



Hamilton Mill
Dacula

TEAM MEMBER HANDBOOK



Property of **R.D.M.J., LLC**
Owned & Operated by Bob Garrett

Effective: December 2025

Chick-fil-A Hamilton Mill

2635 Hamilton Mill Road
Buford, GA 30519
T: (678) 482-6480

Chick-fil-A Dacula

545 Dacula Road
Dacula, GA 30019
T: (678) 377-7777

Table of Contents

Welcome! From our Owner/Operator Bob Garrett	1
S. Truett Cathy and The Chick-fil-A Brand: Background	2
Our Business: Chick-fil-A Hamilton Mill & Chick-fil-A Dacula	2
Commitment to Hospitality	3
Closed on Sundays	4
Handbook Overview	4
At-Will Employment	5
Civility & Equal Employment Opportunity	5
Civility	5
Non-Discrimination	5
Reasonable Accommodation	6
Non-Harassment	7
Non-Retaliation	8
Requests, Concerns, or Complaints	8
The Business' Response to Concerns or Complaints	8
Classifications, Pay Rates, and Work Hours	9
Team Member Pay Classifications	9
Pay Rates	9
Work Hours	10
Overtime Work and Overtime Premium Pay	10
Schedules, Availability, and Requests for Time Off	10
Work Schedules	10
Work Availability	10
Requests for Time Off or Schedule Changes	11
Timekeeping	11
Breaks	13
Lactation Breaks	13
Meal Breaks	13
Benefits	14
Chick-fil-A Remarkable Futures™ College Scholarships	14
College Tuition Benefit – Point University	14
Counseling Services – Enhanced Ability Assist Program	15
Health Insurance Coverage	15
Holidays	15
Paid Time Off	15
Retirement Savings Plan (401k)	16
Team Member Beverage Benefit	16

Team Member Meal Benefit	16
Uniforms	17
Team Member Responsibilities	17
Absenteeism & Tardiness	17
Age-Restricted Tasks & Hours of Work	18
Appearance Standards	19
Cash, Gift Card, and Digital Offer Card (DOC) Accountability.....	19
Cell Phones & Personal Calls	20
Confidentiality.....	20
Conflicts Of Interest	21
Dating and Romantic Relationships	21
Driving and Vehicle Operation	22
Honesty & Falsification of Records	22
Guest Service	22
Keys and Key Cards.....	23
Non-Solicitation and Non-Distribution	23
Searches and Inspections	23
Smoking and Use of Tobacco Products Prohibited	24
Social Media	24
Technology Use (Computers and Other Electronic Devices or Systems)	25
Updating Contact and Personnel Information	26
Disciplinary Actions	26
Time Away from Work.....	27
Family and Medical Leave	27
Family Military Leave	30
Jury Duty and Court Attendance Leave	30
Military and FEMA Reservist Leave and Reinstatement Rights.....	31
Unpaid Leave	31
Voting Leave.....	31
Workplace Safety	32
Drug and Alcohol Policy	32
Workers' Compensation	32
Workplace Safety	33
Workplace Violence	33
Conclusion of Employment	34
Acknowledgments – Team Member Handbook	36

Welcome! From our Owner/Operator Bob Garrett

To our new Team Members, welcome to Chick-fil-A Hamilton Mill and Chick-fil-A Dacula! We are happy you chose to join our Team, and we are excited to have you. We hope this will be the beginning of a great experience and many great relationships for you. To existing Team Members who are receiving an update, thanks for all you do for our business, our Guests, and our communities!

My name is Bob Garrett. I own R.D.M.J., LLC ("RDMJ"). Through RDMJ, I am the franchised Owner/Operator of our Restaurant Businesses at Chick-fil-A Hamilton Mill and Chick-fil-A Dacula. We are part of the Chick-fil-A franchise system. **RDMJ is your employer** here at Chick-fil-A Hamilton Mill and Chick-fil-A Dacula. (Our franchisor, Chick-fil-A, Inc., is not your employer). As a Team Member of RDMJ working at Chick-fil-A Hamilton Mill and Chick-fil-A Dacula, we hope you will enjoy the benefits of being employed by a local business owner while at the same time representing a respected national brand such as Chick-fil-A!

My wife Denise and I were married in May of 1987. We have two children, Megan and Jacob. Megan and her husband Morgan have two daughters, Avery and Rowan.

My Chick-fil-A journey started in 1998 when a long-time friend who was a franchised Restaurant Operator with Chick-fil-A asked me, "Are you happy in your current job and would you ever consider working for Chick-fil-A?" I decided to explore and learn more about Chick-fil-A. Eventually, I started to work on completing an application to become a franchised Operator. The questions I had to answer were not like those in a typical job interview. Instead, the questions focused on me as a person, including things like: What are your dreams, desires, and goals? If money didn't matter, what would you do? This all challenged me to think more broadly about what really matters and encouraged me to dream bigger than ever before.

Together, Denise and I began to pray that God would lead us down the right path, and He was faithful to us. In 2000, I was selected to become an Operator and began operating the business at Chick-fil-A Lilburn in Lilburn, Georgia. In August of 2007, I was selected for an opportunity to relocate and opened our current Chick-fil-A Hamilton Mill location. In December of 2011, I was blessed further when I was selected to become a Multi-Restaurant Operator and opened the Chick-fil-A Restaurant in Dacula. Denise and I have absolutely loved being part of the Hamilton Mill and Dacula communities!

My vision for Chick-fil-A Hamilton Mill and Chick-fil-A Dacula is to have a positive impact on our Guests, the community and each other. I want us to provide "REMARKable" hospitality with genuine care. We try to create work environments where Team Members thrive and grow, whether working with us is a long-term career or an opportunity to be challenged, grow, and prepare to chase other dreams. I hope you will embrace the challenges and the growth opportunities this business can provide. I encourage everyone on our Team to pursue excellence in all we do. As our brand's founder, S. Truett Cathy, often said, "We glorify God when we give our very best. So, let me ask you, why not your best? Why not?" Our leaders and I are here to help you be your best. Let us know how we can help!



Sincerely,

Bob Garrett

Owner/Operator
R.D.M.J., LLC

S. Truett Cathy and The Chick-fil-A Brand: Background

Chick-fil-A was founded by S. Truett Cathy. In 1946, Truett and his brother Ben opened a small Restaurant in Hapeville, Georgia called The Dwarf Grill. Ben died in a plane crash, but Truett continued operating The Dwarf Grill for many years. Truett founded Chick-fil-A, Inc. in the 1960s. Credited with inventing the chicken sandwich, Truett pioneered the notion of operating Restaurants in shopping malls. He opened the first Chick-fil-A Restaurant at Greenbrier Mall in suburban Atlanta in 1967. Since then, Chick-fil-A has steadily grown and has become the largest quick-service chicken Restaurant chain in the United States.

Encouraging us to put people over profits, Truett lived out his favorite Bible verse, Proverbs 22:1: "A good name is rather to be chosen than great riches and loving favor than silver and gold." In the 1980s, Truett established the **Corporate Purpose for Chick-fil-A, Inc.** as:

**TO GLORIFY GOD BY BEING A FAITHFUL STEWARD OF ALL THAT IS ENTRUSTED TO US.
TO HAVE A POSITIVE INFLUENCE ON ALL WHO COME INTO CONTACT WITH CHICK-FIL-A.**

Although Truett passed away in 2014, Chick-fil-A, Inc. remains a family-held business. Truett's grandson, Andrew Cathy, is now CEO of the company. Most Chick-fil-A brand Restaurant businesses are owned and operated by franchisees – local business owners referred to as "Operators" in the Chick-fil-A system. Chick-fil-A Operators are active in the Restaurant businesses, engaged in their communities, and involved with developing and supporting their Teams.

Truett is remembered for living a life centered on family, love for customers, and a heart for employees. We are honored to be part of stewarding Truett's legacy. I hope you will embrace the challenges and the opportunities this business can provide that can help you grow both personally and professionally as well as help you achieve your goals. I encourage everyone on our Team to pursue excellence in all we do. As Truett often challenged us all, "Why not your best? Why not?"

