

Taco Bell Handbook



Publication date: October 2015

About this Handbook

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

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

Notice to Employees

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

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

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

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

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

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

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

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

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Training

Getting the Training You Need

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

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

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

Promotions

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

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

Hazardous Communication Program

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

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

On the Job at Taco Bell

Do's and Don'ts

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

Do...

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

Don't...

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

On the Job at Taco Bell

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

On the Job at Taco Bell

Appearance – Looking Good

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

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

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

On the Job at Taco Bell

- **Uniform** – Your uniforms must always be clean and wrinkle-free. Your uniform shirts and hat will be provided at no cost to you and must be returned in good condition upon termination of employment.
 - Management and Team Members wear Taco Bell approved shirt, pants, belt and shoes (soft leather or other grease-resistant tops with non-slip soles) head covering, and name tag.
 - Visible undershirts must be clean and solid white.
 - Do not wear jewelry in food preparation areas. Jewelry includes watches and bracelets.
 - Team Members may wear up to two post earrings in each ear and one ring on each hand. While in the food preparation area, a glove must be worn to cover a ring with stones.
 - Team Members and Management may not have visible body piercing to include tongue rings, nose rings, eyebrow rings, lip piercing, labrae, gauges, etc.
 - Any offensive or excessive tattoos must be covered.
 - Wear only the correct Taco Bell hat.
 - When you are working, wear your name tag on your shirt where instructed, and make sure it's straight! Don't hang anything from your name tag.
 - Do not wear sunglasses in the restaurant while working. You need a doctor's note for medical exceptions.
 - Leave your pagers, beepers, and cellular phones at home – you can't use them at work.

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

On the Job at Taco Bell

Being Late or Missing Work

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

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

Cash Handling

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

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

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

On the Job at Taco Bell

K-Mac Credit/Debit Card Acceptance Policy

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

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

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

Changing Personal Information

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

On the Job at Taco Bell

Company Privacy

When you work at Taco Bell, you will learn things that you should not talk about outside the restaurant. This includes product procedures and business plans. Talk about business matters only when you are at work.

Information about Taco Bell and its associates is private. This includes work schedules, phone numbers, home addresses and any other personal information. Don't discuss this information with anyone. Refer all requests for information to the Manager on Duty.

Requests for Company or Associate Information

Sometimes, people ask questions about Taco Bell or its associates (including ex-employees). People who might do this might include the police, health inspectors, or news reporters. Tell any of these people that they'll have to speak to the Manger on Duty. Say nothing else.

Information Technology

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

On the Job at Taco Bell

Using L.A.S.T.

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

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

REMEMBER:

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

On the Job at Taco Bell

In a Friendly Manner

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

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

What is Rudeness?

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

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

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

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

On the Job at Taco Bell

Equal Employment Opportunity

We want to have a workplace free of discrimination, sexual harassment, as well as other types of harassment based on race, national origin, and other characteristics.

- To do this, Taco Bell gives equal opportunity to all applicants and associates without regard to race, color, religion, sex, age, marital status, national origin, or citizenship. We will also provide qualified disabled applicants and associates with reasonable accommodations that do not impose an undue hardship or expose themselves or co-workers to a health or safety risk.
- Taco Bell will not punish or discriminate against any applicants or associate who:
 - Oppose or has opposed any employment practice that is believed to be discriminatory or illegal
 - Filed a charge of employment discrimination
 - Testified, assisted, or participated in any way in an investigation, proceeding or hearing related to discriminatory or illegal employment practices.

Taco Bell and its associates will obey all federal, state, and local equal employment opportunity laws.

On the Job at Taco Bell

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

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

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

Equipment Restrictions

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

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

Flyers and Handouts

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

On the Job at Taco Bell

Honesty

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

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

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

Information from headquarters

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

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

On the Job at Taco Bell

Legal Papers

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

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

Personal Belongings

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

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

Quitting Your Job

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

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

On the Job at Taco Bell

Safety

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

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

On the Job at Taco Bell

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

On the Job at Taco Bell

Food Handling Awareness

Personal Hygiene at the Restaurant

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

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

Always wash your hands prior to handling/preparing food.

