



Employee Handbook

Your Guide To All Things Bravo Foods!

July 2024

LIVE MÁS

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July 2024

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WELCOME to the Bravo Foods team! We hope as you settle in and learn more about us & our culture, you will find that working for us is a fun and

Before you get into the handbook, we wanted to take a moment to emphasize three things in particular that you will to know as a new employee:

Wel com e!

Treat each other fairly and with respect - A big part of creating a great work environment is dependent upon everyone treating each other fairly and with respect. If ever you feel like you aren't being treated right, please let your Restaurant General Manager know so they can work with you and others and others involved to resolve the situation. If the issue stil isn't resolved, please follow the steps outlined in the Concern Resolution Policy in the handbook.

Have a safe work environment - We ask that you report any unsafe situations such as water leaks, equipment issues or anything that could cause a food safety issue to your Restaurant General Manager immedicately so the issue can be resolved before anyone gets hurt.

Career Growth and Opportunities - Lastly and just as importantly, we want you to know about the wonderful opportunities you have for career growth with our organization. In this handbook, you will learn more about our culture, and how to grow your career. Most of our senior leaders started in Team Member positions or entry level management just like you! We are proud of that fact, and would love to see you grow your career with us in the same manner as they have should you desire, and demonstrate the leadership expectations we have.

INTRODUCTION

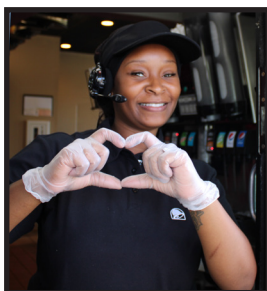
At BRAVO FOODS we are dedicated to customer service. When our customers have a great visit, it offers our employees more opportunities and growth in the future. We need your help satisfying our customers and growing our business.

The information covered in this handbook is not considered to be a comprehensive review of all company policies, but rather an overview. Copies of more detailed corporate policies may be requested from your Restaurant General Manager. This handbook does not create an express or implied contract of employment. This version of our handbook supersedes all previous versions. We reserve the right to amend, alter, or make exceptions to this handbook in the future.

PURPOSE OF THIS BOOK

To tell you about:

- Our company culture.
- Your employment with us.
- Your restaurant team.
- Our Customers.



WHEN TO USE THIS BOOK

This handbook is yours. You may use it as part of your orientation process in the restaurant. After your orientation training, you may keep this book to use as a reference throughout your career.



If you have any questions or cannot find what you are looking for in this handbook, talk with your RGM.

YOUR PAY

We offer competitive wages in the restaurant industry. Everyone has the option of being paid either by electronic funds which would be applied to a company provided pay card, or by direct deposit. Your pay will be available on Wednesday's at bi-weekly intervals.

- You must complete the electronic pay form during the orientation process.
- Each pay period, employees should check the accuracy of hours and their personal information such as name, address, contact information, and deductions in the Employee Self Service (ESS) system in UltiPro.
- No one should ever work while not on the clock.
- Minor employees must adhere to hour restrictions (see labor poster for your state requirements).

YOUR PAY CARD INFORMATION

If you have elected to be paid via a company Pay Card:

- You will be receiving a personalized card from Skylight/ Netspend in a few weeks.
- Contact the number on the front of the card (on sticker) to activate the card in 48 hours (need to allow time for Payroll company to forward information to Skylight otherwise card cannot be activated).
- Please read the fee summary on the back of the Skylight form.

HERE IS HOW YOU CAN AVOID FEES

If you want to get all your money in cash:

- ATM Withdrawals are unlimited with zero fees at any Allpoint ATM locations.
- Teller Withdrawals: Must be done inside. Go into any Visa Member bank and perform an over-the-counter teller withdrawal to receive your entire card account balance in cash at no cost.
- Skylight Convenience Checks can be cashed for no fee for the entire card account balance at participating Walmart's, ACE Cash Express locations, and at all U.S. Bank locations.



IF YOU WANT TO GET SOME OF YOUR MONEY IN CASH AND KEEP THE REST ON THE CARD FOR PURCHASES:

- Go onto the Skylight website to review pay statement, enroll in free text alerts from Skylight, download the **free Skylight Mobile app** and note exactly how much money (net pay) was deposited onto card.
- You can use your Visa card to make purchases online, in stores including receiving cash back, at restaurants and gas stations or over the phone – anywhere that Visa is accepted.
- Get cashback at participating retailers.
- Connect your Skylight card to Venmo and PayPal to quickly transfer funds

Use remaining money on card to make purchases or pay bills by:

- "Visa" credit card transactions
- "pin required" purchases by pressing the "debit card" button when making purchases at grocery stores, Walmart, Target etc...
- Skylight check - call customer service

HOW TO ACCESS YOUR PAY STATEMENTS

Employees can access all of their paycheck statements and W2s related to their employment with any BRAVO FOODS restaurant online by using the Payroll company's UltiPro Employee Self Service payroll website. Other things you can do in ESS is as follows: change your address, phone number, contact information, tax withholding, change add or delete your direct deposit or pay card options, enroll in benefit plans once you become eligible to participate, and also view your paid time off history as well. This information is confidential and secure.

Logging In to the UltiPro ESS system:

User Name: Enter last name + your first initial
+ 2-digit month + 2-digit day
(Example: John Smith April 28, 1980 is smithj0428)

Password: The Default Password is your
8-digit birth date
(Example: April 28, 1980 is 04281980)



Ultipro (UKG)

Note: You must have a valid phone number and /
or email to log in and update information.
answer 3 security questions after your 1st login.