We encourage you to learn more about Truett, the company's history, and the Chick-fil-A brand by visiting the Chick-fil-A website: <https://www.chick-fil-a.com/about>. If you have any questions, please let us know!

Our Business: Chick-fil-A Hamilton Mill & Chick-fil-A Dacula

Our local Business operates Chick-fil-A Hamilton Mill and Chick-fil-A Dacula (collectively, "CFA HMD") pursuant to a franchise agreement with Chick-fil-A, Inc. We are led by our Owner/Operator, Bob Garrett. Under Bob's leadership, we are aligned with Chick-fil-A, Inc.'s purpose and values. We strive to be good stewards of our resources and to have a positive impact on Guests, Team Members, our community, and others who come into contact with our Restaurants. We want to lead with integrity, excellence, quality, outstanding hospitality, and genuine care for others.

Additionally, RDMJ has its own Core Values that guide how we do our work and how we interact with others every day. We ask all Team Members at Chick-fil-A Hamilton Mill and Chick-fil-A Dacula to come to work every day anchored by our **Vision**, with enthusiasm for our **Mission**, and ready to live out our **Core Values**:

CFA HMD's VISION

TO BE THE STANDARD OF EXCELLENCE, GROWTH, AND CARE IN THE SOUTHEAST BY BEING A FAITHFUL STEWARD OF ALL THAT IS ENTRUSTED TO US.

CFA HMD's MISSION

TO MAKE A POSITIVE IMPACT ON EVERY GUEST, TEAM MEMBER, AND COMMUNITY MEMBER WE SERVE THROUGH GREAT FOOD, GENUINE HOSPITALITY, AND INTENTIONAL LEADERSHIP.

CFA HMD's CORE VALUES

WE HAVE FUN WHILE BEING OUR BEST.
WE PROVIDE SAFE & GREAT FOOD IN A CLEAN ENVIRONMENT.
WE WIN HEARTS EVERY DAY.
WE STRIVE FOR GROWTH.
WE RECEIVE THE REWARDS OF FAITHFUL STEWARDSHIP.

Commitment to Hospitality

At Chick-fil-A Hamilton Mill and Chick-fil-A Dacula, we are committed to providing genuine hospitality and great service. Our commitment to hospitality means that we strive to treat all Guests and anyone else who interacts with our Business with honor, dignity, and respect.

We believe every Guest is unique and deserves intentional and caring service. Our Business embraces the Chick-fil-A brand's "**Winning Hearts Every Day**" approach to providing genuine hospitality and personal care to our Guests. To Win Hearts Every Day, we want to demonstrate "**Core 4**" behaviors, provide "**Second Mile Service**" to every Guest, and always maintain "Operational Excellence".

The "Core 4"

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

1. **Create eye contact**
2. **Share a Smile**
3. **Speak with a Friendly Tone**
4. **Always respond with "My Pleasure" when a Guest says "Thank You"**

Second Mile Service

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

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

Operational Excellence

Our Business always strives to maintain Operational Excellence. We can develop trust with our Guests through meeting our brand's Quality Requirements all day, every day. We expect all Team Members to embrace and engage our commitment to Operational Excellence by:

- **Crave-able Food** – Make it safe and follow all procedures
- **Fast & Accurate Service** – Be quick and confirm orders
- **A Welcoming Environment** – Keep it clean, safe, and refreshing
- **Attentive & Friendly Service** – Pay attention to details, deliver The Core 4, and recover quickly

Closed on Sundays

Chick-fil-A Restaurants are, and always have been, closed on Sundays. Our brand's founder, S. Truett Cathy, wanted to ensure that everyone had at least one day a week as an opportunity for rest, recreation, to spend time with family and friends, and to worship if they chose. Our CFA HMD Restaurants are always Closed on Sundays.

Handbook Overview

This Handbook and its contents are RDMJ's exclusive property. Please note that, in this Handbook, our Restaurant businesses at Chick-fil-A Hamilton Mill and Chick-fil-A Dacula may be referred to collectively as "CFA HMD," the "Business," the "Company," the "Restaurant," "we," or "us."

Purpose and Scope of This Handbook

This Handbook is provided to acquaint new Team Members with some of our key policies and to provide an easily accessible resource about our policies for both new and existing Team Members. We hope this Handbook will answer many questions you might have about employment with us. Each Team Member is responsible for reading and complying with the provisions of this Handbook.

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

This Handbook replaces and supersedes any prior Team Member handbooks, employment-related policies, employment-related documents, or oral representations related to or regarding the subjects covered in this Handbook.

Future Modifications and Changes

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

Compliance with Law

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

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

At-Will Employment

Employment with CFA HMD at Chick-fil-A Hamilton Mill and Chick-fil-A Dacula is “at-will” in nature. This means that employment in our Business is not promised for any specific length of time. Team Members may terminate their employment with us at any time, with or without advance notice, for any reason. The Business also may terminate the relationship at any time, with or without advance notice, for any reason (so long as the reason is not unlawful).

Neither this Handbook, any policy contained in this Handbook, nor any other policy or document of RDMJ, CFA HMD, Chick-fil-A Hamilton Mill, or Chick-fil-A Dacula creates, is intended to create, or should be implied as creating a contract, agreement, or promise of employment for any specific length of time. The at-will nature or status of any Team Member’s employment with RDMJ at Chick-fil-A Hamilton Mill or Chick-fil-A Dacula may be changed only through a written agreement between the Team Member and our Operator, Bob Garrett, that is signed by both parties.

Civility & Equal Employment Opportunity

Civility

Chick-fil-A Hamilton Mill and Chick-fil-A Dacula are committed to work environments marked by civility. We value all persons. We are committed to the principle that we should always treat one another with honor, dignity and respect. As such, we strive to provide work environments that are professional, cordial, and collegial. We want every Team Member to feel welcome, comfortable, and valued so that you can comfortably grow, perform well, and succeed.

Non-Discrimination

Our Business is an equal opportunity employer. We make employment decisions at Chick-fil-A Hamilton Mill and Chick-fil-A Dacula on a non-discriminatory basis. We do not discriminate and do not tolerate discrimination with regard to Team Members or applicants based on race, color, religion, national origin, ancestry, sex, sexual orientation, gender, gender identity, citizenship status, military service status (including FEMA Reservists), pregnancy (including childbirth or a pregnancy-related medical condition), age, disability, or any other protected factor, characteristic, or status under applicable federal, state, or local law. This applies to all employment practices including, but not limited to, recruiting, hiring, assignment, promotion, demotion, transfer, compensation, benefits, training, leaves of absence, termination, and other terms and conditions of employment. Any Team Member who believes he or she (or any other person) has been discriminated against in violation of

this policy must immediately report the concern to leadership representatives identified in the "Requests, Concerns, or Complaints" section of this policy, below.

Reasonable Accommodation

As part of our commitment to equal employment opportunity, Chick-fil-A Hamilton Mill and Chick-fil-A Dacula are committed to fulfilling any obligations to provide reasonable accommodation to applicants or Team Members as may be appropriate under any applicable law.