On the Job at Taco Bell

Food Handling Awareness

Proper Hand Washing

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

Security

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

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

On the Job at Taco Bell

Security

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

Talking with your Manager

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

On the Job at Taco Bell

Team Meetings

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

Telephone Calls and Mail

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

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

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

On the Job at Taco Bell

Telephone Calls and Mail

Cell Phones In Restaurants

No cell phones, PDA's or other WiFi enabled devices will be allowed in the restaurants unless they are paid for and authorized by the company. Pagers and beepers are also not allowed. This applies to salaried Management as well as hourly employees. Only authorized personnel such as Above Store Leaders and other field people whose phones are provided and paid for by K-MAC will be allowed to have phones in the restaurants.

Driving Using Cell Phones

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

1. Familiarize yourself with every feature and function of your phone, especially placing and receiving calls.
2. Program frequently called numbers into your phone's memory.
3. Wait until you stop at a light or pull off the road to dial – or ask your passenger to dial for you.
4. Make sure your phone is easily accessible, within comfortable reach and as close to your line of vision as possible.
5. Learn to use your phone without looking.
6. Do not use your cell phone in distracting traffic situations.
7. Use caution when you stop to use your phone, parked callers have been victims of phone theft and other crimes.
8. If you need to make notes, stop the car or use your voice mail.
9. Disconnect your cellular phone if using jumper cables – the power surge could burn out your phone.

On the Job at Taco Bell

Telephone Calls and Mail

Please Note: Every attempt should be made to not use your cell phone/PDA while your vehicle is in motion. Some jurisdictions even restrict/prohibit the use of cell phones while operating a moving vehicle. It is the responsibility of each driver to be aware of such laws and to operate in accordance with the laws.

On the Job at Taco Bell

Social Media Standards

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

STANDARDS

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

DON’T post or text any of the following:

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

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

On the Job at Taco Bell

Social Media Standards

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

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

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

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

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

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

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

REMEMBER:

• **If you violate any of these Standards, you WILL be:**

- **Subject to discipline, up to and including termination.**
- **Subject to criminal charges if you violate any food safety standards or otherwise tamper with any food in the restaurant.**

• **Even when you delete a post, it can be stored online forever.**

Sexual Harassment and Discrimination

Taco Bell wants to have a workplace without harassment or discrimination. This includes sexual and other types of harassment.

Taco Bell will not tolerate sexual harassment in the workplace. We take all complaints about these things seriously. Associates will respect one another, they will not discriminate against or harass others.

- **Sexual harassment** includes any unwelcome sexual advances, as well as other offensive conduct, such as jokes, gestures, or pictures of a sexual nature. It also includes patting, pinching, brushing or rubbing against others.
- **Discrimination** can be about a person's race, sex, age, national origin, religion, veterans status, physical or mental disability, sexual orientation and marital status.

There will be corrective action for persons who do these things, which could include losing their jobs.

Examples of Sexual Harassment

Here are a just a few examples of sexual harassment:

- Unwelcome comments (about sexual parts of the body), gestures (that means sex acts), kidding and jokes (about sex), innuendo (saying one thing but meaning something sexual), physical contact (patting, pinching, or brushing against), or other things of a sexual nature.
- Demands or pressure for sexual favors or activity.
- Promises or suggestions that you will get special treatment if you have sex or sexual contact.
- Threats or suggestions of poor treatment for refusing to have sex or sexual contact
- Being blackmailed, threatened, or forced into sexual acts.

Sexual Harassment and Discrimination

What You Should Do

If you ever think you are a victim of sexual harassment, or a victim of discrimination by a Shift Manager or any of your Managers, call the K-Mac Human resource department right away.

If you ever think you are a victim of sexual harassment, or a victim of discrimination by an employee who is not a Manager or Shift Manager, tell the Manager on duty and the Restaurant Manager. If you are not satisfied with the way the Manager solves the problem, call the District Coach or the Human Resource department.

What Taco Bell Will Do

If you report sexual harassment or if you report discrimination, Taco Bell will quickly try to find out the facts in the case.

There will be corrective action, which could include losing their jobs, against people who:

- Sexually harass or discriminate against anyone else.
- Treat you poorly for reporting sexual harassment, or for reporting discrimination, or for being a witness in an investigation
- Do not quickly find out the facts and take action in a case of possible sexual harassment, or a case of possible discrimination

Schedule, Pay and Benefits

Paycards/Direct Deposit

You will be paid every two weeks.

