



Employee Handbook

Your Guide To All Things CFL Pizza!

July 2024



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July 2024

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SECTION 1: YOUR EMPLOYMENT AT CFL PIZZA

WELCOME to CFL Pizza, one of the largest Pizza Hut franchisees in the country. We are glad you are on our winning 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 rewarding experience!

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

W e l c o m 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 you ever feel like you aren't being treated right, please let your Restaurant General Manager know so they can work with you and others involved to resolve the situation. If the issue still isn't resolved, please follow the steps outlined in the Concern Resolution Policy on page 24.

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 immediately so the issue can be resolved before anyone gets hurt. For Delivery Drivers, we have some additional information enclosed that we ask you to review.

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 CFL Pizza, 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 Mondays 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 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 InfoSync to forward information to Skylight otherwise card cannot be activated).
- Please read the fee summary on the back of the Skylight form.

DRIVER PAY CARD INFORMATION

- All credit card tips, delayed payment tips, and driver reimbursements will be paid on the Skylight One (Netspend) card.
- If you would like to opt out of receiving payment on a card, all digital tips and reimbursements will be paid out on your regular, bi-weekly paychecks.

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 CFL Pizza Hut restaurant online by using the InfoSync'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 cfhr@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 CULTURE



Our Promise

At Pizza Hut you can:

Become
your
Best

Make
Friends

Have
Fun!

Our Pledge

So you will feel:

Safe: We put your safety 1st!

Valued: We are PROUD to Serve YOU!

Cared For: We support you and provide tools to help keep you and our customers safe.

Our Culture

With people who:



~~TEAMWORK~~

Together

We bring energy and go for amazing results.

Believe

in All People

We trust each other to do what's right.

RECOGNIZE

We celebrate each other's great work.

Our Service

So we can:

Give Service With

a Smiley

We don't just make pizzas. We make people happy.

Create Food We're

PROUD to Serve

We only serve food we would serve to our family.

Deliver it

FAST

Because #IWWIWWI!

THIS IS

Life Unboxed

Pizza Hut may not be your only thing, but it could be the very thing that makes the rest of it possible.

GIVING BACK TO THE COMMUNITY

Not only does CFL Pizza, LLC believe in growing our people, we also believe strongly in giving back to the communities you work and live in. We currently have a partnership with Children's Home Society



Children's Home Society of Central Florida protects and heals children; builds and strengthens families; and rescues and embraces teens struggling to survive on their own,

Each year we are able to do more and more for the children in need through the funds raised during our annual fundraiser. We have been able to do room renovations in a Children's Home Society facility, significantly helped with the Faine House project, contributed to food banks, and participate in the annual backpack program to set the children up for success each year to name a few.

MORE THAN A PAYCHECK

Making pizzas is much more than just getting a paycheck at CFL Pizza, it's about making an impact in our communities and making lasting memories to the people we serve every day. You can begin to help make a difference in people's lives by donating time to some of the community events we have in your area throughout the year. Here are a couple pictures of the events we have participated in:



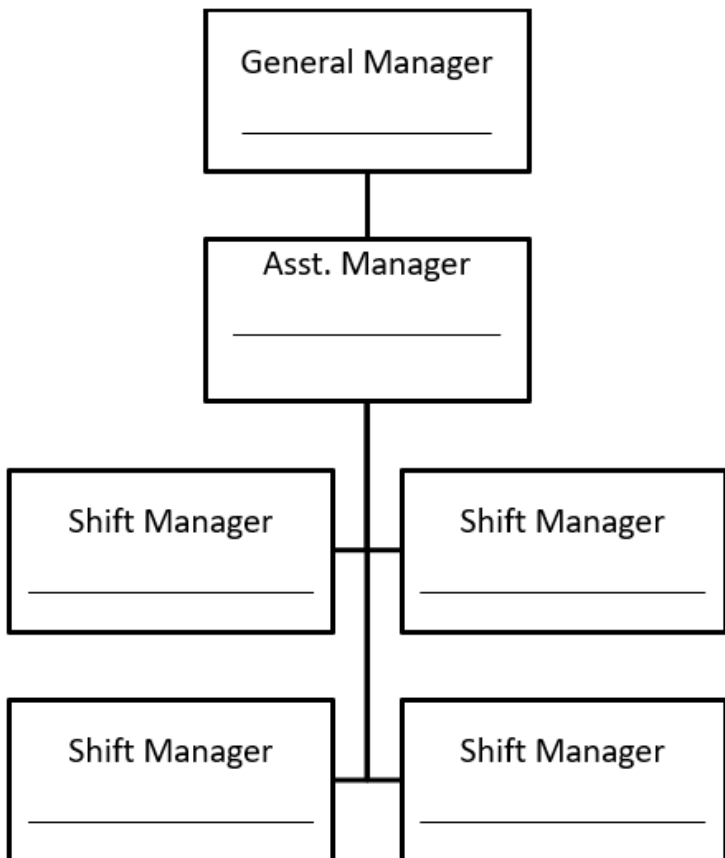
SECTION 2: IT'S ALL ABOUT THE TEAM

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

(hwwt)²

Yum!

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!

Pizza Hut 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 Pizza Hut **EMPLOYEE PERKS**

Find weekly coupons & Win
exclusive giveaways!

DISCOUNTS ON



Cellphone plans, electronics
& everyday essentials



STEPS TO SAVINGS

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

SCAN & SAVE today!





.....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, 10K)



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

Assistant Managers, General Managers, and Director of Operations

- Medical, Dental, Vision (after 60 days)
- 401k + Employer match (after 6 mo. & 20.5+ yrs.)
- Short Term/Long Term Disability (Employer 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, 1x annual salary)
- Supplemental Life insurance (Employee Paid)



HEAR FROM OUR TEAM!

Scan the QR Code

Monica Johnson
Region Coach
Started as
a Server



Dustin Patton
Area Coach
Started as
a CSR



Rumone Traill
Area Coach
Started as a
Delivery Driver



To learn more about how to grow your career speak with your RGM; or email us at info@celebrationrg.com

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. Overview

C - Cleanliness - Clean as I Go

H - Hospitality - See and Hear the Smile, Feel the Energy

A - Accuracy - Do it Right the First Time

M - Maintenance - Keep Things in Working Order

P - Product - Perfect Products Every Time

S - Speed with Service - Every Second Counts



B.L.A.S.T. Overview

Use B.L.A.S.T. to satisfy unhappy customers immediately!

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, but 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, iPods, 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 on one hand allowed
- Up to 3 stud earrings per ear allowed
- False or painted nails must be covered
- No watches/wrist bands allowed
- Jean or black pants in good condition. (Jeggings not acceptable)
- No visible tattoos on face or neck
- Name tag and hat worn always
- 1 studded nose piercing allowed
- Beards, goatees and mustaches trimmed
- No gauges allowed

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

SECTION 4: OUR EXPECTATIONS

EMPLOYEE MEAL POLICY

Below is information regarding your Employee Meal Policy; more guidelines will be discussed during your orientation.

Speak with your RGM should you have any further questions about this policy.

Team Members:

3 Meal Deals Available. They are \$1.00 each.
Personal Pan up to 3 toppings and a 20oz bottle or fountain drink

5 Breadsticks and 20oz bottle or fountain drink
Cinna Sticks and 20oz bottle or fountain drink

Managers:

Allowance of up to \$10.00 per shift for a combination of items to include *one* 20oz bottle or fountain drink. This applies to SM's, RGMD's, RGM's and RTM's.

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.

WORK ENVIRONMENT SAFETY (CONT.)

- 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.



CONSENT TO CALL MONITORING AND RECORDING

The name and success of CFL Pizza, LLC requires a commitment of providing the highest quality of service to our customers. The proper use of the telephone and the development of telephone etiquette is a priority. To support our Heart of the Hut Culture and ensure that telephone calls between employees and customers of the business are being properly carried out, quality control procedures involving recording telephone calls will be undertaken by CFL Pizza LLC for the purpose of making constructive suggestions, pursuing customer complaints and/or measuring customer satisfaction.

- I give consent to CFL Pizza LLC to record me during any and all incoming and outgoing telephone calls made on Company telephone and equipment. AND
- I give consent to CFL Pizza to monitor any and all business telephone calls while utilizing Company telephone lines and equipment.