- A. **Reasonable Accommodation of Disabilities.** Accordingly, our Business provides reasonable accommodation to enable qualified individuals with disabilities to perform the essential functions of their jobs, unless an accommodation creates an undue hardship for the business. Individuals seeking reasonable accommodation for a disability under this policy may be asked and required to provide medical verification of the condition and need for accommodation. Any medical information provided will be treated as confidential. Failure to provide requested documentation may impact our ability or decision to grant a requested accommodation or make reasonable accommodation.
- B. **Reasonable Accommodation of Religious Practices.** Additionally, Our Business provides reasonable accommodation for the religious beliefs, observances, and practices of our Team Members or applicants, unless an accommodation would create an undue hardship for the Business. Examples of possible reasonable accommodations that may be requested or considered include, but are not limited to, voluntary shift swaps, Team Members finding substitutes for their shifts, other schedule adjustments, flexible scheduling arrangements, time off from work, and/or modifications to rules, policies, or assignments.
- C. **Reasonable Accommodation of Pregnancy, Childbirth, and Related Medical Conditions.** Our Business will provide reasonable accommodation for a Team Member or applicant's known limitations related to, affected by, or arising out of pregnancy, childbirth, or related medical conditions, unless an accommodation would cause an undue hardship for the Business. In considering possible accommodations for these reasons, our Business will not require an employee to take leave if another reasonable accommodation can be provided that would let the employee keep working, although leave may be a reasonable option the individual can request and that the Business and the individual may consider, depending on the circumstances.
- D. **Requesting an Accommodation.** Any applicant or Team Member who wishes to request an accommodation under this policy should contact any member of leadership who is identified (along with their contact information) below in the "Requests, Concerns, or Complaints" section of this policy.
- E. **The Accommodation Process.** Once we become aware of a need or request for an accommodation of any type under this policy, our Business will engage in a good faith, interactive process with the applicant or Team Member. We will make an individualized assessment of the situation and attempt to identify possible reasonable accommodations that will enable the applicant or Team Member to perform the essential functions of the role, without imposing undue hardship on the business. Our Business may grant the requested accommodation or, where appropriate based on the facts and circumstances, offer an alternative accommodation that does not pose an undue hardship on the Business
- F. **Concerns About Reasonable Accommodation Requests.** Any applicant or Team Member who believes he or she (or any other person) has been denied any type of reasonable accommodation in violation of this policy, or who otherwise has concerns about the

application of this policy to a particular situation, must immediately report the concern to leadership consistent with the reporting procedures described in the "Requests, Concerns, or Complaints" section of this policy, below.

Non-Harassment

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

Our Business strictly prohibits any unwelcome conduct or harassment that is based on or related to an individual's race, color, religion, national origin, ancestry, sex, gender, gender identity, sexual orientation, citizenship status, military service (including FEMA Reservist) status, pregnancy (including childbirth or a related medical condition), age, disability, certain natural or protective hairstyles commonly associated with race, or any other protected factor or status under applicable federal, state, or local law. Our Business prohibits any conduct of this nature, regardless of its severity.

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

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

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

- Offering an employment benefit (such as a raise, promotion, or other assistance with one's career) in exchange for sexual favors, or threatening an employment detriment (such as termination, demotion, or disciplinary action) if an employee refuses a request to engage in any romantic, dating, or sexual activity;
- Unwelcome sexual or romantic advances, propositions, requests, or comments;
- Visual conduct such as leering, making sexual gestures, displaying or sharing sexually suggestive pictures, images, or objects;
- Verbal conduct such as sexual or gender related jokes, kidding, teasing, flirtations, or other such comments, verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes, or invitations;
- Physical conduct, such as touching, grabbing, pushing, patting, groping, brushing up against another's body, impeding, or blocking movement, or any acts of physical abuse related to an individual's actual or perceived sex or gender.

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

Our Business prohibits all conduct that violates this Non-Harassment policy, regardless of its severity. Also, we prohibit conduct of this nature even if the parties involved are the same sex or gender (or otherwise share the same protected characteristics).

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

Non-Retaliation

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

Requests, Concerns, or Complaints

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

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

- Lauren Edwards, Director of People, lauren@cfahmd.com, 678.315.4670
- Victoria Pitts, Director of Operations, victoriap@cfahmd.com, 678.920.1677
- Taylor Wilson, Director of Administration, taylor@cfahmd.com, 770.354.5585
- Bob Garrett, Owner/Operator, bob.garrett@cfafranchisee.com

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

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

The Business' Response to Concerns or Complaints

Chick-fil-A Hamilton Mill and Chick-fil-A Dacula take all concerns or complaints brought under this policy seriously. Our policy is to follow-up and investigate any concerns or complaints promptly,

thoroughly, and effectively. We will work to resolve any issues and take appropriate corrective action, as needed, in a timely fashion. Violations of this policy may result in disciplinary action, up to and including immediate termination of employment.

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

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

Classifications, Pay Rates, and Work Hours

Team Member Pay Classifications

Other than the possibility of a very small number of Executive roles, all CFA HMD Team Members (whether full- or part-time) are classified by the Business as "non-exempt" for purposes of the wage-hour laws. Non-exempt Team Members are subject to the minimum wage and overtime requirements of the law, and are (a) paid on an hourly rate basis, (b) paid at a regular rate equal to or greater than the minimum wage, and (c) receive overtime premium pay at 1.5 times their regular rate of pay for any time worked over 40 hours in a workweek.

You will be advised of any additional details regarding your employment classification (full-time or part-time) at the time of your hire, promotion, demotion, or transfer, or if another change in your position with CFA HMD occurs that impacts your classification. If you have questions, please discuss them with our Director of Administration, Director of People, or Director of Operations.

Regular Full-Time Team Member classification includes any Team Member who is normally scheduled to work and typically does work 32 hours or more per week.

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

Pay Rates

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

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

Work Hours

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

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

Overtime Work and Overtime Premium Pay

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

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

All overtime work **must** be pre-approved by the Area Manager or the AM or PM Director of Operations. Working overtime without proper approval may result in disciplinary action, up to and including termination of employment.

Schedules, Availability, and Requests for Time Off

Work Schedules

The work schedule for your Restaurant typically will be posted no later than noon on Friday for the following work week. Team Members' schedules can be accessed via the HotSchedules software system and the HotSchedules App as well as a scheduling e-mail that Hot Schedules will send to each Team Member's personal e-mail address if the Team Member chooses that setting in the app.

It is your responsibility to check Hot Schedules regularly, know your schedule and work your scheduled shifts. If your e-mail address changes, it is your responsibility to let us know promptly.

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

Work Availability

When Team Members start working with us, they are asked to share with us their availability to work. If you need to make a change in your availability to work, you should update us by submitting a request to change your availability in the Hot Schedules system to reflect the new days and times that you are available to work. Such requests should be made at least 15 days in advance of the time period for which you would like the change to be effective.

Please understand that frequent changes to your availability make it more difficult for us to schedule you for the number of hours you want to work. Please also understand that, if your availability decreases or changes to your availability do not align as well with Business needs, then your income may be affected because you may be assigned few hours and/or because your pay rate may be impacted by a change in your availability.

Please also understand that submitting a request to change your availability that does not align with business needs could result in a denial of your request or, potentially, separation of employment depending on the degree to which changes in your availability result in a failure to align with the Business' staffing needs.

Requests for Time Off or Schedule Changes

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

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

- **Advance Requests for Time Off.** Please submit any requests for time off no later than 15 days in advance.
- **Requests for Time Off after Schedule has been Posted.** If you need to request time off after the schedule has been posted, then it is your responsibility to arrange for another appropriate Team Member to substitute for you and work your scheduled shift, on a voluntary basis. Such a change, to be effective, must be submitted & approved in HotSchedules by the AM or PM Director of Operations as to which you are making the change. If you do not receive proper approval, then you will be expected to work your scheduled shift.
- **Illnesses.** If you are ill and have symptoms that prevent you from working, please notify your Area Manager to appropriately let us know you need to call out for your shift. These procedures need to be followed at least 2 hours before the start of your scheduled shift to avoid disciplinary consequences for an unexcused absence and/or failure to obtain an approved replacement to cover your shift.
- **Vacation Requests.** Time off requests for vacation should be submitted at least one month in advance.

