



TACO BELL EMPLOYEE CODE OF CONDUCT

At Taco Bell we believe in creating a positive environment for our employees and guests. We insist that everyone demonstrate the “Taco Bell Way” by following a few basic work rules which are outlined below. All work rules apply anytime you are working a shift or are on Taco Bell property regardless of whether you are working, visiting, or are on a break. Some rules of conduct apply to behaviors that happen away from the job. If you want more information on our rules contact your RGM, AC, or HR. Any infraction of the Code is grounds for disciplinary action up to termination.

The Golden Rule

Always treat others the way you want to be treated.

Equal Employment Opportunity

Taco Bell is an equal opportunity employer. We apply our work rules and employment practices consistently and without bias in-regards-to race, color, sex, religion, national origin, age, disability, sexual orientation, gender identity, marital status, or veteran status.

Anti-Harassment Rules

Taco Bell is committed to providing a comfortable environment which is free from harassment of all kinds. Refrain from making jokes of a sexual nature, suggestive comments, innuendos, touching someone in a manner they may not like, or making any gestures of a sexual nature. Avoid making unwelcome or derogatory comments about a person’s race, ethnic background, age, disability, religion, sexual orientation, gender identity, marital status, or veteran status of which a person would likely find to be offensive. This includes stereotypical classifications, descriptions, and jokes based upon such attributes. Your managers are strictly prohibited from requesting or requiring that you submit to an intimate relationship and may not discipline you for refusing such advances.

Staying Cool

If someone upsets you give yourself time to cool down before you react. Express yourself in a calm and respectful way. Never act in anger, threaten others, use abusive language, fight or cause harm to guests, co-workers, or supervisors.

Be Dependable

Arrive at work every day that you are scheduled, on time and ready to work. If for valid reason you cannot work a scheduled shift or will be late make sure to give your manager at least two hours advanced notice so he or she can find someone to replace you. If you are working an opening shift keep calling the restaurant until you speak to a manager. If you must leave your shift early get permission from your MIC. Consistent attendance is a critical expectation of your job.

Confidentiality

Employees and companies have a right to keep certain information private. This includes information about our food, sales, customers, and pricing. In addition, information about your co-workers and managers is private. This includes telephone numbers, addresses, and other personal information. This does not prohibit team members from disclosing or discussing personal information with others so long as team members do not come into possession of such information through access that they have as part of their formal company duties.

Drugs and Alcohol

Arrive at work with a clear head sober and free from the effects of alcohol or drugs. You are not permitted to drink alcohol or use illegal drugs on company property and may not bring alcohol or illegal drugs to the restaurant. If you are taking prescription drugs that will limit your ability to do your job or which could be a safety hazard, tell your manager before you begin work. It may be best to avoid working while on such medication.

Employment of Relatives

We urge you to tell your friends and family members how much you enjoy working at Taco Bell and encourage them to come work for us too. However, Taco Bell does not believe that a manager should supervise a family member such as a husband, wife, brother, sister, son, daughter, parent, or grandparent. If any of your supervisors is a relative let your GM or Area Coach know immediately.

Company Records

When completing company records such as applications, timecards, financial, or cash handling records always provide information which is truthful, accurate, and complete. You should verify the accuracy of your pay when you receive your pay stubs.

Criminal Activity

Never break the law on or off company property. The commission of a felony, crime of dishonesty, or violent crime while you are employed with us will likely cause us to discharge you. If you are charged with a serious crime Taco Bell may suspend you without pay until the matter is resolved.

Following Instructions

Follow all reasonable instructions given to you by a supervisor. If you cannot perform a requested task or you believe the request is unreasonable or potentially creates a significant safety risk calmly explain your position to the supervisor. If the supervisor continues to ask you to complete the task, follow the supervisor's instructions unless you believe that to do so would create a significant risk to your safety or that of guests and co-workers. In such circumstances ask to resolve the issue with the supervisor's boss, Area Coach, or HR.

Proper Use of Company Property and Time

Do not take what is not yours. Use company time, money, property, labor, and services for company business only. Conduct all cash handling procedures with honesty and in accordance with cash handling policies. Be honest in your dealings with guests. Treat company property with respect. Do not neglect, deface, or damage company facilities, equipment, or property. Follow all meal policies and do not give food away to unauthorized people.

