a random basis.)

- Possessing or using any firearm or other weapon on or in Taco Bell property. This includes possessing such in a vehicle.
- Releasing any Taco Bell confidential or private information.
- Falsifying, stealing, or destroying Taco Bell documents (including personnel files) and paperwork, or purposely making false statements or misleading a member of Taco Bell management.
- Violating Taco Bell health, security, or safety policies or procedures that cause or could cause the illness or injury of an employee, customer, or third party.
- Violating cash handling procedures, including making a late bank deposit.
- Destroying company property.

## Appendix A: Corrective Action

### *How Corrective Action Works*

- Taking or giving away Taco Bell property, including food and products, without permission.
- Not paying employees for all time worked, falsifying or destroying time records, or misstating the facts about wages or hours.
- Clocking in or clocking out for anyone other than yourself.

**NOTE:** In some cases, Managers, Assistant Managers, and Shift Managers may make legal changes to time records at the Manager's work station.

- Requiring or letting any hourly employee work "off the clock".
- Not following proper procedures for completing the I-9 form.
- Hiring or allowing any minor under sixteen years of age to work.
- Not paying overtime to any hourly employee who works over forty hours in a week.



## Appendix B: Family and Medical Leave

### *How Family & Medical Leave Works*

Taco Bell recognizes that there are certain situations when associates may need extra time to balance their work and family life. This Family and Medical Leave Policy is established in accordance with the Family and Medical Leave Act of 1993 ("FMLA"), as amended. This Family and Medical Leave ("FML" or "Leave") policy provides up to 12 weeks (or 26 weeks in the case of Military Caregiver Leave) of unpaid Leave within a 12 month period for eligible associates who need time off for any of the following purposes:

- To care for your newborn, a newly adopted child, or a newly placed foster child;
- To care for your spouse, parent, or child, who has a serious health condition;
- On account of your inability to work at all or to perform any one essential function of the job due to your own serious health condition;
- To respond to a qualifying emergency arising out of your spouse, child, or parent's deployment or call to active duty in any branch of the US military (including the National Guard or Reserves); or
- To care for a spouse, child, parent, or next of kin who is a current member in the US Armed Forces (including the National Guard or Reserves) and is suffering or recovering from a serious injury or illness incurred in the line of duty. Eligible employees are permitted to take up to 26 weeks of leave for this "Military Caregiver Leave."

You are entitled to have your benefits continued during FML, but you

## Appendix B: Family and Medical Leave

must continue to pay your personal benefit contribution. On return from Leave, you will be restored to the same or an equivalent position. You also will remain eligible for the same benefits as if you had not gone on leave.

**Available Family & Medical Leave** — Your eligibility for Leave will be measured backward from the date your Leave is scheduled to begin. For example, your total eligibility for FML equals the maximum of 12 weeks (or 26 weeks in the case of Military Caregiver Leave) of FML minus the amount of FML taken during the 12 months preceding the date when requested FML begins.

Leave for birth or placement for adoption or foster care must be concluded with 12 months of birth or placement.

**Eligibility** — You are eligible for Leave if you, (a) have at least 12 months of service with Taco Bell, (b) have worked at least 1,250 hours for Taco Bell during the 12 months before the date Leave is to begin, and (c) are employed at a worksite where there are at least 50 Taco Bell associates employed within 75 miles. (For purposes of these eligibility requirements, all employment by K-Mac counts toward the 12-month and 1,250 hour requirements, and all associates employed by K-Mac within 75 miles count toward the 50 employee requirement.)

**Reduced Leave Schedule**—This is a Leave schedule that reduces the associate's usual number of hours per work week or per workday.

**Intermittent Leave** — Intermittent Leave is leave taken in separate periods of time due to a single qualifying reason.

Intermittent and reduced schedule Leaves may be taken whenever Leave is medically necessary because of your serious health condition or that of your spouse, parent, or child. Intermittent and reduced

## Appendix B: Family and Medical Leave

schedule Leaves may also be taken to address qualifying military deployment emergencies and, when medically necessary, for Military Caregiver Leave. However, intermittent or reduced schedule Leave is subject to Taco Bell approval when used after the birth or placement for adoption or foster care of a child.

You must attempt to schedule foreseeable intermittent or reduced schedule Leave so as not to disrupt the operations of the company. You may be transferred to a temporary alternative job (and which carries equivalent pay and benefits for which you are qualified), that better accommodates the intermittent or reduced schedule Leave than your regular job. When unforeseeable intermittent leave is necessary, you must follow the company's normal call-in procedures, absent unusual circumstances.

**Serious Health Condition** — Defined as an illness, injury, impairment, or physical or mental condition involving (1) inpatient care (an overnight stay in a medical facility); (2) continuing treatment by a health care provider (defined as a period of incapacity lasting 3 or more days followed by subsequent medical treatment or period of incapacity relating to the same condition); (3) any incapacity due to pregnancy or prenatal care; (4) incapacity or treatment for a chronic serious condition; (5) a period of incapacity or treatment which is long-term due to a condition for which treatment may not be effective; or (6) an absence for multiple medical treatments.

**Request and Approval** — If you feel you may need FML, please contact both your manager and Human Resources.

You must request FML from Taco Bell at least 30 days in advance of the Leave date when the need for leave is foreseeable. When the need for Leave, or its approximate time, is not foreseeable, you must give Taco Bell notice of the need for the Leave as soon as practicable under the facts and circumstances.