Privacy during incoming and/or outgoing personal calls should not be expected when utilizing Company telephone lines or equipment and/or within the Company's place of business. All business-related phone calls such as new customer call back verifications, cancel made follow ups, calls to an employee regarding a business matter, etc. on a company telephone in the restaurant during business hours. Company telephone lines and equipment should only be utilized for personal use in case of a family emergency. The Company's policy regarding Cellular Phone Use in the workplace and will utilize my cellular phone for all incoming and/or outgoing personal telephone calls only for emergencies and with prior supervisor approval. If I am not in possession of a cellular phone, I will notify my supervisor in order to make emergency telephone calls utilizing an unmonitored or unrecorded telephone line.



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 reintroduction 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 orientation. Please refer to them as needed during your employment.

ANTI-DISCRIMINATION AND HARRASSMENT:

In accepting employment with CFL Pizza, I understand that harassment and discrimination are not tolerated at CFL Pizza 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 CFL Pizza 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 CFL Pizza, I understand that I can be immediately terminated (and possibly prosecuted) for any of the following violations of CFL Pizza cash and inventory guidelines:

- Failure to ring in guest checks immediately.
- Manipulating guest checks or coupons (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 CFL Pizza forms.
- Any form of floating cash receipts or change funds.
- Paid outs recorded, but not transacted the same day.
- Cashing Team Member payroll or other payroll checks in the register.
- Misuse or unauthorized disclosure of customer credit card information.

CONCERN RESOLUTION PROCESS:

In accepting employment with CFL Pizza, I understand that CFL Pizza 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 CFL Pizza 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 or HR Manager to arrange a meeting to discuss your concern.

CONCERN RESOLUTION PROCESS (Cont.):

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: **CFLPIZZA to 63975** or go to **www.reportit.com**, use the code **CFLPIZZA** 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, CFL Pizza and I agree to use confidential binding arbitration, instead of going to court, to decide any and all claims that exist or arise out of the relationship between me and CFL Pizza, 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), and/or termination of employment. Before arbitration, I agree to: (i) present any such claims in full written detail to CFL Pizza; (ii) complete any CFL Pizza non-binding internal review process; and (iii) complete any external administrative remedy (such as with an unemployment agency, a workers compensation agency, the Equal Employment Opportunity Commission or state or local anti-discrimination agency, or National Labor Relations Board), if applicable.

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, CFL Pizza will pay the arbitrator's fees, and (if I am the one filing the claims) CFL Pizza 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, CFL Pizza 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, CFL Pizza 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. 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.

AGREEMENT TO ARBITRATE (Cont.):

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 CFL Pizza 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 CFL Pizza and I agree that if it is determined 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 CFL Pizza may terminate the employment relationship at any time, without advance notice, and with or without cause.

DELIVERY DRIVER AGREEMENT

To become and remain a delivery driver for CFL Pizza, I understand and agree that while on duty for CFL Pizza:

I WILL:

- Maintain auto insurance as required by my state and CFL Pizza.
- Obey all traffic regulations and wear a seat belt at all times
- Notify my RGM immediately if I am involved in an accident, receive any moving violations while on or off duty, or if a change occurs in my driving privileges or auto insurance coverage.
- Only drive vehicles for which my RGM has approved my insurance doc and completed a POV inspection.
- Display CFL Pizza signage on my vehicle as required only when on duty.
- Keep my vehicle clean and in good repair while driving for CFL Pizza.
- Pass my Vehicle Safety Check and MVR when hired and every 6 months.
- Report my tips as required by the IRS.

DELIVERY DRIVER AGREEMENT (Cont.):

I WILL NOT:

- Operate a vehicle under the influence of alcohol, drugs, other chemicals, or the unlawful use of a legal drug or substance; or store these prohibited substances in my vehicle.
- Carry any passengers (other than fellow Team Members who are on duty).
- Enter the residence of any customer.
- Carry firearms or other weapons unless permitted by law.
- Smoke, eat, drink, talk on cell phone, or wear headphones while driving.
- Use a radar detector while on duty for CFL Pizza.
- Resist or chase a robber.
- Display any offensive/obscene inflammatory flags, signs, or decals on my vehicle.
- Make personal stops (i.e. gas station, home, friend's house, etC.) while on the clock.