Tobacco and Gum

Do not smoke, use chewing tobacco, or chew gum in the restaurant or immediately outside the doors to the dining room. You may do so while on break in outside areas designated by your RGM. Designated areas must be away from the building entrances and windows out of customer view. This rule also prohibits the use of electronic or other types of smokeless cigarettes except in the designated areas.

No Solicitation

Do not solicit employees for charity or on behalf of any group or organization during work time of either the employee who is soliciting or being solicited. Do not distribute literature at work. Do not post materials on company property including the bulletin board.

Uniform and Appearance Standards

Follow the Taco Bell uniform, appearance, and hygiene standards. This includes reporting for work in a clean wrinkle-free uniform with hat, apron, and proper shoes. Bathe regularly. Avoid excessive fragrances. Wear only approved jewelry. Groom hair as well as facial hair. Tattoos, if visible, may not include references to profanity, gang association, or sexual content. Nose rings with a lock are permitted however, no other body piercings may be visible. Do not wear or carry a cell phone.

Safety and Security Procedures

We try hard to create a safe environment for our employees and guests. You are expected to help by following all: security procedures including our back-door policy (never use after dark), procedures for opening and closing the restaurant, and all other crime prevention procedures outlined in the Answer System. Following all company safety procedures including using weight belts and lifting at the knees rather than back when lifting heavy items and avoiding horseplay that could result in an injury. Lastly, never bringing a gun, knife, or any other weapon onto company property.

For Cause and Post-Accident Drug Screening

Taco Bell will conduct for cause and post-accident testing. Any employee working under the influence of drugs or alcohol is subject to disciplinary action up to and including termination. Company policy mandates for cause and post-accident drug screening. All employees are required to follow the company drug and alcohol policy as well as all drug and alcohol policies outlined in the Answer System.

Unsafe Practices and Foul Language

Employees will be written up immediately for running, sliding, slamming doors, throwing objects, walking too quickly around corners, roughhousing, or not following procedures designed to prevent injury even if there is no resulting injury. Employees will utilize all protective gear including weight belts, fry gloves and apron, cut resistant gloves, lizard box cutters, etc. Employees should report any unsafe practices, situations, or environments witnessed in the store to management. Employees written up twice for unsafe practices will be terminated immediately, even if there is no resulting injury. If an employee's unsafe behavior could result in serious harm to him/herself, fellow employees, or customers termination may result due that one single incident. Any team member or manager using foul language anywhere on the premises whether on or off duty will be subject to disciplinary action up to and including termination.

Food Safety and Sanitation

Serving a safe, healthy product is very important to us and our guests. Failure to follow all food safety procedures could result in a food borne illness or death. Any employee disregarding food safety procedures will be subject to disciplinary action up to and including termination. Follow all food safety and sanitation guidelines and help your co-workers do the same.

Help Us Get the Facts

If you see someone violate the rules, break the law, or engage in dishonest behavior we want to know. Contact your RGM, Area Coach, or Human Resources Manager. If the company is investigating a situation and you have the facts we expect that you will cooperate fully in the investigation and let us know what you may have seen or heard. Refusing to cooperate will lead to disciplinary action up to and including termination of your employment.

We are confident that if you follow the Taco Bell Employee Code of Conduct Taco Bell will be a great place for our employees and guests. These rules are important to all of us. If you do not conduct yourself in accordance with these rules you will be subject to discipline up to and including termination. Support the "Taco Bell Way". We are counting on you!

Signature: _____

Date: _____



MEDICAL PROVIDER POLICY

Our workers' compensation insurance policy provides benefits to employees for injuries and illnesses arising out of and in the course of employment.

Workers' compensation insurance is there to protect employers and their injured workers when an employee is injured on the job. It's also designed to ensure that injured workers get the type of specialized care they need to get back to work healthy, safe, and as quickly as possible.