Mobile App Company Access Code: QH2018

locked out? Contact bravohr@tjtpa.com or babreu@celebrationrg.com



Mission Statement:

Through our passion
for food, together
we make a difference
for our people,
customers,
and communities.



one passion.

one hunger.

one **CRG.**

OUR PURPOSE
NUESTRO PROPÓSITO

WE FEED PEOPLE'S LIVES WITH MÁS

OUR PROMISE
NUESTRA PROMESA



MÁS FLAVOR

We add more flavor to life. And that means doing things differently. We put a twist on traditional Mexican food, creating experiences that surprise and delight.

Me gusta el sabor de la vida. Y eso significa que hacemos las cosas de manera diferente. Ponemos un giro a la comida mexicana tradicional, creando experiencias que sorprende y deleita.



MÁS HEART

We passionately serve each other—our guests, our partners and the communities where we do business. We put our heart into everything we do.

Me encanta servirnos mutuamente a nuestros huéspedes, socios y comunidades donde hacemos negocios. Ponemos el corazón en todo lo que hacemos.



MÁS VALUE

We deliver more than expected. We serve the best quality food at prices our customers love. We provide the best working environment. And build relationships with our business partners that create value.

Me gusta dar más de lo que se espera. Servimos la mejor calidad de comida a precios que nuestros clientes aman. Proporcionamos el mejor ambiente de trabajo y construimos relaciones con nuestros socios comerciales que crean valor.



OUR PRINCIPLES
NUESTROS PRINCIPIOS

WE ARE HUNGRY FOR MÁS

H
HUMILITY

Because we are customer obsessed. We serve others with an "I can do that" attitude, no matter who we're serving.

Porque nos obsesionamos con el cliente. Servimos a otros con una actitud de "yo puedo hacer eso", sin importar a quién estemos sirviendo.

U
UNDERSTANDING

Because we build know-how. We make sure we understand the needs of our guests, employees and business partners. We are an active part of our communities.

Porque nos aseguramos de entender a nuestros huéspedes, empleados y socios comerciales. Somos una parte activa de nuestra comunidad.

N
NEVER FOLLOW

Because we go for breakthrough. We do the unexpected and stay one step ahead.

Porque vamos por el avance. Hacemos lo inesperado y permanecemos un paso adelante.

G
GRATEFUL

With meaningful recognition. We say thank you and mean it. We are passionate about recognizing each other.

Porque nos damos gracias. Decimos que gracias lo hacemos con intención. Nos apasiona reconocer uno a otro.

R
RELENTLESS

With "take the ball" teamwork. We don't let anything get in the way of doing the right thing. We strive to be the best at everything we do.

Porque somos persistentes. Con un equipo que toma el balón y no se rinde. No dejamos que nada se interponga en el camino de hacer lo correcto. Nos esforzamos por ser los mejores en todo lo que hacemos.

Y
YOUTHFUL

With a belief in all people. We are inspired by a youthful spirit and believe that everything is possible.

Porque creemos en todo el mundo. Nos inspira el espíritu juvenil y creemos que todo es posible.



GIVING BACK TO THE COMMUNITY

Not only do we believe in feeding our employee's lives with Mas, we also believe strongly in giving back to the communities you work and live in. We currently have a partnership with Taco Bell Teen Foundation and provide assistance regularly to the Boys & Girls Club of America and other great local charities.



The Taco Bell Teen Foundation believes all young people deserve the chance to follow their dreams and reach their full potential through high school graduation. At a time when youth are unsure about their future, we are there to help support them with the resources and opportunities needed to ignite their passions and become next generation leaders.

Bravo Foods, LLC raises money for the Teen Foundation twice a year to help support this mission in helping teens in need.



**BOYS & GIRLS CLUBS
OF AMERICA**

The mission of the Boys & Girls Club of America is to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

Bravo Foods, LLC is dedicated to fulfilling this mission for the boys and girls in our local communities. We have participated in many great events, such as playground builds, playground and park clean ups, and housing projects to ensure the boys and girls are raised in a safe and encouraging environment.