I UNDERSTAND THAT:

- I will be reimbursed based on the type of car I drive for delivery trips and multiply the total miles calculated by the mapping program from drivers' deliveries during the shift by the applicable Reimbursement Rate. (Please ask your Manager for the current rate and to review the driver reimbursement policy). I understand that my reimbursement may be subject to income tax withholding in the event it exceeds federal limits.
- I may be terminated or reassigned to non-driver duties if I do not maintain an acceptable driving record.
- It is my responsibility to check with my auto insurer to ensure that my policy covers bodily injury and property damage to others, in the event of an accident while on duty.
- No insurance coverage is provided for any damage that may occur to my vehicle and, that I have to comply with any state laws that require me to carry auto liability insurance.
- GPS tracking may be used to monitor the safety of my driving



LABOR LAW AGREEMENT (for 16 & 17 year old's 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 call the Concern Resolution Network (report it) I may text Report it: **CFLPIZZA to 63975** or go to **www.reportit.com**, use the code **CFLPIZZA** at any time to report a concern anonymously. if anyone directs me to do something that is in violation of this policy.

NEW CUSTOMER CALL BACK POLICY

It is essential to do everything we can to protect our deliver drivers. The FMS screen for dispatching will indicate whether a new customer's order has been confirmed. In order to ensure consistency, please follow these procedures.

Call Back Procedures:

- When a customer calls to place an order, always use the phone number displayed on the caller ID.
- Take the order following the dialogue card.
- Once the Order Summary screen displays:
 - If it is a NEW customer, inform the customer that you will be calling them back immediately to confirm the order.
 - You need to place the call back immediately, prior to actually placing (F5) the order.
 - Upon reaching the customer and confirming the order, give them their total and quote an accurate promise time.
 - Ask the customer if they will be paying by cash, gift card, or credit card. Process transaction.
 - Thank customer and close out the call ... Then, before placing the order (F5):
 - Type in the comment section, "verified" and add your initials. This will tell the dispatcher that the order has been verified, so that they can enter a "Y" where indicated in the Customer Confirmation box in FMS Dispatch Screen.
 - Place the order (F5)
 - If you are unable to reach the customer to confirm the order, go ahead and place (F5) the order and
 - immediately ask the manager to change the order status to "cancel-no-made", so there is a record of the customer call.

NEW CUSTOMER CALL BACK POLICY (Cont.):

Dispatchers must confirm the call back has been completed prior to dispatching driver.

Enforcement:

All Management and Team Members will be subject to progressive discipline for violation of this policy according to our Progressive Discipline Policy:

No call back and no robbery will be considered a "C" Violation

1st Offense = Coaching & Counsel

2nd Offense = 1st Written

3rd Offense = Final Written

4th Offense = Suspension Pending Termination

No call back with a robbery and/or injury will be considered an "A-10" Violation

1st Offense = Suspension Pending Termination

PAYROLL TIMEKEEPING AGREEMENT:

I understand that during my employment with CFL Pizza, LLC, if I am in an hourly paid position, it is my responsibility to execute the clock in and out procedures to ensure that I am paid for all time worked, and I understand that I should not perform any work duties before I clock in or after I clock out. I understand that CFL's policy is to pay all employees for all time worked on behalf of the Company, and I agree to assist the Company in complying with this policy by accurately recording and reporting all my hours worked.

I understand that it is my responsibility to timely report any issues with recording my hours worked, and I also understand that it is my responsibility to utilize the Concern Resolution Process immediately should I feel I am not being properly paid for all hours worked. I understand that I can submit any concern I have by texting CFLPIZZA to and that CFL policy absolutely prohibits any form of retaliation against anyone for utilizing the Concern Resolution Process: report it: **CFLPIZZA to 63975** or go to **www.reportit.com**, use the code **CFLPIZZA** at any time to report a concern anonymously.