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

Payroll Deductions

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

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

Work Schedules

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

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

Schedule, Pay and Benefits

Work Schedules

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

Work time and Overtime Pay

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

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

Schedule, Pay and Benefits

Family and Medical Leave (See Appendix B)

We know sometimes you may need extra time to balance work and family life. Taco Bell's Family Leave Policy give you up to 12 weeks of unpaid leave in a 12-month period, if you qualify. You can do this for any of these reasons:

- To care for your newborn, newly adopted child, or a newly placed foster child.
- To care for a spouse, parent, or child who has a serious health problem.
- If you cannot work at all, or if you cannot do an essential part of your job because of your own serious health problem.

Your benefits can continue during Family Leave, but you must keep paying your personal benefit contribution. When you come back from Leave, you will be given the same or equal position you had before. You will also get the same benefits and other employment terms and conditions.

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

Schedule, Pay and Benefits

Leave of Absence

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

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

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

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

Rest and Meal Periods

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

Meal Discounts

You will get a 50% discount on a meal. All meals must be rung up on the register. You get this immediately prior to, during or at the conclusion of your scheduled shift. All other times you pay full price for food. Food purchased at discounted prices is to remain in the restaurant and cannot be shared with friends or family members.

Schedule, Pay and Benefits

Service Date

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

Incentive Contests

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

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

Vacation Pay

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

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

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

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

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Schedule, Pay and Benefits

Vacation Pay

Vacation pay for restaurant managers and assistant managers, and office personnel will be as follows:

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

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

Profit Sharing/Retirement

K-Mac provides a 100% company funded profit sharing/retirement benefit for eligible restaurant personnel. You will be eligible upon reaching 21 years of age and 2 years of service in which you work 1000 hours or more. You will participate in the plan as of January 1 or July 1 after meeting the eligibility requirement. As a plan participant, you may be eligible for company funded contributions based upon company performance and your eligible earnings. Once a plan participant, your retirement account is fully vested. Upon reaching eligibility for this valuable benefit, you will receive a Summary Plan Description which more fully describes your rights under the plan rules.

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Appendix A: Corrective Action

How Corrective Action Works

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

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

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

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

Critical Violations

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

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

Appendix A: Corrective Action

How Corrective Action Works

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

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

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

Appendix A: Corrective Action

How Corrective Action Works

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

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

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

Appendix B: Family and Medical Leave

How Family & Medical Leave Works

Taco Bell recognizes that there are certain situations when associates may need extra time to balance their work and family life. This Family Leave Policy is established in accordance with the Family and Medical Leave Act of 1993 ("FMLA") effective August 5, 1993. This Family Leave policy ("Family Leave" or "Leave") provides up to 12 weeks of unpaid Leave within a 12 month period of eligible associates who need time off for any of the following purposes:

- To care for your newborn, a newly adopted child or a newly placed foster child;
- To care for your spouse, parent or child, who has a serious health condition; or
- On account of your inability to work at all or to perform any one essential function of the job due to your own serious health condition.

You are entitled to have your benefits continued during Family Leave, but you must continue to pay your personal benefit contribution. On return from Leave you are entitled to be restored to the same or equivalent position as held when Leave commenced, and with the same benefits and other employment terms and conditions.

Available Family Leave – Your total eligibility for Family Leave equals the maximum of 12 weeks of Family Leave minus the amount of Family leave taken during the 12 months preceding the date when requested Family Leave begins.

Appendix B: Family and Medical Leave

How Family & Medical Leave Works

Eligibility – You are eligible for Leave if you, (a) have at least 12 months of service with Taco Bell and (b) have worked at least 1,250 hours for Taco Bell during the 12 months before the date of Leave is to begin (c) are employed at a worksite where there are at least 50 Taco Bell associates employed within 75 miles.

Reduced Leave Schedule – This a Leave schedule that reduces the associate’s usual number of hours per work week or per workday.