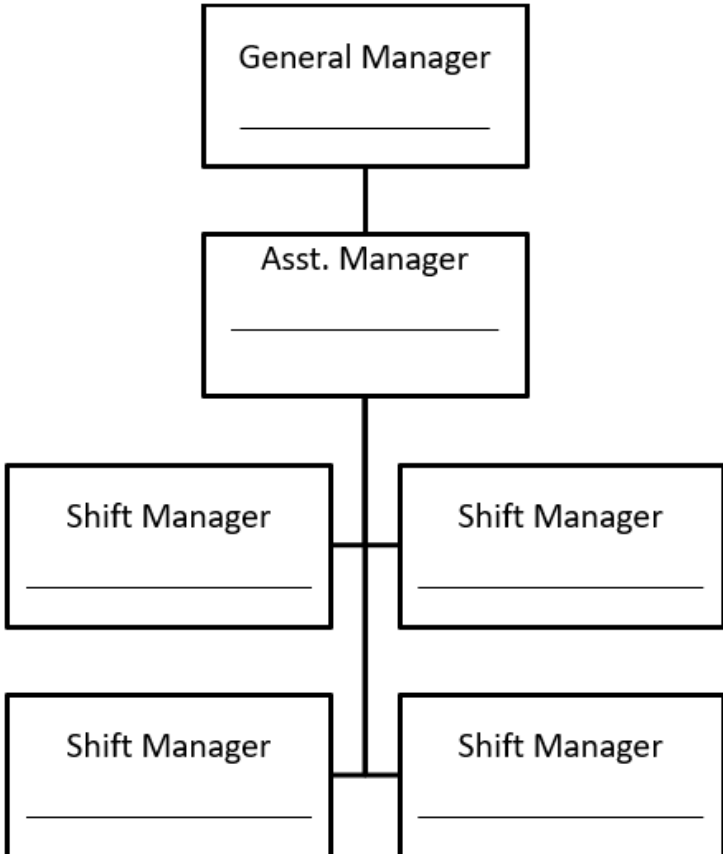
SECTION 2: IT'S ALL ABOUT THE TEAM

YOUR ABOVE RESTAURANT LEADER

Write the name of your Above Restaurant Leader below

YOUR MANAGEMENT TEAM

Each restaurant has its own managers and shift managers. Write down the names of your restaurant's managers and shift managers.



how we **win** **together**

Yum!

(hwwt)²

believe in all people

We trust in positive intentions and believe everyone has the potential to make a difference. We actively seek diversity in others to expand our thinking and make the best decision. We coach and support every individual to grow to their full capability.

we are customer maniacs

Customers rule. Every customer sees it, feels it and knows it in every restaurant. We make sure we have great RGMs who build great teams. 100% CHAMPS with a Yes Attitude is the expectation.

go for breakthrough

We begin by asking ourselves, "What can I do NOW to get breakthrough results in my piece of Yum?!" Our intentionality drives step change thinking. We imagine how big something can be and work future-back, going full out with positive energy and personal accountability to make it happen.

build know how

We grow by being avid learners, pursuing knowledge and best practices inside and outside our company. We seek truth over harmony every step of the way. We consistently drive outstanding execution by scaling our learnings into process and tools around what matters most. Breakthroughs come when we get people with knowledge thinking creatively.

take the hill teamwork

We team together to drive action versus activity. We discuss the undiscussable, always promoting healthy debate and healthy decisions. Our relationships allow us to ask the earth of each other. We make specific verbal contracts to get big things done with urgency and excellence.

recognize! recognize! recognize!

We attract and retain the best people and inspire greatness by being world famous for recognition. We love celebrating the achievement of others and have lots of fun doing it!



ABOUT YOUR BENEFITS:

Day 1

- Virtual Health (Medical & Behavioral)
- Dental
- Vision
- Aflac - 5 plans
- Life Insurance

Scan to Schedule an
Appointment with a
Representative Today!



- Free and Discounted Meals
- Perks Program
- Flexible Schedule
- Casual Dress/Work Attire
- Leadership Development and Training
- Career Advancement Opportunities
- GED Works Program
- Personal & Professional Development (CRGU)
- Employee Assistance Program (EAP)

Questions about Benefits?

Email: benefits@celebrationrg.com



LOG IN TO START SAVING!

Taco Bell Perks

Enjoy member-only discounts and corporate rates on everything from pizza and the zoo, to movie tickets, car rentals, and hotels! With thousands of local and national offers across 10,000 cities and easy mobile access, you'll always have a reason to Celebrate Your Savings!

YOU CAN SAVE

with Taco Bell **EMPLOYEE PERKS**

Find weekly coupons & Win exclusive giveaways!

DISCOUNTS ON



Cellphone plans, electronics & everyday essentials



TACO BELL

STEPS TO SAVINGS

- 1 Scan the QR code
tb.hrdiscounts.com/GO
- 2 Create an account
- 3 Browse thousands of discounts & coupons!

SCAN & SAVE today!





restaurant supply chain solutions
#YourBrandOnGo



.....THE MORE YOU GROW!



AT TACO BELL® OUR PURPOSE IS TO FEED PEOPLE'S LIVES WITH MÁS

GREAT PEOPLE ARE THE
FUTURE OF TACO BELL



2,000+
NEW RESTAURANTS

100,000
NEW JOBS

↓
BY 2022



1 START WITH US STAY WITH US

Whether you start with us or stay with us, we're opening doors and championing our people on the job, in school and beyond.



START A GREAT
FUTURE WITH TACO BELL.



LEARN SKILLS THAT
LAST A LIFETIME!



TACO BELL
SUPPORTS YOUTH.

We're committed to hiring roughly 1.5 million young people ages 16-24 over the next 10 years and joined the 100,000 Opportunities Initiative to create pathways for the next generation.

2 CULTURE

We're building a workplace that's uniquely Taco Bell by hiring passionate people and recognizing their accomplishments, as well as addressing their feedback every chance we get.



GRATEFUL
RALLIES



EMPLOYEE
AWARDS



EMPLOYEE
DISCOUNTS



FIRST TO TRY
NEW MENU ITEMS



3 LEADERSHIP

We invest in our people through leadership development & job skills training programs that encourage risk taking, build confidence and support professional growth.

theMARK

LEADERSHIP DEVELOPMENT
FOR RESTAURANT GENERAL MANAGERS

theQUEST

LEADERSHIP DEVELOPMENT
FOR AREA COACHES

theSPARK

LEADERSHIP DEVELOPMENT
FOR SHIFT LEADS

LIVE MÁS
SCHOLARSHIP



4 EDUCATION

Education is important to our team members, so we offer programs to support their goals and create jobs compatible with going to school.