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

Timekeeping

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

- **You must personally record your time worked.**
 - Team Members are required to use their assigned Team Member numbers to (a) clock in on our POS timekeeping system when they begin working, and (b) clock out our POS timekeeping system when they stop working.
 - Similarly, Team Members must (1) clock out on our POS timekeeping system at the beginning of Meal Periods or other breaks (as defined below), and (2) clock back in on our POS timekeeping system when returning to work from a break.
- **You must clock in on time.**
- **Do not ask or allow another Team Member to clock in or out for you.**
- **Do not clock in or out for another Team Member.** If another Team Member asks you to do so for any reason, you should decline and direct the Team Member to speak with his or her supervisor or another leader on duty.
- **Do not clock in for your shift before you are prepared to work.** You must have your personal belongings stored, be dressed in appropriate uniform, and be ready to work before you clock in.
- **Your time punches must reflect the time that you actually worked.** Again, you may not perform any work at any time when you are not punched-in to work.
 - If you forget to clock-in or clock-out for the beginning or end of your shift, or with respect to any breaks or Meal Periods, you must alert the Team Leader on shift.
 - If anyone asks, instructs, or encourages you to perform work “off the clock” or to falsify any time record, you must not do so. If this happens, you must notify our Director of Administration or our Operator immediately.
- **Never perform work of any kind “off the clock.”**
- **Do not clock in early or clock out late without prior approval.** If you believe there is a business reason that requires you to begin work early (prior to the start of your scheduled shift), or to continue working after the time your shift is scheduled to end, you must have obtained prior approval of your supervisor to work outside your scheduled work hours.
- **Let us know promptly if you believe there is an error in your time records.** Please notify our Director of Administration promptly of any actual or perceived timekeeping error, any error on our timekeeping system, or any error on your paycheck. We need you to do this very promptly so that we can review the matter and make any necessary corrections in the timekeeping system or regarding your pay.

Wage Payment

- A. **Paydays.** Team Members will be paid every other Thursday afternoon after a pay period ends. If a regular payday falls on a holiday, Team Members will be paid no later than the following workday.
- B. **Direct Deposit.** CFA HMD strongly encourages Team Members to take advantage of the direct deposit system, and have your pay deposited directly into your bank account.

- C. **Physical Paychecks.** If you are being paid by check, then you are responsible for picking up your own paycheck on the normally scheduled pay day or as soon as practicable after. The Business will not provide your paycheck to anyone else on your behalf. If you leave employment with our Business or leave for an extended period (for example, to go away for a college semester), you are responsible for picking up your final paycheck once it is prepared. If you do not pick up your final paycheck, then CFA HMD will mail your final paycheck to the last home address that you have provided us.
- D. **No Check Cashing, Loans, or Advances.** CFA HMD does not cash Team Member paychecks, provide loans against paychecks (or otherwise), or provide advances against paychecks.
- E. **Questions.** Regardless of how you are paid, if you have any questions about the amount of your pay, payroll deductions, or any pay-related issues, you should immediately bring those to the attention of the Director of Administration.

Breaks

Lactation Breaks

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

Team Members should notify our Director of People or Director of Administration to request break time under this policy. Lactation Breaks should, if possible, be taken concurrently with other break periods already available to the Team Member.

Consistent with Georgia law, Team Members who take approved Lactation Breaks under this policy will be paid for this break time, so long as the break time taken is reasonable. If you are taking a Lactation Break under this policy, please return to work as soon as practical to do so.

Meal Breaks

If you work a shift of 5 consecutive hours or more, then the Business typically will provide you with the opportunity to take a "Meal Break" at some point after beginning work for the purposes of eating a meal, resting, and/or attending to personal matters. If you choose to take a Meal Break, our policy is that these breaks should last 30 minutes and will be unpaid. Accordingly, if you choose to take a Meal Break, the following standards and procedures apply:

- **Remain clocked out for 30 minutes.** If you take a Meal Break, it is your responsibility to remain clocked out for at least 30 minutes.
 - This means, for example, that even if you have completed your meal (or are otherwise done with your break activities) in less than 30 minutes and you would like to get back to work, you may not clock back in and start performing work again unless you receive express approval from the Area Manager.
 - If a member of our leadership asks you to return to work or gives express approval for you to return to work before you have been on break for a full 30 minutes then (1) you must clock in before you start working again, and (2) you will be paid for the break time that you took (again, so long as it is less than 30 minutes).

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

Benefits

CFA HMD provides Team Members with various benefits as part of our effort to care for our Team Members and provide the most competitive overall compensation and benefits offering possible. Some of the key benefits we provide are outlined below. Note that these benefits can change from time to time, and there may be other benefits available, as well. If you have questions about any of the information below or about whether there are other types of benefits available, please contact the Director of People or Director of Administration.

Chick-fil-A Remarkable Futures™ College Scholarships

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

As noted, Chick-fil-A, Inc. (our franchisor) operates, funds, and administers these scholarship programs. Chick-fil-A Hamilton Mill and Chick-fil-A Dacula do not administer these scholarship programs, and are not responsible for their terms, conditions, availability, or decisions.

College Tuition Benefit – Point University

Qualified Team Members may be eligible for 100% free online college tuition through our partnership with Point University. Point University is an accredited, 4-year private university. Courses are offered online, so you can work on your educational goals on your own schedule. Although it is a Christian institution, Point University offers classes and degree programs in many subjects that are not religious in nature such as Accounting, Business, Child Development, Marketing and others. Associate, bachelor's and master's degree programs are available. For more information about this benefit or

to apply, please see the Director of People, the Director of Administration, and/or the Point University program materials that are available in our office.

Counseling Services – Enhanced Ability Assist Program

Team Members have access to on-demand support for a wide variety of counseling and related services through our Enhanced Ability Assist Counseling Services Program provided by ComPsych® through The Hartford. This service is available to our Team Members and their dependents online at any time 24 hours per day, 7 days per week, at no cost to the Team Member. It includes up to three face-to-face counseling sessions per occurrence per year. Through the Enhanced Ability Assist program, Team Members may receive free consultations for themselves and members of their households about a wide variety of health care issues and needs, including but not limited to: Emotional or Work-Life Counseling, Financial Information and Resources, Legal Support and Resources, and Health Care Navigation. For more information on the Enhanced Ability Assist program and how to access its services, please contact the Director of People, the Director of Administration, and/or The Hartford’s program brochure available in our office.

Health Insurance Coverage

CFA HMD provides Team Members with the option to participate in our Company-sponsored health insurance coverage plan. For Full-Time Team Members (including members of leadership), the Business pays a portion of the insurance premium costs. For Part-Time Team Members, health insurance through our Business is available with the Team Member responsible for paying the entire premium cost. For more information about health insurance coverage, please see the Director of People, the Director of Administration and/or the program information available in our office.

Holidays

Below are the holidays CFA HMD normally observes. This list may be modified at any time, in the Business’ sole discretion.

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

Paid Time Off

CFA HMD provides Paid Time Off (PTO) benefits to all Full-Time Regular Team Members as follows:

- After completing 5 consecutive years of employment: 40 hours of PTO per year.
- After completing 10 consecutive years of employment: 80 hours of PTO per year.
- PTO is awarded to these Team Members as follows:
 - Upon the Team Member’s 5-year anniversary of consecutive employment with us, 40 hours of PTO are awarded to the Team Member on the anniversary date. For each year thereafter until the Team Member’s 10-year anniversary of consecutive employment with us, 40 hours of PTO are awarded to the Team Member on January 1 of each year.
 - Upon the Team Member’s 10-year anniversary of consecutive employment with us, 80

hours of PTO are awarded to the Team Member on the anniversary date. For each year thereafter of consecutive employment with us, 80 hours of PTO are awarded to the Team Member on January 1 of each year.

- PTO awarded must be used within the calendar year in which it was earned and awarded to the Team Member.
- A Team Member's accrued PTO that is not used within the calendar year in which it was awarded does not "roll over" or "carry forward" into the next calendar year. At the end of the calendar year (i.e., at the close of business on December 31), the Team Member's PTO account will revert to 0 hours.
- If a Team Member exits our Business with accrued but unused PTO time for that calendar year still in his or her PTO account, the Team Member will not be "paid out" the value of any of the accrued but unused PTO time upon termination of employment.
- Requests to take PTO should be made as far in advance as practicable, but no later than 15 days in advance of the first day of the month in which you wish to take PTO. Our Business will work with you and make every effort to accommodate PTO requests, but we cannot guarantee that every request will be approved.
- Additional PTO may be awarded to Team Members who are in higher levels of leadership, based on their tenure with our Business and leadership level.