Serious Health Condition – Defined as an illness, injury, impairment, or physical or mental condition involving (1) inpatient care (an overnight stay in a medical facility); or (2) continuing treatment by a health care provider (defined as a period of incapacity lasting 3 or more days incapacity due to pregnancy or prenatal care, incapacity or treatment for a chronic serious condition, a permanent or long-term period of incapacity, or an absence for multiple medical treatments). Leave for birth or placement for adoption or foster care must be concluded with 12 months of birth or placement.

Generally, you must take Family Leave on an uninterrupted basis. Under certain circumstances you are allowed to take intermittent or reduced schedule Leaves not to exceed 12 weeks in total. Intermittent and reduced schedule Leaves may be taken whenever Leave is medically necessary because of serious health condition or that of your spouse, parent or child. However, intermittent or reduced schedule Leave is subject to Taco Bell approval when used after the birth or placement for adoption or foster care of a child. You may be transferred to a temporary alternative job (and which carries equivalent pay and benefits for which you are qualified), that better accommodates the intermittent or reduced schedule Leave than your regular job.

Appendix B: Family and Medical Leave

Intermittent Leave – Intermittent Leave is leave taken in separate periods of time due to a single qualifying reason, and may include periods from an hour or more to several weeks.

Request and Approval – If you feel Family Leave is necessary speak to your manager.

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

Certification of Illness – If Family Leave is requested because of your own or an immediate family member’s serious health condition, a medical certification form must be completed by the health care provider and must be provided to Taco Bell within 15 calendar days. Periodic recertification may also be necessary. Second or third medical opinions may be required at Taco Bell’s expense.

Substitution of Available Paid Leave – You are required to first use your available paid Leave as Family Leave before going into an unpaid Leave status. When used for Family Leave purposes, up to a maximum of 12 weeks of paid Leave will be substituted for unpaid Family Leave. Your paid Leave will count against the Family Leave time you have available.

Appendix B: Family and Medical Leave

Benefits – During the Family leave, Taco Bell will continue to pay its portion of your benefit premium (if any) and you must continue to pay your portion of the premium. If you fail to pay your portion of the premium, coverage may be lost. If you do not return to work at the end of the Family Leave, you will be required to reimburse Taco Bell for the payments the company made to maintain your benefits during any unpaid Family Leave period. While on Family Leave, you will continue to earn credited service for benefits and other purposes. Accrual of other benefits, such as vacation, etc., shall be governed by the terms and conditions of policies covering such benefits.

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

“Fitness for Duty” Certification – At the end of leave that was granted because of a serious health condition to yourself, a doctor’s certification in a form prescribed by the company must be presented to the company to establish that you are able to return to work.

Effect of Family and Medical Leave Laws – The Family and Medical Leave Act, on which this Family Leave policy is based, does not affect any other federal or state law prohibiting discrimination. It does not supersede any state or local law that provides greater family or medical leave protection. Neither does it affect any obligation to provide greater Leave rights under an employment benefit plan.

Appendix B: Family and Medical Leave

NOTE: This policy is intended to highlight Taco Bell’s Family Leave program established in accordance with the federal Family and Medical Leave Act of 1993 (FMLA) and its regulations. It incorporates the FMLA by reference. This policy is written as clearly as possible with minimal use of technical words and phrases appearing in the law and regulations. It does not, however, include all the terms and conditions of the FMLA. The FMLA remains the final authority on the rights and responsibilities under Taco Bell’s Family Leave policy. In the event of a conflict with this policy, the FMLA shall govern in all cases. For more information of the FMLA, you may contact the local office of the Wage and Hour Division, listed in most telephone directories under U.S. Government, Department of Labor, Employment Standards Administration.

Important Names and Phone Numbers

The phone number at your Taco Bell restaurant:

Your Manager's Name:

_____ Phone: _____

Your Assistant Manager(s) name(s):

_____ Phone: _____

_____ Phone: _____

Your District Coach is:

_____ Phone: _____

Your Market Coach is:

_____ Phone: _____

Your Chief Operation Officer is:

_____ Phone: 479-646-2053

Your Human Resource Representative is:

_____ Phone: 479-646-2053

Please read carefully and sign:

ACKNOWLEDGEMENT of RECEIPT: This is to acknowledge that I,

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

Team Member's Signature

Team Member's Social Security Number

Date

Witnessed (Manager on Duty)