- FUNDING FOR GED PREP AND TESTING
- EXCELSIOR COLLEGE PARTNERSHIP
- GLEN BELL AND LIVE MÁS SCHOLARSHIPS

GOAL:
10,000



THE MORE YOU GROW!

Team Members and Shift Managers

All benefits with a (*), employee must average 30+ hours per week over a 12 month period

- Medical, Dental, Vision*
- 401k + ER match (after 6 mo. & 20.5+ yrs.)
- Paid Time Off*
- Tuition Reimbursement* (Shift Mgr & above)
- Life Insurance (Shift Mgr Only; Employer Paid)



Scan Me for a fun, quick video about growing your career!!

Assistant Managers, General Managers, and Directors of Operation

- Medical, Dental, Vision (after 60 days)
- 401k + ER match (after 6 mo. & 20.5+ yrs.)
- Aflac (STD, Illness, Hospital, Accident)
- Short Term/Long Term Disability (ER Paid)
- Tuition Reimbursement
- Sick Time (from day 1)
- Paid Time Off (accrues from day 1 - up to 4 weeks)
- Bonus Program Eligibility (General Mgr & above)
- Life Insurance (Employer Paid)

COLLEGE PARTNERSHIP

PURSUE A DEGREE
AROUND
YOUR SCHEDULE



**Receive a 35% tuition grant
towards any Associate or
Bachelor's degree.**

- NO ENTRANCE EXAMS
- OVER 65 DEGREE PROGRAM OPTIONS
- 5 WEEK MOBILE FRIENDLY CLASSES
- SPECIALIZED ADVISORS



**SCAN TO GO
TO CTU TO
GET STARTED**



**PERSONAL
DEVELOPMENT
COURSES
AVAILABLE**

Contact Taylor Scott
tscott@celebrationrg.com

Graduate High School Programs (GED Works)



KFC:

www.KFCFoundation.org

Pizza Hut:

www.ged.com/lifeunboxed

Taco Bell:

www.MyTacoBell.com

Policy 225

Introduction

Restaurant General Managers, Assistant Managers, Full-time and Part Time Above Restaurant Leaders are eligible for tuition reimbursement after 6 months of continuous service subject to the requirements below.

Shift Managers are eligible for tuition reimbursement after 1 year of continuous service and averages 30+ hours for the year.

General Requirements

- Employee must maintain an acceptable performance rating
- Full Time and Part Time Above Restaurant Leaders must be averaging a minimum of 35 hours per week
- Approved course of study or job-related degree
- Prior approval of the Benefits Manager
- Approved institutions of learning, such as accredited colleges/ universities, junior colleges and universities offering courses leading to a bachelor's or higher degree
- Must earn "C" or better or "Pass" in pass/fail courses

Covered Expenses

- 100% Paid tuition less tax withholdings designated by federal and state laws (no tuition expenses paid by financial aid will be reimbursed)
- No books or other supplies will be covered
- Reimbursement is provided upon completion of course where acceptable grade was achieved

Limit

- \$3,000 per calendar year (Assistants, General Managers, ARLs)
- \$3,000 per anniversary year (Shift Managers only)

Application Procedures

Non-CTU Students: Before signing up for your course (s), you must submit the attached "form A" to the Benefits Manager for approval. To receive reimbursement, you must also be actively employed at the time you complete the course and provide written evidence of achieving a passing grade & copy of paid tuition bill to the Benefits Manager.

CTU Students: Before signing up for your course (s), you must submit the attached "form B" to the Benefits Manager for approval.

Repayment Conditions

Recognizing that tuition reimbursement is an investment, if you leave the company, you will be required to repay any tuition expenses reimbursed within the prior 12 months.

Please speak with your RGM to obtain the mentioned "form A" or "form B" application forms.



SECTION 3: IT'S ALL ABOUT HAVING FUN AND TAKING CARE OF CUSTOMERS!

BECOMING A CUSTOMER MANIAC

- Production Maniacs become experts at making great product.
- Service Maniacs become experts at providing great service.

*We strive to make a connection with every customer with a **"YES!"** attitude!*



C.H.A.M.P.S.

- C** - Cleanliness - Keep inside and outside clean at all times
- H** - Hospitality - Smile, Greet, and Thank every customer.
- A** - Accuracy - Take, Make, and Package orders correctly
- M** - Maintenance - Take care of equipment as if I own it.
- P** - Product - Serve Hot, Fresh food you would serve to family.
- S** - Speed with Service - Meet service time goals every day.

B.L.A.S.T.

Use B.L.A.S.T. to satisfy unhappy customers when we make mistakes.

- B** - Believe in positive intentions.
- L** - Listen to the customer and understand how they feel.
- A** - Apologize for the problem and offer a solution.
- S** - Satisfy the customer's needs and offer a little more.
- T** - Thank the customer for allowing us to make it right.

Celebrating Champions with Recognition

Recognition is one of our _____
 _____ Principles.

How do you feel when you're recognized for doing a good job?

Where are CHAMPS cards located in your restaurant?

List some ways you like to be recognized for doing a good job.

List some ways you can recognize fellow employees.

Customer Maniacs are Team Members who display

_____ behaviors.

**We have built a recognition culture by appreciating
 Team Members and treating each other with respect!!**



SECTION 4: OUR EXPECTATIONS

BASIC EXPECTATIONS

- Be on time every day ... you must call 3 hours in advance if you are going to be unable to work your shift due to illness, family emergency, or will be late.
- We understand things happen from time to time; however, failure to meet the 3-hour notice expectation or frequent Tardiness or absents (even with 3-hour notice) are unfair to the team and are unacceptable.
- Personal use of cell phones, iPod, and other personal electronic devices are not allowed while on the clock.
- Do your part to create a great work environment.