## Appendix B: Family and Medical Leave

You must follow normal call-in procedures and notify the person you would normally notify for an absence. Failure to adhere to normal company call-in procedures can result in discipline, as with any other type of leave.

**Medical Certification** — If FML is requested because of your own or an immediate family member's serious health condition, the company will give you a medical certification form that must be completed by the health care provider and must be provided to Taco Bell within 15 calendar days. If you do not timely provide the completed certification, Leave may be delayed moving forward until the certification form is submitted. Absences counted against you for a late certification will not be reversed absent exceptional circumstances. If you never return the completed form, the FMLA will be denied and the absences will be unprotected. If the Certification form is incomplete or insufficient, you will be given written notification of the information needed and will be given a period of seven (7) days to provide the necessary information. Periodic recertification may also be necessary. Second or third medical opinions may be required at Taco Bell's expense.

The company will also provide a form that must be completed to certify necessary Leave for qualifying military deployment emergencies and Military Caregiver Leave. Those forms must also be completed within 15 calendar days.

Once the company has received the completed forms, the company will advise you whether you have been approved or denied FML and, if possible, will advise how much FML will be used.

## Appendix B: Family and Medical Leave

**Substitution of Available Paid Leave** — You are required to substitute and exhaust all forms of available and applicable paid leave (for example, where applicable, short-term disability benefits, workers compensation benefits, and/or accrued vacation time) before going into an unpaid FML status. When used for FML purposes, paid leave, like unpaid leave, counts toward the maximum of 12 weeks (or 26 weeks in the case of Family Military Caregiver Leave) of FML available to eligible employees.

**Benefits** — During FML, Taco Bell will continue to pay its portion of your healthcare insurance benefit premium (if any) and you must continue to pay your portion of the healthcare premium. If you fail to pay your portion of the healthcare premium, coverage may be lost. If you do not return to work at the end of the FML, you will be required to reimburse Taco Bell for the payments the company made to maintain your healthcare benefits during any unpaid FML Leave period. Benefits other than healthcare insurance will be maintained to the same extent and under the same conditions that those benefits are maintained for other employees on similar forms of leave. While on FML, you will continue to earn credited service for benefits and other purposes. Accrual of other benefits, such as vacation, etc., shall be governed by the terms and conditions of policies covering such benefits.

**Return to Work** — You must contact your manager at least once every 30 days during Leave regarding your status and intent to return to work. Once the reason for your need for Leave ends, you must contact your supervisor to make arrangements to return to work. Taco Bell will try to ensure that your position is available if you report to work at the end of authorized Leave on the next business day, or, if restaurant associate, on the next day on which you are scheduled to work. If your former position is no longer available, an equivalent position will be found for you with equivalent pay, benefits, and other employment terms and conditions.

## Appendix B: Family and Medical Leave

**"Fitness for Duty" Certification** — At the end of leave that was granted because of your own serious health condition, a doctor's certification in a form prescribed by the company must be presented to the company to establish that you are able to return to work.

**Effect on Other Family and Medical Leave Laws** — The Family and Medical Leave Act, on which this Leave policy is based, does not affect any other federal, state, or local law prohibiting discrimination. It also does not supersede any state or local law that provides greater family, medical, or family military leave protections. Neither does it affect any obligation to provide greater leave rights under an employment benefit plan. Certain states and municipalities require employers to provide greater or different forms of job-protected leave than the FMLA. When applicable, Taco Bell complies with all such leave laws. When leave provided under any of these laws is covered under the federal FMLA, it will also count toward your FML entitlement and as FML under this policy. These laws vary by state and municipality, and you should contact Human Resources if you have questions about them.

**NOTE:** This policy is intended to highlight Taco Bell's FML program established in accordance with the federal Family and Medical Leave Act of 1993 (FMLA), as amended, and its regulations. It incorporates the FMLA by reference. This policy is written as clearly as possible with minimal use of technical words and phrases appearing in the law and regulations. It does not, however, include all the terms and conditions of the FMLA. The FMLA remains the final authority on the rights and responsibilities under Taco Bell's FML policy. This policy is not intended to and does not create any contractual or non-contractual employee rights or employer responsibilities beyond those required by the FMLA or any applicable state or local law. Rather, the FMLA (or applicable state or local law) shall govern in all cases. For more information on the FMLA, you can visit the U.S. Department of Labor website, call the Department of Labor's Wage and Hour Division, or visit the nearest Wage and Hour Division Office.

## Important Names and Phone Numbers

The phone number at your Taco Bell restaurant:

\_\_\_\_\_

Your Manager's Name:

\_\_\_\_\_

Your Assistant Manager(s) name(s):

\_\_\_\_\_

\_\_\_\_\_

Your District Coach is:

\_\_\_\_\_ Phone: \_\_\_\_\_

Your Market Coach is:

\_\_\_\_\_ Phone: \_\_\_\_\_

Your Region Coach is:

\_\_\_\_\_ Phone: 479-646-2053

Your Human Resource Representative is:

\_\_\_\_\_ Phone: 479-646-2053

## Please read carefully and sign:

**ACKNOWLEDGEMENT of RECEIPT:** This is to acknowledge that I,

\_\_\_\_\_, (Print your full name) have received a copy of the Taco Bell Team Member Handbook. If I have any questions about the information, procedures or guidelines contained in the Handbook, I will discuss them with my Manger, or I will call the Human Resources department of K-Mac Enterprises, Inc.

\_\_\_\_\_  
Team Member's Signature

\_\_\_\_\_  
Team Member's Social Security Number

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witnessed (Manager on Duty)