Designated Medical Providers

All employees should obtain treatment of work-related injuries and illnesses at:

- **Fruita - Western Valley Family Practice**
281 N Plum Street Fruita, CO 81521 PH: 858-9894
- **Grand Junction - Foresight Family Physicians**
2503 Foresight Ave. Ste H Grand Junction, CO 81505 PH: 242-2660
- **Grand Junction - St. Mary's Occupational Health**
2686 Patterson Road Grand Junction, CO 81506 PH: 298-2001
- **Grand Junction - Workpartners**
2646 Patterson Road Ste. A Grand Junction, CO 81506 PH: 241-5585
- **Gunnison - Gunnison Valley Health Family Medicine Clinic**
707 N Iowa Street Gunnison, CO 81230 PH: 970-642-8413
- **Montrose - Cedar Point Health-South Townsend**
836 S Townsend Avenue Suite A Montrose, CO 81401 PH: 970-615-9120
- **Delta – DCMH Family Medicine**
555 Meeker Street Delta, CO 81416 PH: 970-874-5777

In the event of a life or limb-threatening emergency, the insured employee will be sent to the nearest emergency medical facility. Follow-up care should be provided by one of the medical providers designated above.

If an unauthorized medical provider treats an employee, the employee may be responsible for payment of said treatment.

ACKNOWLEDGEMENT

I have read and am fully aware of the company policies regarding medical treatment for work-related injuries and illnesses. I also understand I must notify my employer in writing of my injury within three days of the injury.

Signature of Employee

Date

Worker's compensation FRAUD is a FELONY – punishable by 5 years in prison and fines up to \$50,000.

OUR OBJECTIVE: To provide our valued employees with a safe environment in which to work.



HARRASMENT IN THE WORKPLACE ZERO TOLERANCE POLICY

We are committed to providing a work environment free of harassment. Company policy prohibits sexual harassment, and harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other basis protected by federal, state, local law, ordinance or regulation. All such harassment is unlawful. Taco Bell's anti-harassment policy applies to all persons involved in the operation of Taco Bell and prohibits unlawful harassment by any employee, including supervisors, co-workers and vendors.

Prohibited unlawful harassment includes but is not limited to the following behavior: verbal conduct such as taunting or name-calling, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments; visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures; physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race, or any other protected basis; threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors; and retaliation for reporting or threatening to report harassment.

Complaint Procedure: If you believe that you have been harassed, you are encouraged to firmly and promptly notify the offender that the behavior is unwelcome. As soon as possible, submit a written or oral complaint to your supervisor or to Mike Gonzales Area Coach (559) 300-3578, or Kendi Aubert Human Resources Manager (970) 245-0898 x3325. Your complaint should include details of the incident or incidents, names of the individuals involved, and names of any witnesses. Supervisors will refer all harassment complaints to the area coach, director of operations, or human resources manager. Taco Bell will promptly inform the employee of his or her rights to assistance and investigate the harassment allegations. Employees need to report improper conduct even if they are not the primary victim.

If Taco Bell determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by Taco Bell to be responsible for unlawful harassment will be subject to appropriate disciplinary action up to and including termination. A company representative will advise all parties concerned of the results of the investigation. Taco Bell will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees or co-workers. Taco Bell encourages all employees to report any incidents of harassment forbidden by this policy immediately so that complaints can be quickly and fairly resolved.

Signature: _____ Date: _____



DRUG & ALCOHOL-FREE WORKPLACE

Drug & Alcohol Policy, Testing Policy and Employee Notice & Acknowledgement/Consent of Employer Testing Requirement

COLCAL is committed to maintaining a safe and productive work environment that promotes both the health and the welfare of its employees and the public. The abuse of drugs and alcohol is incompatible with these goals. The primary purpose of this policy is to ensure worksite safety and avoid drug and alcohol related work performance problems by striving for a drug and alcohol-free working environment. As an employer, protection of our people, property, and the public is paramount. This policy should be considered by all employees as a preventative policy rather than a punitive policy.