YOUR UNIFORM

Details will be covered in Restaurant Basics during training; however, here is an overview of our uniform expectations:

- One ring without stones on one hand allowed
- No gauges or ear lobe spacers
- Max. 2 earrings per ear, post only
- No facial piercings
- No watches
- Nails not to extend the finger tips
- Beards, goatees and mustaches must be trimmed.
- Hat or Hair net worn with visor
- Belt with tucked in shirts and name tags
- Black pants or dark denim/black jeans if SWS is 4 mins or less (must touch the top of your shoes with black socks). No skinny jeans, cargo, leggings or sweats
- Shoes – Non-slip, no corks. Must be closed-toed and heel – solid black.

You will be sent home if uniform does not meet standards.

EMPLOYEE MEAL POLICY

- Team members receive an employee meal not to exceed \$10.00 for cost of meal, a single shift.
- Managers receive a free meal, not to exceed \$_____ for cost of meal, during their shifts.
- Managers are expected to set a good example by selecting items that are modest in cost and quantity.

SECTION 4: OUR EXPECTATIONS

WORK ENVIRONMENT SAFETY

- Always wear slip resistant shoes that are in good condition.
- Immediately put up wet floor sign when mopping or if you spill something on the floor (assure all spills are mopped up ASAP).
- Don't block pathways with boxes or trash.
- Follow proper procedures when working with knives, fryers or other equipment that could cause injury.
- Handle hazardous chemicals with care.
- Follow proper lifting and storage procedures when moving product or supplies.
- Know the location of the first aid kit and fire extinguishers.
- Never open the back door without management approval.
- Immediately inform a member of the management team if you see any unsafe conditions or equipment issues.

During your training, you will learn details on procedures which you must follow; however, here are the key areas of importance to assure we are Food Safe:

FOOD SAFETY

- Don't come to work when you believe you have a contagious illness.
- Wash your hands constantly after:
 - Handling Money
 - Going to the Restroom
 - Any kind of Cleaning
 - Smoking, drinking, coughing, and sneezing
 - Keep food out of the danger zone
 - Cold foods below 40 degrees
 - Hot food above 140 degrees
 - Always follow FIFO (First In First Out) when rotating product
 - Immediately discard expired product and inform a manager.



SECTION 5: FMLA

EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- for incapacity due to pregnancy, prenatal medical care or child birth;
- to care for the employee's child after birth, or placement for adoption or foster care;
- to care for the employee's spouse, son, daughter or parent, who has a serious health condition; or
- for a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter or parent is on covered active duty or call to covered active duty status may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegrating briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness*; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.*

***The FMLA definitions of "serious injury or illness" for current servicemembers and veterans are distinct from the FMLA definition of "serious health condition".**

Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least 12 months, have 1,250 hours of service in the previous 12 months*, and if at least 50 employees are employed by the employer within 75 miles.

***Special hours of service eligibility requirements apply to airline flight crew employees.**

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and

a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- interfere with, restrain, or deny the exercise of any right provided under FMLA; and
- discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulation 29 C.F.R. § 825.300(a) may require additional disclosures.



For additional information:
1-866-4US-WAGE; (1-866-487-9243) TTY: 1-877-389-5627
WWW.WAGEHOUR.DOL.GOV

U.S. Department of Labor | Wage and Hour Division



WHD Publication 1420 - Revised February 2013

APPENDIX

The following pages contain copies of the orientation policies you reviewed and signed during your online orientation. Please refer to them as needed during your employment.

ANTI-DISCRIMINATION AND HARASSMENT:

In accepting employment with Bravo Foods, LLC, I understand that harassment and discrimination are not tolerated at Bravo Foods, LLC and am aware that:

- I must be allowed to work in an environment free from harassment including unsolicited and unwelcome sexual overtures, as well as discrimination.
- Discrimination refers to treating someone differently due to a person's race, color, gender, age, national origin, military status religion, sexual orientation, pregnancy, physical or mental disability, genetic information or any other legally prohibited status.
- The Equal Employment Opportunity Commission defines sexual harassment as "unwelcomed sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature". Whether committed by a supervisor, co-worker, or customer, some examples of actions that may constitute sexual harassment and are prohibited are:
 - Repeated offensive sexual flirtations
 - Repeated unwelcome advances
 - Repeated propositions
 - Continued or repeated verbal abuse of a sexual nature
 - Repeated graphic or degrading comments of a sexual nature about an individual or his/her appearance
 - Repeated displays of sexually suggestive objects or abusive conduct

If I am subjected to or have knowledge of any harassment or discrimination, I will report it immediately by using the Concern Resolution Process.

BOTTOM LINE:

The work place is not a place for any Bravo Foods, LLC employee to discuss, joke about, or engage in any Sexual activity. All Team Members should be treated with respect regardless of race, color, gender, age, national origin military status, religion, sexual orientation, pregnancy, physical or mental disability, or any other legally protected status.