Retirement Savings Plan (401k)

Team Members at CFA HMD have the option to participate in our 401(k)-retirement savings plan. To be eligible to participate, Team Members must be 21 years of age and have completed one year of continuous employment service of at least 1,000 hours at the time the Team Member enrolls in the program. Once Team Members have completed eligibility requirements, they may enroll in the program on a quarterly basis (On the first day of the first calendar year quarter that coincides with or first follows the Team Member satisfying the eligibility requirements.) For more information about this program, please see the Director of People or the Director of Administration or the 401(k) program information available in our office. The administrator of our plan is iSolved. The investment advisor for our plan currently is Pandowealth. Team Members can speak with a Pandowealth Education Advisor to discuss investment-related questions. To schedule a call, visit: <https://www.pandowealth.com/401k-coaching-call>.

Team Member Beverage Benefit

Team Members who work a shift of any length may, while working or on break, enjoy unlimited free fountain drinks, tea, and hot coffee. Team Members should use only one cup for the duration of their shifts to minimize unnecessary paper waste.

Team Member Meal Benefit

Team Members who work a shift of any length earn a free Team Member Meal. Team Members who work 10 or more consecutive hours in a workday earn a second Team Member Meal that day. This benefit is only earned and provided if the Team Member is in uniform for his or her shift.

Under this policy, Team Members may order (at no cost to the Team Member) for their Team Member Meals one entrée, one side item, and one dessert or specialty beverage, free of charge. Any

additional items can be purchased at 50% off while the Team Member is in uniform. (No discounts are provided outside of working hours.) If a Team Member wishes to order food beyond what is provided under this policy, then the Team Member must pay for the additional items at the Team Member's expense.

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

To obtain a Team Member Meal, you are required to order the meal from the front counter (as a Guest would). Your order must be rung up by a cashier and should be entered into our POS system as an employee meal. You may not cook or prepare your own Team Member Meal. Only items on the menu are available for this Team Member Meal benefit.

Uniforms

Full-time Team Members will receive at the beginning of their employment with us the following uniform items at CFA HMD's expense: 2 pants, 2 shirts, 1 belt, and 1 nametag. Part-Time Team Members will receive at the beginning of their employment with us the following uniform items at CFA HMD's expense: 1 pants, 1 shirt, 1 belt, and 1 nametag.

Team Members are required to wear solid black, slip-resistant shoes at all times while working in our Restaurants. Team Members may purchase these wherever they like but may order such shoes that will satisfy our requirements from Shoes for Crews through the Business if they wish. Other acceptable shoes are available for purchase at retail stores (for example, TredSafe shoes are available for purchase at Wal-Mart).

Team Member Responsibilities

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

Absenteeism & Tardiness

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

- A. **Expectations.** Team Members are expected to report to work as scheduled, on time, and prepared to start work. To avoid tardiness, it is a best practice to arrive a few minutes before your shift is scheduled to start to make sure that you are present and ready to work at the start time of your shift. Team Members also are expected to remain at work for their entire work schedule.
- B. **Notification Requirements for Tardiness or Absence.** If, for any reason, you will be tardy or unable to report for work on a scheduled workday, you must notify the Area Manager at least

2 hours before the time you are scheduled to begin work. If for any reason the Area Manager does not answer or promptly respond to call, please call your Restaurant and speak with any Area Manager on duty. You must provide our Business with a valid reason or explanation, as well as the expected duration of any late arrival or absence.

- C. **Leaving Work Before the End of Shift.** Similarly, if you need to leave work early for any reason, you must first obtain the permission of the Area Manager.
- D. **Job Abandonment.** If you fail to report to work without any notification to Leadership, we will consider that you have abandoned your employment and have voluntarily terminated your employment.
- E. **Disciplinary Consequences.** Tardiness, absence from work, failure to properly notify your Restaurant of any anticipated or unanticipated absence, and/or leaving work before the end of a scheduled shift without completing all assigned work duties or without permission of the Area Manager will be grounds for disciplinary action, up to and including termination of employment.

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

Age-Restricted Tasks & Hours of Work

Our policy at Chick-fil-A Hamilton Mill and Chick-fil-A Dacula is to comply with all federal, state, and/or local laws regarding the employment of persons under the age of 18. A general summary is below. More detail can be found on child labor posters that are displayed in our Restaurants and on Pathway.

- A. **Task Restrictions.** For Team Members under the age of 18, there are certain tasks you may not perform in our Restaurants. Those are listed and explained on Child Labor Posters that are displayed in our Restaurants and on Pathway. If you ever are in doubt as to whether you are prohibited from performing a certain activity due to your age, then you should refrain from performing the task until you have consulted with the Area Manager and obtained direction.
- B. **Hours of Work Restrictions.** For Team Members under the age of 16, hours you can work are limited as follows:
 - May only work during non-school hours;
 - May work a maximum of 3 hours on a school day;
 - May work a maximum of 18 hours on a school week;
 - May work a maximum of 8 hours on a non-school day;
 - May work a maximum of 40 hours on a non-school week; and
 - May only work during the hours of 7 AM to 7 PM (except between June 1 and the start of school in our local public school district, when you may work until 9 PM.)

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

Appearance Standards

We have high standards concerning uniforms and personal appearance, as this is an important element of providing outstanding service to and earning trust with our Guests. A clean, professional uniform and overall appearance will communicate to Guests that we care about Guest service, quality, safety, and cleanliness.

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

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

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

Cash, Gift Card, and Digital Offer Card (DOC) Accountability

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

Ultimately, you are responsible for accuracy in this role and for the cash and digital transactions that you process during your shift. Team Members who serve as cashiers and turn in drawers when their shifts end that are inaccurate by \$2.00 or more may be subject to disciplinary action for the inaccuracy, up to and including possible termination of employment.

When you are handling cash, Gift Cards, and Digital Offer Cards ("DOCs"), please follow these key rules and guidelines:

- At the beginning of your shift, you should verify the beginning cash total in your cash drawer with the Area Manager.
- Do not allow any other Team Member to use your cash drawer.
- If it is necessary to obtain change during your shift, contact the Area Manager to make change. Cashiers should not make change with other cashiers.
- Do not store or place cash, Gift Cards, or DOCs in a pocket or otherwise on your person.
- Do not undercharge a Guest, ring up an unauthorized discount, or pass food across the counter to a Guest (or anyone else) without completing payment.
- At the end of your shift, you should count the closing or ending cash in your drawer with the Area Manager. If you do not count the ending cash in your drawer with the Area

Manager, then the Business will assume that you agree with the ending total in our records as determined by the leader.

- Do not input or use your own Chick-fil-A One (CFA) App credentials (or those of a relative or friend) to receive rewards credit for Guest purchases or for any food or beverages that you did not purchase yourself.

You are responsible for the cash and coupons that you process during your shift. Please understand that Chick-fil-A Hamilton Mill and Chick-fil-A Dacula reserve the right to investigate (or initiate or assist an investigation by law enforcement of) all cash, DOC, and property losses for possible prosecution or other legal action. All Team Members are expected to cooperate truthfully with any such investigation of losses. Any action by a Team Member contrary to this policy (including but not limited to failure to cooperate in an investigation or lack of honesty during an investigation) will result in disciplinary action, up to and including termination of employment.

Cell Phones & Personal Calls

Except as authorized for a business purpose (e.g., taking photographs of an equipment or cleaning issue), Team Members' personal cell phones may not be used, worn, or kept on the Team Member while he or she is on duty at the Restaurant, without specific permission from the Area Manager.

Personal phone calls (whether on a landline or using cell phones and other electronic devices) are not allowed during working time, except in cases of emergency and when authorized by the Area Manager.