PART I: COMPANY POLICY

It is the policy of COLCAL to take all steps necessary to secure the safety of its employees and to minimize threats to public safety by its employees during working hours. A major factor in both employee and public safety is substance abuse. The abuse of liquor and/or illegal drugs, on or off the job, affects job performance. All employees of COLCAL should be made aware of the following policy guidelines regarding drug and alcohol abuse:

1. The use, sale, purchase, transfer, possession or storage of illegal drugs or alcohol while in the course or scope of employment within COLCAL or on COLCAL property are prohibited. Reporting to work under the influence of drugs or alcohol is also prohibited. Compliance with this policy is a condition of continued employment, and non-compliance shall be grounds for disciplinary action up to and including immediate dismissal. No alcoholic beverages will be brought onto or consumed on COLCAL premises or during COLCAL activities except when approved by management in connection with authorized events.
2. Employees who have illegal drugs or alcohol in their systems or who possess or consume illegal drugs or alcohol on the job, have the potential for interfering with their own as well as their co-workers' safe and efficient job performance. Employees who violate these rules will be subject to disciplinary action up to and including termination of employment. A positive drug or alcohol test is considered proof that the employee is in violation of this policy. The use of marijuana, even with a medical marijuana card, is not conducive to a restaurant's safety sensitive nature and remains a violation of Federal Law, and accordingly, such conduct violates this policy.
3. Off-the-job illegal drug use is proper cause for disciplinary action up to and including termination.
4. Employees who are convicted of offenses involving illegal drugs or alcohol may be in violation of this policy. In deciding what action to take, management will take into consideration the nature of the charges, the employee's present job assignment, the employee's record with COLCAL and any other factors relative to the impact of the employee's arrest upon the conduct of COLCAL business.
5. Employees taking prescription medications that could adversely affect safe work performance should report any work restrictions promptly to their supervisor or someone in authority with COLCAL. The employee need not reveal the name of the medication or the reason for which it is used unless directly asked for this information. The use of prescription medications pursuant to a prescribed medical treatment program is not naturally grounds for disciplinary action, although it is important for COLCAL to be aware of such use in order to take safety precautions.
6. For purposes of this policy, "drugs" shall refer to all drugs, the possession or use of which are illegal under federal, state, or local law, including, but not limited to marijuana, hashish, heroin, cocaine, hallucinogens, depressants, stimulants, illegal inhalants, and any other drug not prescribed for current personal treatment by a physician. Alcohol is also considered a drug for purposes of this policy.

PART II: NOTICE OF EMPLOYER TESTING REQUIREMENTS

This is to inform you that COLCAL dba Taco Bell, conducts for-cause and post-accident testing to identify employees who may be abusing drugs and/or alcohol. A copy of policy on this matter is available in the Answer System Book 6 – Policies & Procedures. Copies will be given to you upon request. You have the right to refuse to undergo testing. However, the consequences of refusal to undergo testing or a refusal to cooperate in testing will result in disciplinary actions up to and including termination. An employee who fails a test will be subject to disciplinary action up to and including discharge. Remaining drug and alcohol free and participation in COLCAL drug and alcohol testing program is a condition of continued employment.

PART III: TESTING POLICY

The company reserves the right to administer a drug and/or alcohol test to any employee who, by actions and appearance, appears unfit for duty. Why should COLCAL be concerned about drug and alcohol abuse in the workplace? Federal experts report that between 6 and 12 percent of all US workers have used an illegal drug in the last month, 12 million Americans are alcoholics, and an astonishing 2 million are regular users of cocaine. Did you know that drug and alcohol abusers are:

- 2 1/2 times more likely to have absences of 3 days or more
- 3.6 times more likely to injure themselves or another employee in a workplace accident
- 5 times more likely to be involved in an accident off the job (which, in turn, affects attendance or performance on the job)
- 5 times more likely to file a workers' compensation claim
- Responsible for 1/2 of all on the job accidents

Being under the influence of drugs or alcohol on the job adversely affects not only the employee, but co-workers, and the customer. Not only is safety jeopardized, the product or service can be affected due to low productivity, poor quality and waste. Moreover, illegal drug and alcohol abuse exposes workers and customers to related criminal behavior such as drug dealing and theft. Employees have the right to work in a safe environment and the customer the right to receive maximum productivity, high quality, and minimum waste from employees. This requires competent and "safe" employees. Employees under the influence of drugs and alcohol are not competent and are just as ineffective and dangerous as a defective machine. It is the responsibility of this organization to provide an efficient, effective, and safe workplace for everyone.