CASH CONTROL AGREEMENT:

In accepting employment with Bravo Foods, LLC, I understand that I can be immediately terminated (and possibly prosecuted) for any of the following violations of Bravo Foods, LLC cash and inventory guidelines:

- Failure to ring in guest checks immediately.
- Manipulating guest checks or credit card receipts (including under-ringing and non-ringing) to cover errors or for personal gain.
- Taking money from cash register or cash fund, or taking product, equipment for personal use, re-sale, or to cover errors.
- Any attempt to conceal cash shortages.
- Any falsification of data on paperwork, store reports, or any Bravo Foods forms.
- Any form of floating cash receipts or change funds.
- Paid outs processed through Area Coach.
- Cashing Team Member payroll or other checks with company funds.
- Misuse or unauthorized disclosure of customer credit card information.

CONCERN RESOLUTION PROCESS:

In accepting employment with Bravo Foods, LLC, I understand that Bravo Foods, LLC has implemented a formal Concern Resolution Process, which is designated to provide Team Members with a forum to address questions, comments or concerns about their jobs, and ultimately resolve any dispute. I understand that Bravo Foods will not tolerate any form of retaliation for any good faith report of discrimination/harassment or other work environment issue. I understand that the appropriate level of management will conduct an investigation (if needed) to determine what course of action should be taken to resolve concerns. If I have a problem or concern, I will take the following steps:

STEP 1: Talk to your RGM and clearly state your concern and your desired solutions.

STEP 2: Not resolved? Contact your Area Coach to arrange a meeting to discuss your concern.

STEP 3: Not resolved? Contact your Region Coach and HR Manager to discuss your concern.

CONCERN RESOLUTION PROCESS:

If at any time during the Concern Resolution Process, I:

- Feel that I cannot go to the designated person,
- Do not have the contact information for the appropriate person,
- Feel that the complaint is not being addressed appropriately, or
- Have not received a response within 10 days,

I may text Report it: **BRAVOFOODS to 63975** or go to **www.reportit.com**, use the code **BRAVOFOODS** at any time to report a concern anonymously.

AGREEMENT TO ARBITRATE:

Because of the delay and expense of the court systems, and in exchange for my employment or continued employment, as well as the mutual promises contained in this Agreement, Bravo Foods and I agree to use confidential binding arbitration, instead of going to court, to decide any and all claims that now exist or may arise in the future out of the relationship between me and Bravo Foods, its related companies and/or current or former employees. Without limitation, such claims include any concerning compensation, wages, expense reimbursement, leave, employment (including, but not limited to, any claims concerning harassment or discrimination), conversion, breach of fiduciary duty, and/or termination of employment. Nothing in this Agreement to Arbitrate shall prohibit me from filing, participating in, or pursuing action with an administrative agency in accordance with applicable law, such as the filing of charges or claims with an unemployment compensation agency, a workers' compensation agency, the National Labor Relations Board, or the Equal Employment Opportunity Commission (or a state or local anti-discrimination agency).

In any arbitration, the then prevailing employment dispute resolution rules of the American Arbitration Association will apply (copies of which are available on the American Arbitration Association website at www.adr.org, or by requesting a copy from the Human Resources Department), with the following two exceptions: First, Bravo Foods will pay the arbitrator's fees, and (if I am the one filing the claims) Bravo Foods will pay that portion of the arbitration filing fee that is in excess of the similar court filing fee had I been able to file the claims in court. Second, Bravo Foods and I agree that any and all claims subject to arbitration under this Agreement to Arbitrate shall be instituted and arbitrated only in an individual capacity, and not on behalf of or as a part of any purported class, collective, representative, or consolidated action (collectively referred to in this Agreement to Arbitrate as a "Class Action"). Furthermore, Bravo Foods and I agree that neither party can initiate a Class Action in court or in arbitration in order to pursue any claims that are subject to arbitration under this Agreement to Arbitrate.

AGREEMENT TO ARBITRATE (Cont.):

Moreover, neither party can join a Class Action or participate as a member of a Class Action instituted by someone else in court or in arbitration in order to pursue any claims that are subject to arbitration under this Agreement to Arbitrate. It is the parties' intent to the fullest extent permitted by law to waive any and all rights to the application of Class Action procedures or remedies with respect to all claims subject to this Agreement to Arbitrate. It is expressly agreed between Bravo Foods and me that any arbitrator adjudicating claims under the Agreement to Arbitrate shall have no power or authority to adjudicate Class Action claims and proceedings or to rule on the validity and enforceability of the Class Action waiver provided for in this Agreement to Arbitrate. The waiver of Class Action claims and proceedings is an essential and material term of this Agreement to Arbitrate, and Bravo Foods and I agree that if it is determined by a court of competent jurisdiction that it is prohibited or invalid under applicable law, then this entire Agreement to Arbitrate is unenforceable. Otherwise, if any other provision of this Agreement to Arbitrate is held to be unenforceable by a court of competent jurisdiction, such provision shall be deemed voided, however, all remaining provisions of this Agreement to Arbitrate shall remain in full force and effect.

This Agreement to Arbitrate is not and shall not be construed to create any contract of employment for any specific duration, express or implied, and it shall not in any way alter the "at-will" status of my employment. This means that either I or Bravo Foods may terminate the employment relationship at any time, with or without advance notice, and with or without cause.

LABOR LAW AGREEMENT (for 16 & 17 year olds only):

I understand and agree to abide by the Federal & State Labor Laws that restrict the hours that I can work. I understand that those restrictions are posted on the Child Labor Law poster in the restaurant. In addition, I further understand that I will not drive any vehicle for company purposes. I will inform my Area Coach or text to Report it: **BRAVOFOODS to 63975** or go to **www.reportit.com**, use the code BRAVOFOODS at any time to report a concern anonymously. if anyone directs me to do something that is in violation of this policy.