PROMOTING A POSITIVE ENVIRONMENT:

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

- 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 CFL Uniform
 - Immediately prior to work

- **I may not:**
 - Smoke or Vape 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 or 'vaping' 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 CFL Pizza business.
 - Steal, misuse, or destroy company money or property.
 - Put false information on employment applications, forms, or reports.
 - Physically, 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

While this is not a complete list, CFL Pizza 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 with regard to 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, Linked In, Twitter, Instagram, TikTok, etc.)
- 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.
- 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.

SOCIAL MEDIA POLICY (Cont.):

- 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.
- Be respectful of others and the Company.
- 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, CFL Pizza 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, CFL Pizza LLC, FLG Chicken 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.

SOCIAL MEDIA POLICY (Cont.):

- 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.
- 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:
 - o The Numbers: Any financial information (i.e. sales growth, Cost of Labor dollars, Food Cost etc...)
 - o 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.
 - o Legal Information: Anything to do with a legal issue, legal case, or attorneys.
 - o Product formulas or specifications: Not just secret recipes, but formulas and detailed specifications for all Company/Brand products.
 - o 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 make a confidential report by texting Report it:

TEXT CFLPIZZA to 63975

or go to **www.reportit.com** use code **CFLPizza** at any time to report a concern anonymously.

SOCIAL MEDIA POLICY (Cont.):

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.
- 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.

- The Company may, from time to time, monitor external postings and review internal postings for compliance with this Policy, and any crimes, including theft, vandalism and health code violations, will be reported to the proper authorities.

SOCIAL MEDIA POLICY (Cont.):

The decision to post is yours and you are responsible for the consequences. If you violate this Policy, you could:

- Be disciplined or even under certain circumstances be fired
- Cause legal trouble for the Company/Brand, our customers or our investors
- Be sued, including by the Company/Brand
- Face criminal charges
- 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 CFL Pizza, I understand and agree that:

- Any company handbooks, manuals, policies, procedures, rules and regulations do not create a contract between CFL Pizza and me, except for the Agreement to Arbitrate.
- I may quit my job at CFL Pizza at any time, for any reason and CFL Pizza may terminate my employment at any time, for any reason.
- With the exception of the Agreement to Arbitrate, CFL Pizza 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 CFL Pizza 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 CFL's policies. I agree to abide by the company's policies and procedures.
- I have read and been provided with an employee handbook during orientation which includes a copy of all policies signed off on the onboarding site.

TEAM MEMBER AGREEMENT (Cont.):

- 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.
- When communicating via social media (blogs, networking sites, etc. ...) I must adhere to the Social Media Policy found in this 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 CFL Pizza consent to record all phone calls from any company business phone (including incoming and outgoing calls).
- I understand that for security reasons, video surveillance is in place in most restaurants.
- I have read & understand the New Customer Call Back Policy
- I authorize CFL Pizza to initiate credit entries (and debit entries if necessary) to my checking, savings, or pay card. All ACH transactions to my account must comply with the provisions of US Law. Such authorization will remain in effect until I have provided a written termination request.
- I must sign in to ESS in Ultipro each pay period to check for the accuracy of my personal information and of my pay statement.
- I understand and accept that biometric methods (e.g. using fingerprint instead of password) is (or will be as technology becomes available) the method for me to clock-in, access computers etc.

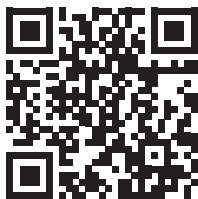
TIP CREDIT NOTICE:

The U.S. Department of Labor recently amended its tip credit notice regulations to require employers to inform tipped employees of certain tip credit information. We are informing you of the following as a result of this new requirement:

- While functioning in a service role, your minimum hourly rate will be paid at the current State minimum.
- Assuming you have received a sufficient amount of tips to cover the tip credit, the amount of your tips per hour to be credited as wages applied toward the state minimum wage requirement will be the difference between state minimum wage and your tip rate. Tips received above this amount still qualify as taxable wages.
- You have the right to retain all the tips you receive and per IRS requirements, you are required to claim all tips received.
- The tip credit shall not apply unless you have been informed

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: Pizza Hut, KFC, and Taco Bell.



CRG Social
Instagram



CRG Strong
Facebook



Celebrationrg.com
CRG Website