Please inform family, friends, or others who may call you that if they call your cell phone, send you a text message, or otherwise reach out to you on a personal electronic device while you are working that you will not respond to those calls or messages until you are on break or have finished working. Team Members can engage in personal phone calls in the Restaurant on non-working time, including unpaid Meal Breaks, provided they do so in a manner that is not distracting or disruptive to business operations or the Guest experience.

Confidentiality

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

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

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

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

Conflicts Of Interest

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

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

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

Dating and Romantic Relationships

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

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

Additionally, any Team Member in our Business, regardless of reporting relationships, should avoid situations in which he or she is in a dating, romantic, or sexual relationship (including but not limited to co-habitation and marriage) with a co-worker and the relationship creates disruption, a negative or unprofessional work environment, a conflict of interest, or concerns regarding safety, security, or morale. If that occurs, CFA HMD will take appropriate action to address such issues.

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

Driving and Vehicle Operation

The safety of Team Members, Guests, and others who come into contact with Chick-fil-A Hamilton Mill and Chick-fil-A Dacula is our first priority. Team Members driving vehicles for business purposes always should put safety first and should never allow Business needs to create unnecessary risk for themselves or others. Team Members who drive their own vehicles for approved business purposes must: (a) be at least 18 years old, (b) have demonstrable proof of liability insurance, and (c) have a valid driver's license.

Whether operating the Business' vehicle or the Team Member's own vehicle, any Team Member driving a vehicle for business purposes is responsible for complying with all applicable laws and safety guidelines.

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

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

Honesty & Falsification of Records

Team Members are expected to be honest in conversations, documents, and other dealings that relate in any way to their employment with CFA HMD and/or the conduct of our business.

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

Guest Service

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

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

Second Mile Service, here are some of our Guest service expectations:

- Please remember to always smile at the Guest and be friendly.
- Please remember to treat every Guest (and all individuals) with honor, dignity, and respect.
- Please do not argue with a Guest. If you have a situation with a Guest that you cannot handle or that the Guest feels hasn't been handled adequately, then notify the Area Manager.
- Please do not rush a Guest. Even though we strive for quick service, we want to allow our Guests to take the time they need in placing an order, asking questions, etc.

Keys and Key Cards

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

- Any lost or misplaced keys or key cards could present safety implications and must be reported immediately to the Director of Administration.
- Do not duplicate or copy a key or key card.
- Do not loan or give a key or key card to anyone else.
- If a Team Member loses a physical key, and this loss results in Chick-fil-A Hamilton Mill or Chick-fil-A Dacula having to get locks replaced and/or re-keyed, then the Business reserves the right to deduct from the Team Member's paycheck(s) the costs associated with such repair, to the extent and in a manner permitted by applicable law.

Non-Solicitation and Non-Distribution

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

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

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

Searches and Inspections

CFA HMD provides Team Members the opportunity to (1) use our property, equipment, and facilities in connection with their work and (2) store personal items brought into one of our Restaurants in lockers or other areas designated for storage of personal items. Team Members are expected to use our property, equipment, and facilities safely and appropriately. Team Members are advised to avoid bringing any personal items into the workplace that they do not wish to be part of an inspection.

Team Members also are encouraged not to bring personal belongings of value into or store them at one of our Restaurants.

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

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

Smoking and Use of Tobacco Products Prohibited

Use of tobacco products, including but not necessarily limited to vapes & e-cigarettes, is prohibited in all areas of the Restaurant, grounds, and/or in view of Guests, including outdoor areas, entry points, landscaped areas, parking lot, and dumpster pads.

Social Media

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

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

Team Members should make clear in social media posts (or responses) that they are merely sharing their own personal opinions. Team Members should not represent themselves as speaking for the Chick-fil-A brand, Chick-fil-A Hamilton Mill, Chick-fil-A Dacula, or CFA HMD. If one of our Restaurants is a subject of content you are sharing, please be clear that you are a Team Member and that your views do not represent those of our Business or anyone else associated with Chick-fil-A Hamilton Mill and Chick-fil-A Dacula. It is a best practice to include a disclaimer such as "The postings or comments on this site are my own and do not necessarily reflect the views of Chick-fil-A Hamilton Mill and Chick-fil-A Dacula."

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

Technology Use (Computers and Other Electronic Devices or Systems)

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

- Use Digital Technology during working time (except for Business purposes that have been expressly approved by Restaurant leadership);
- Use Digital Technology in a manner that violates any applicable laws, including but not limited to laws related to the intellectual property or software licensing rights of others;
- Post, share, or include on social media, in an e-mail, or via direct messaging communication any material or statement, or engage in any activity or communication, that is:
 - false, inaccurate, or misleading;
 - obscene, vulgar, defamatory, threatening, discriminatory, harassing, violent, abusive, or hateful to any other person, group, or entity;
 - disparaging, insulting, discriminatory or otherwise reflects negatively on Chick-fil-A Hamilton Mill, Chick-fil-A Dacula, CFA HMD, or any of their Team Members, Guests, vendors, supplies, contractors, or anyone else associated with our Business;
- Post, share, or include on social media, in an e-mail, or via direct messaging communication any picture or likeness of any other Team Member, vendor, or Guest without that individual’s express permission given in advance; or
- Post, share, or include on social media, in an e-mail, or via direct messaging communication any confidential or trade secret information of Chick-fil-A Hamilton Mill, Chick-fil-A Dacula, or CFA HMD

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

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

Also, when using CFA HMD’s Digital Technology, Team Members should not engage in personal activities or personal business including, but not limited to, engaging in personal communications, performing personal internet searches, soliciting personal business opportunities, gambling, or engaging in personal financial transactions.

Updating Contact and Personnel Information

It is important that CFA HMD has up-to-date contact information and certain personal information (such as your current address) so that we can contact you as needed, ensure that you receive the appropriate pay and benefits, and things of that nature. Therefore, Team Members are expected to notify the Director of People or Director of Administration promptly of any pertinent changes in their information such as change of name, address, phone number, number and names of dependents, or other such information.

Disciplinary Actions

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

In cases of policy or rule violations, improper conduct, or unsatisfactory job performance, disciplinary action may result. Our Business typically follows a progressive approach to disciplinary actions, meaning that often we will attempt to coach a Team Member toward improvement and impose progressively more serious disciplinary consequences if the Team Member's performance or behavior is not corrected or improved. However, for more serious instances of rule violations, improper conduct, or poor performance, more severe forms of disciplinary action (up to and including immediate termination) may be imposed sooner, with or without any prior progressive disciplinary action or steps being taken.

As indicated above, no Handbook can anticipate every issue, expectation, rule, or policy that might apply to employment in our Business. We want to be clear with our Team Members, particularly those who may be newer to the workforce or our Business, that certain rules or issues are among the most common grounds for prompt and serious disciplinary action, often without prior progressive disciplinary steps and sometimes including immediate termination of employment. These include, but are not necessarily limited to:

- Violation of our Civility & Equal Employment Opportunity policy;
- Insubordination to leaders and disrespectful conduct to others;
- Excessive unexcused tardiness or absence, or failure to notify the business of tardiness or absence appropriately and in a timely manner;
- Fighting, violence, threatening behavior, or any other violation of our policies prohibiting workplace violence;
- Reporting to work under the influence of alcohol, illegal drugs, or controlled substances;
- Abuse, damage or destruction of property owned by Chick-fil-A Hamilton Mill, Chick-fil-A Dacula, their Team Members, Guests, vendors, or other visitors;
- Timekeeping violations and/or mistakes;
- Dishonesty or falsification of records or documents;
- Mishandling of food, cash, Digital Offer Cards, Gift Cards, and/or Rewards Points access;
- Failure to maintain satisfactory productivity and quality of work.

While our approach to disciplinary actions is typically progressive in nature, CFA HMD reserves the right to take disciplinary action for any violation of these and other policies, rules, requirements, and/or performance standards in the Business' sole discretion, with or without taking any progressive disciplinary steps, up to and including immediate termination of employment. If you have any questions about these subjects or issues, please contact your Area Manager, the Director of People, and/or the Director of Administration.