PROMOTING A POSITIVE ENVIRONMENT:

In accepting employment with Bravo Foods, LLC, I understand that I am accountable for helping promote a positive environment. To support this effort, I agree to the following:

PROMOTING A POSITIVE ENVIRONMENT (Cont.):

We promote an environment free of alcohol, drugs and other chemicals. I am not permitted the unlawful use of a legal drug or other substances. I also may not possess or consume alcoholic beverages and, or consume, sell, nor possess illegal drugs:

- While on duty
- On company property
- While wearing your Uniform
- Immediately prior to work

I may not:

- Smoke in the restaurant at any time. It is considered a serious violation of state law and will result in immediate termination.
- For customer perception reasons, the use of e-cigarettes is not permitted in the restaurant at any time. Usage may lead to immediate termination.
- Possess a visible or concealed weapon on company property or in a vehicle I am operating for company business.
- Steal, misuse, or destroy company money or property.
- Put false information on employment applications, forms, or reports.
- Physically or verbally abuse or harass Team Members or customers.
- Be disrespectful of others or the company when communicating via Social Network sites.
- Violate local, state, or federal laws.
- Repeat a violation of any kind after I have received a written warning for my performance (i.e., being late, absent, not following job process or procedures etc....)
- Refuse business to any customer because of race, age, sex, religion, physical or mental disability, or national origin or any other legally protected status.
- Have a relative nor anyone I am dating reporting to me (if in a management position).

I must:

Inform my RGM or Area Coach of any work environment needs I must have to accommodate a disability.

While this is not a complete list, Bravo Foods, LLC wants me to be aware of the standards we have set to help support a positive environment for me, my fellow Team Members, and our customers.

SOCIAL MEDIA POLICY:

The rapid rise and popularity of new social media and next generation communication tools presents new challenges regarding protecting the assets, goodwill and reputation of Celebration Restaurant Group (Company) and the Pizza Hut/Taco Bell brand. As an employee of the company, your participation in social media must comply with this Social Media Policy (the "Policy"). This Policy applies to all types of social media platforms and communication tools that exist now or may exist in the future (collectively referred to as "Social Media"), such as:

- Blogs (e.g., iCHING and external blog sites such as Ning and Blogger)
- Wikis (e.g., Learning Zone and external sites such as Wikipedia and other similar sites where text can be posted)
- Multimedia or user-generated media sites (e.g., YouTube)
- Social networks (e.g., Facebook, MySpace, Linked In, Twitter, Ning)
- Virtual worlds (e.g., Second Life)
- Text messaging and mobile device communications

Nothing in this policy is intended to prohibit employees from discussing or releasing information about wages, hours, working conditions or other terms and conditions of employment to the extent privileged by Section 7 of the National Labor Relations Act or other law.

Summary of Policy:

When choosing to interact with others via a social media platform, you must adhere to the following:

- You must have prior approval from the Chief Executive Officer (CEO) to participate on the Company's behalf in any external Social Media.
- Unless the CEO's permission is obtained, you must participate only for yourself as an individual. Be clear that your comments are your own views and not those of the Company.
- You must be clear about who you are and your role with the Company.
- Protect all Company confidential and proprietary information.
- Do not post photos or videos of our restaurants that share confidential information (e.g. spec charts, marketing plans etc....) or represent the company in a negative light.
- All Company workplace policies apply to your conduct. You must comply with all workplace policies.

SOCIAL MEDIA POLICY (Cont.):

- Do not use other people's property (such as trademarks or copyrighted music, photos, videos, or news articles) without their permission.
- Think before you post – you own the consequences of your participation.
- Protected communications and activities are excluded from the policy.

BE YOURSELF.

- Do not misrepresent yourself or your role with the Company. For example, if you are not a Restaurant General Manager, do not say you are on your Facebook profile.

STATE THAT IT'S YOUR OPINION.

- Do not claim or leave the impression that you are speaking on behalf of the Company unless you have explicit permission from the Chief Executive Officer to do so.
- If you mention that you are an employee of the Company in external Social Media (e.g., "I work for Celebration Restaurant Group, BRAVO FOODS LLC, or Bravo Foods LLC" in your user profile or sign your online comments as "John Smith, RGM Pizza Hut (Taco Bell)"), then you must include a statement that the views expressed are your own:

"The comments and other content on this site are my own and don't represent the positions, opinions or strategies of Celebration Restaurant Group, BRAVO FOODS LLC, or Bravo Foods LLC."

- Using the required disclaimer does not excuse a violation of this Policy or ensure that people will not get the wrong impression.

PROTECT COMPANY INFORMATION...AND YOURSELF.

- Do not post photos, videos and/or sound recordings taken on Company property, including restaurants, unless you have explicit permission from the Company to do so.
- Do not post photos or videos showing you in your uniform or other clothing that includes a Company/Brand logo could that could reflect negatively on yourself, your job, your co-workers, or the Company.

SOCIAL MEDIA POLICY (Cont.):

- Do not publish, text, or discuss any events, conversations or materials that are meant to be private, confidential or internal to the Company. This includes, operations manuals and standards, training materials, new product plans, project team discussions, vendor negotiations, marketing or media plans/calendars, and test market data.
- You are strictly prohibited from publishing, texting or discussing the following Company information anywhere:
 - **The Numbers:** Any financial information (i.e. sales growth, Cost of Labor dollars, Food Cost etc....)
 - **Personal Information:** Never share personal information (including name, social security numbers, telephone numbers, addresses or medical information) regarding other employees, franchisees or customers. Be very careful in sharing your own personal information.
 - **Legal Information:** Anything to do with a legal issue, legal case, or attorneys.
 - **Product formulas or specifications:** Not just secret recipes, but formulas and detailed specifications for all Company/Brand products.
 - **Other Protected Information:** Any secret, confidential, or proprietary Company information or information that is subject to confidentiality agreements.
 - Do not use any Company logos, trademarks, graphics, or advertising materials.
 - Do not sell or misappropriate any Company materials (e.g., training or promotional materials).
 - If the media or a blogger contacts you about a posting that concerns the business of the Company, do not respond and refer that person to the Chief People Officer.

NOTE: Do not report business concerns or complaints on Social Media. Instead, you should either notify your supervisor or text to Report it:

BRAVOFOODS to 63975 or go to **www.reportit.com**, use the code BRAVOFOODS

BE RESPECTFUL.

- We are a company that reflects a diverse set of customs, values and points of view. Compose your thoughts in a way that respects differing points of view consistent with the Company's How We Win Together (HWWT2) principles and workplace policies.

SOCIAL MEDIA POLICY (Cont.):

- Do not make fun of, denigrate or defame your co-workers, customers, franchisees, suppliers, the Company/Brand or our competitors.

RESPECT OTHER PEOPLE'S PROPERTY.

- Stick to posting your own creations. Do not use anything that belongs to someone else, including trademarks, trade secrets and copyrighted materials (such as music, photos, graphic images, and movies) owned by third parties.
- Where it is appropriate to include a part of someone else's work in your posting (such as a short excerpt from a news article or a trade publication), make sure you have the right to use and publish it and always give proper credit for the work.

ADMIT WHEN YOU'VE MADE A MISTAKE AND CORRECT IT.

If you make a mistake, admit it and correct it. Be direct and prompt with your correction.

THINK ABOUT CONSEQUENCES.

Anything you publish will be publicly available for a long time. Think through possible consequences before you post, text or discuss anything on Social Media.

- If you find yourself wondering if you can talk about something you learned at work – don't.
- Consider the context of any material (including photos or videos) that you publish and use good judgment. Ask yourself:

"Would this embarrass me, my family or co-workers or harm the reputation and goodwill of the Company if it were reported on the front page of the New York Times or on the evening news?" If yes, then do not publish it.

SOCIAL MEDIA POLICY (Cont.):

- The decision to post is yours and you are responsible for the consequences. If you violate this Policy, you could:
 - o Be disciplined or even under certain circumstances be fired
 - o Cause legal trouble for the Company/Brand, our customers or our investors
 - o Be sued, including by the Company/Brand
 - o Face criminal charges
 - o Harm the goodwill of the Company/Brand, costing us customers and investors

Failure to comply with this Policy could result in disciplinary action, including termination of your employment, and in certain circumstances, civil and/or criminal liability. The Company reserves the right to modify, suspend or withdraw this Policy. You are responsible for regularly reviewing the terms of this Policy.

TEAM MEMBER AGREEMENT:

In accepting employment with Bravo Foods, LLC, I understand and agree that:

- Any company handbooks, manuals, policies, procedures, rules and regulations do not create a contract between Bravo Foods LLC and me, except for the Agreement to Arbitrate.
- I may quit my job at Bravo Foods LLC at any time, for any reason and Bravo Foods LLC may terminate my employment at any time, for any reason.
- With the exception of the Agreement to Arbitrate, Bravo Foods LLC may change any rules, policies, guidelines, procedures and regulations including the terms and conditions of my employment at any time without notice.
- Misuse or unauthorized disclosure of confidential information not otherwise available to persons or firms outside Bravo Foods LLC is cause for disciplinary action, including termination.
- All hourly paid positions are considered part-time. As business conditions fluctuate, hours are not guaranteed.
- I have been through orientation & understand how to access copies of Bravo Foods's policies. I agree to abide by the company's policies and regulations.
- I understand that I must call 3 hours in advance of a shift if I am going to be late or unable to work; failure to do so is cause for disciplinary action.

TEAM MEMBER AGREEMENT (Cont.):

- When communicating via social media (blogs, networking sites, etc. ...) I must adhere to the Social Media Policy found in the Employee Handbook.
- I understand and accept that my photo may be used for recognition purposes in company newsletters or on the company website.
- I understand and give Bravo Foods LLC consent to record all phone calls from any company business phone (includes incoming and outgoing calls).
- I understand that for security reasons, video surveillance is in place in most restaurants.
- I hereby authorize Payroll company services to initiate credit entries to my account as well as to process debit entries and adjustments for any credit entries in error to my account to the extent allowed by federal, state, or local law. In the event of a debit entry or adjustment, notice will be provided to the extent required by law. Such authorization will remain in effect until I have provided a written termination request.
- I understand that I must sign in to my Ultipro Employee Self Service account each pay period to check the accuracy of my personal information and pay statement information

--POLICY AVAILABILITY--

Other policies will be reviewed during Orientation Training. In addition, policies are available for review on the Celebration Restaurant Group website (www.celebrationrg.com). Ask your RGM for further assistance.

CHECK OUT OUR SOCIAL MEDIA SITES:

Stay up to date on fun contests, recognition, and news for all three of our Celebration Restaurant Group Brands: KFC, Pizza Hut, and Taco Bell.



CRG Social
Instagram



CRG Strong
Facebook



Celebrationrg.com
CRG Website

NOTES