Pursuant to our at-will employment policy and relationship (as explained above), this policy does not create and is not intended to create any contractual agreement (express or implied) that any particular disciplinary steps will be followed in any given case. Employment with CFA HMD always remains at-will.

Time Away from Work

CFA HMD provides Team Members with leaves of absence for various reasons, both as required by law and as provided by the Business to help Team Members in balancing work and personal matters. Some of the leaves we provide are outlined below. If you have questions about whether other types of leave are available, please contact the Director of People or Director of Administration.

Family and Medical Leave

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

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

- A. Eligibility for FMLA Leave:** To be eligible for FMLA leave, a Team Member must meet several eligibility requirements including:
- Work at a worksite with 50 or more Team Members (or where the employer has 50 or more Team Members within a 75-mile radius of that worksite).
 - Have worked for the employer for at least 52 weeks as of the first day of FMLA Leave. The 52 weeks need not be consecutive.
 - Have worked at least 1,250 hours (not including paid hours when the Team Member was not at work, such as vacation or holidays) during the 12-month period immediately preceding the first day of FMLA Leave.
 - Not be on layoff either at the time FMLA Leave is requested or when the FMLA Leave is scheduled to begin.
- B. Leave Period and Types of Leave:** Up to 12 weeks of unpaid, job-protected leave in a 12-month period is available for the following reasons:
- **Birth, Adoption, or Foster Care Placement** – Because of the birth of a child and care of the newborn, the adoption of a child, or the placement of a foster child with the employee.
 - **Team Member's Own Serious Health Condition** – Due to a serious health condition of the Team Member that renders the Team Member unable to perform the essential duties of his or her position as defined in the FMLA.
 - **Family Member's Serious Health Condition** – To care for the Team Member's "immediate family member" if such family member has a "serious health condition," is incapable of self-care, and needs the assistance of someone in carrying out daily activities. An "immediate family member" for purposes of this law and policy is a spouse, child, or parent.

- **Active-Duty Exigency** – Because of qualifying exigencies arising out of the fact that the employee’s spouse, child, or parent is on, or has been notified of an impending call to, active duty with the Armed Forces (if the spouse, child or parent is a member of the National Guard or Reserves or is a retired member of the Armed Forces or Reserve). Qualifying exigencies are: (1) short notice deployment, (2) military events and related activities, (3) childcare and school activities, (4) financial and legal arrangements, (5) counseling, (6) rest and recuperation (limited to five days), (7) post-deployment activities, and (8) other activities, provided that the Operator and the employee agree that the activity qualifies.

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

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

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

If a Team Member and the Team Member’s spouse both work for CFA HMD, they are only entitled to an aggregate of 12 weeks of FMLA leave in the case of the birth or placement of a child for adoption or foster care.

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

Generally, any FMLA leave shall be unpaid. If, however, the eligible Team Member is entitled to any paid leave time under any other company benefit program (such as accrued vacation or Short-Term Disability), the Team Member shall use such paid leave time concurrently with his or her FMLA leave, with the remainder of the FMLA leave taken on an unpaid basis. In other words, any time for which the Team Member receives pay while on FMLA leave shall be counted as part of the Team Member’s FMLA leave.

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

- D. **Procedure to Obtain an FMLA Leave of Absence:** Any eligible Team Member who desires to take FMLA Leave for a foreseeable need shall provide Chick-fil-A Hamilton Mill or Chick-fil-A Dacula with the following:

- At least 30 days prior to the start of the FMLA leave (if it is impossible to do so 30 days in advance, then as soon as practicable), a completed written request for FMLA Leave in the

form required by Chick-fil-A Hamilton Mill and Chick-fil-A Dacula; and

- If the leave is due to the Team Member's own health condition or the health of a family member, at least 15 days prior to the start of FMLA Leave (if it is impossible to do so 15 days in advance, then as soon as practicable), a written certification from a health care provider on an FMLA-compliant form provided by the health care provider or a form provided by Chick-fil-A Hamilton Mill and Chick-fil-A Dacula.

Failure to furnish a timely request for FMLA leave or a medical certification can result in the denial or delay of a FMLA Leave. In the case of a medical emergency, the Team Member or the Team Member's representative shall furnish a form requesting FMLA leave for the Team Member and a medical certification as soon as possible.

At the option and expense of CFA HMD, the Business can and may require a Team Member seeking FMLA leave who has a serious health condition to obtain a second opinion from a health care provider selected by the Business. Failure of the Team Member (or the Team Member's family member, if the Team Member is seeking FMLA leave to care for a family member with a serious health condition) to submit to an examination by the health care provider selected by the Business can result in the denial or delay of the requested FMLA leave. If the second medical certification differs from the medical certification furnished by the Team Member's health care provider, the Business may request a certification from a third health care provider, at the Business' expense. The third health care provider shall be selected with the agreement of the doctors who provided the first two opinions. The opinion of such third health care provider shall be final and binding. Failure of the Team Member (or the Team Member's family member) to submit to such third medical examination may result in the denial or delay of the FMLA leave.

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

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

Any Team Member who requests and is granted FMLA leave on an intermittent or reduced schedule basis must make a reasonable effort to schedule medical treatments so as not to unduly interrupt CFA HMD's operations.

- F. Insurance and Other Benefits:** While on FMLA leave, the Team Member's health insurance coverage (if any) shall continue on the same basis as when the Team Member was actively at work. Chick-fil-A Hamilton Mill and Chick-fil-A Dacula shall pay their share of the medical insurance premium, and the Team Member shall be responsible for paying the Team Member's share of such premium. A Team Member shall not accrue any credit toward vacation or other benefits based upon time worked for the time that he or she is on FMLA leave.
- G. Job Restoration:** Upon expiration of an FMLA leave, a Team Member who is able to return to work and returns to work, shall be restored to the same job or an equivalent job. When you are ready to return to work from an FMLA leave, please provide medical certification of your

ability to return to work to Director of People. Failure to provide the required medical certification to return to work may result in disciplinary action, up to and including termination of employment.

Family Military Leave

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

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

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

Chick-fil-A Hamilton Mill and Chick-fil-A Dacula will not interfere with the exercise of any person's rights under this policy. Further, we will not discharge, fine, suspend, discipline, or discriminate against a Team Member for exercising rights under this policy. Finally, we will not retaliate or discriminate against any Team Member for opposing any act by the Business that the Team Member believes to be in violation of this policy.

Jury Duty and Court Attendance Leave

Chick-fil-A Hamilton Mill and Chick-fil-A Dacula encourage and support Team Members who need to take time off from work for civic responsibilities. Accordingly, consistent with Georgia law, our Business will not discharge, discipline, or otherwise penalize a Team Member because the Team Member is absent from work for the purpose of attending a judicial proceeding in response to a subpoena, summons for jury duty, or other court order or process that requires the Team Member's attendance at a judicial proceeding. Any time off work granted for a Team Member's appearance for jury duty or as a witness in a legal proceeding will be unpaid.

If you receive a summons or call to jury duty, you must notify the Director of People promptly so that the Business may plan for staffing needs during your time of jury service. Team Members who are released from jury duty or jury service before the end of their regularly scheduled shifts, or who ultimately are not asked to serve on a jury panel, are expected to notify the Director of People as soon as possible and report to work for the remainder of the Team Member's shift that day, if requested. Similarly, if you receive a subpoena to appear in court as a witness in a legal matter and

your time serving as a witness will or may conflict with your work schedule, please notify the Director of People promptly so that the Business may plan for staffing needs during your time serving as a witness, if the conflict cannot be avoided.

Military and FEMA Reservist Leave and Reinstatement Rights

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

Unpaid Leave

Generally, the Business' interests and the Team Member's interests are best served when Team Members work on a regular basis. However, we recognize and understand that personal circumstances may necessitate that Team Members take a short-term unpaid leave of absence or one or more "personal days" for various reasons.

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

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

Voting Leave

Chick-fil-A Hamilton Mill and Chick-fil-A Dacula encourage Team Members who are eligible to vote in elections. We encourage you to consider taking advantage of Early Voting, as lines are typically shorter than on election days and Early Voting allows one to vote at times that are least disruptive to personal and work responsibilities and schedules.

Where Team Members are unable to take advantage of Early Voting or choose to vote on election days, we have found that Team Members typically have been able to find time to vote either before or after their scheduled shift. If that is not the case, however, consistent with Georgia law Chick-fil-A Hamilton Mill and Chick-fil-A Dacula will grant up to 2 hours of unpaid time off to vote in situations where open polling hours are not available for two consecutive hours outside (usually before or after) the Team Member's scheduled shift.

Team Members who need to request time off to vote on election days should inform their supervisors of the request at least 2 business days prior to the election day, so that the Business can schedule

the time off in the manner least disruptive to the Business. Upon return to work, Team Members should submit a voter's receipt or other documentation establishing that the Team Member voted during the time off that was granted.

Workplace Safety

Drug and Alcohol Policy

The improper use of legal drugs and the use of illegal drugs or controlled substances pose a significant problem for businesses, employees, and society. Our Business is committed to providing drug-free work environments. This is the best way to promote Team Member safety, "REMARK"able Guest service, productivity, and teamwork.

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

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

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

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

Workers' Compensation

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

In the event of a work-related injury or illness, to ensure that you receive any workers' compensation benefits to which you may be entitled **it is essential that you report any work-related accidents, injuries, and illnesses immediately, regardless of how minor it may seem at the time.** Our Business will provide you with information about filing a claim under the Workers' Compensation system and the Workers' Compensation process. This information is also available to you at any time in our office. If you need to report a work-related accident, injury, or illness, or if you would like more information, please contact your Area Manager, the AM or PM Director of Operations, the Director of People and/or the Director of Administration.

We must notify the workers' compensation insurance company of any concerns of false or fraudulent claims. Filing a false, inaccurate, or fraudulent workers' compensation claim, or providing false, inaccurate, or fraudulent information in connection with the workers' compensation process not only may result in denial of benefits, but also may result in severe disciplinary action, up to and including immediate termination of employment.

Team Members who are injured or suffer illness as a result of a work-related incident, and who are eligible for family and medical leave under the federal Family and Medical Leave Act ("FMLA") will be placed on FMLA leave during the time they are unable to work, up to a maximum of 12 weeks in a 12-month calendar year.

Workplace Safety

The safety of Team Members, Guests, and others who encounter our Restaurants is extremely important to us. Accordingly, our Restaurants strive to maintain safe conditions for all Team Members, Guests and others.

Team Members must perform their responsibilities in the safest possible manner. Team Members should use all appropriate measures and precautions to protect themselves, Guests, co-workers, and others. Please follow this non-exhaustive set of workplace safety rules and expectations:

- Immediately clean up any spills or, if it is impractical to do so, promptly notify leadership at the Restaurant that a spill has occurred and needs to be cleaned up.
- Pick up any items that are dropped or found on the floor to help avoid incidents and accidents such as slips, trips, and falls.
- Avoid any sort of horseplay, pushing, shoving, fighting, or other similar conduct.
- Maintain awareness of the locations of your Restaurant's first aid kits and fire extinguishers.
- Report promptly to your Area Manager, the Director of Operations, and/or the Director of Administration:
 - any accident or incident that occurs on the job and results in an injury or the possibility of an injury, no matter how minor it may seem at the time;
 - any unsafe conditions, hazards, or dangers
 - any suspicious persons or suspicious activity
- If applicable, following specified procedures during the handling, use, or disposal of any hazardous, dangerous, or toxic materials.

Workplace Violence

To help maintain a safe workplace and a safe environment for Guests and others, Chick-fil-A Hamilton Mill and Chick-fil-A Dacula have a zero-tolerance policy for workplace violence. Committing or threatening to commit any violent act against a co-worker, applicant, Guest, vendor, or other person

is prohibited, regardless of the circumstances. Examples of conduct that may be considered “threats” or “acts” of violence under this policy include, but are not limited to:

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

We take any threats or acts of violence seriously. Any Team Member who (1) is subjected to or threatened with violence by a co-worker, Guest, vendor, or other person or (2) becomes aware of another individual who has been subjected to or threatened with violence, must report this information to the Area Manager, the AM or PM Director of Operations, the Director of People and/or the Director of Administration as soon as possible so that we can respond to the situation appropriately. Further, please report any comments or suggestions from anyone concerning the possibility that someone might be planning to harm, threaten, or intimidate another person.

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

Conclusion of Employment

Resignation and Termination

If you choose to resign from employment with us, we ask that you consider giving the Business at least two weeks’ advance notice. Please understand, however, that this is merely a request. Consistent with our at-will employment policy, you may resign at any time, with or without advance notice, for any reason. You are not required to give us any advance notice.

If you have resigned with notice and intend to work out a notice period, please understand that we will expect you to continue performing your job duties in a satisfactory manner and comply with our policies through the time that your employment ends. Failure to do so may result in the termination of your employment by CFA HMD prior to the planned separation date. Also, if you have resigned with notice and the intent to work out a notice period and expressed that to us, you still may end your employment at any time during the notice period for any reason, consistent with our at-will employment relationship and policy.

Finally, please note that consistent with our at-will employment relationship, CFA HMD reserves the right to (a) terminate your employment immediately upon receiving notification of your intent to resign, or (b) terminate your employment during a notice period at any time, with or without advance notice, for any reason (so long as it is not unlawful).

Payment of Final Wages

CFA HMD will pay your final wages for the last pay period no later than the next regularly scheduled pay date after your separation from employment.

Return of Company Property

Upon termination of employment (whether by voluntary resignation or involuntary discharge), Team Members are expected to immediately return all CFA HMD property in the Team Member's possession, custody, or control.



Acknowledgments – Team Member Handbook

By signing below, I acknowledge the following:

- I have received and reviewed a copy of the R.D.M.J., LLC Team Member Handbook for its Chick-fil-A Hamilton Mill and Chick-fil-A Dacula locations (the "Handbook"). I further acknowledge that it is my responsibility to read, make sure I understand, and comply with the Handbook's policies and guidelines.
- **I am employed by R.D.M.J., LLC** Neither Chick-fil-A, Inc. (the franchisor of R.D.M.J., LLC) nor any other entity is my employer.
- **My employment with R.D.M.J., LLC is "at-will."** This means that I may resign at any time, with or without advance notice, for any reason and that R.D.M.J., LLC similarly may terminate our employment relationship at any time, with or without advance notice, for any reason (so long as it is not unlawful). I understand that neither this Handbook, any policy it contains, or any other CFA HMD, Chick-fil-A Hamilton Mill, or Chick-fil-A Dacula policy or document creates, is intended to create, or should be implied as creating a contract or agreement for employment of any duration. I also understand that the at-will status of my employment with R.D.M.J., LLC can only be changed through a written agreement signed by Operator Bob Garrett and me.
- I have received and reviewed the R.D.M.J., LLC policy on Civility and Equal Employment Opportunity contained in this Handbook. I understand that I am expected both to comply with the terms of that policy and to report immediately to the appropriate management representatives any violations of that policy that I experience, witness or otherwise become aware of.
- I understand that except for the At-Will employment policy, R.D.M.J., LLC has the right in its sole discretion to modify or amend the policies, guidelines, benefits, processes, and procedures set forth in this Handbook at any time, with or without advance notice. I further understand that any previously issued Team Member Handbooks are superseded and replaced by this Handbook.

I further acknowledge and understand that I have been given the opportunity to ask any questions concerning the Handbook or this acknowledgement, and to the extent that I have asked any questions I have received responses that I understand.

ACKNOWLEDGED AND AGREED BY:

Team Member Full Name (Print) _____

Team Member Signature _____

Date Signed _____