Employees asked to submit to a drug and/or alcohol test will be tested by urinalysis and/or breath test for the presence of the following, but not limited to: alcohol, amphetamines, barbiturates, benzodiazepines, cocaine, marijuana, opiates, methadone, methaqualone, phencyclidine, and propoxyphene. Confirmation tests will be used to verify positive results and will utilize gas chromatography/mass spectrometry (GC/MS) to confirm the molecular structure of the substance detected. All employees who test positive will be offered the opportunity to discuss their test results in confidence and with a Medical Review officer (a medical professional with an expertise in toxicology) who will ensure that the test result reflects only the presence of illegal drugs or alcohol. A verified positive test result means a test result that was positive on the FDA-approved immunoassay test, confirmed by the GC/MS assay, and reviewed and verified by the Medical Review Officer. All drug and alcohol testing information will be kept confidential, with only authorized individuals who have a "need to know" having access to them and will be released only pursuant to law or when relevant to a claim or action brought by the employee.

An employee who refuses to be tested when so required will be considered insubordinate and subject to the full range of disciplinary action, up to and including immediate dismissal. Attempts to alter or substitute the specimen provided will be deemed a refusal to take the drug test. Disciplinary action taken against an employee found to be using illegal drugs or under the influence of alcohol may include the full range of disciplinary action up to and including immediate dismissal. The severity of the action chosen will depend on the circumstances of each case. Intoxication may result in loss of workers' compensation benefits.

COLCAL will give the same consideration to employees with chemical dependency and alcohol problems as it does to employees having other health problems. Seeking assistance for such a problem prior to a positive test result will not jeopardize an employee's job, whereas continuing problems with performance, attendance, or behavior will. Those employees seeking assistance should contact their Area Coach, or Human Resources Manager.

PART IV: ACKNOWLEDGEMENT & CONSENT

By signing below, I acknowledge receipt and understanding of the above written notices, agree to abide by the terms of COLCAL policy pertaining to drugs and alcohol. I authorize COLCAL dba Taco Bell to procure investigative reports described in this disclosure form and I release COLCAL dba Taco Bell and/or its agents and any persons or entity, which provides information pursuant to this authorization, from any and all liabilities, claims or law suits in regards to the information obtained from any and all of the above referenced sources used.

Signature: _____

Date: _____



CONFIDENTIALITY AGREEMENT INTERNET AND COMPUTER USAGE

Confidentiality Agreement:

It is understood and agreed to that the information listed below is and must be kept confidential.

1. The identified confidential information can be described as and includes:
Technical and business information relating to proprietary ideas and inventions, trade secrets, drawings and/or illustrations, existing and/or contemplated products and services, research and development, production, costs, profit and margin information, finances and financial projections, customers, clients, marketing, and current or future business plans and models regardless of whether such information is designated as “Confidential Information” at the time of its disclosure.
2. All usernames and passwords are deemed confidential and are not to be shared with anyone who has not been granted usage by reading and signing this agreement. Failure to follow this process will result in disciplinary action.
3. The Recipient of this confidentiality agreement agrees not to disclose the confidential information listed in this disclosure to anyone unless required to do so by law. Failure to follow this process may be unlawful.

Internet & Computer usage:

It is understood that the internet connection and computer is to be used for Taco Bell learning and tools only (Learning Zone, Answer System, ColCal.net, Team Taco Bell) Any non-Taco Bell activity is in direct violation of this agreement and will be subject to disciplinary action. All internet activity will be monitored, and sites will be blocked if they are deemed to be harmful and/or not productive to business.

Unacceptable use of the *Internet* by employees includes but is not limited to:

1. The installation of software such as instant messaging technology.
2. Downloads of any kind.

Unacceptable use of the *computer* by employees includes but is not limited to:

1. Changing computer settings, such as but not limited to date/time, security, control panel, screen saver, wallpaper.
2. Do not cause physical damage to the computer, such as but not limited to scratching, dropping, spilling food, or drink.
3. Removal of the computer from the restaurant is strictly prohibited and will be handled as theft.

Acknowledgement & Consent:

By signing below, I acknowledge receipt and understanding of the above written notices, agree to abide by the terms of COLCAL. I release COLCAL dba Taco Bell and/or its agents and any persons or entity, which provides information pursuant to this authorization, from any and all liabilities, claims or lawsuits in-regards-to the information obtained from any and all of the above referenced sources used.

(Signature)

(Date signed)

 **BACKGROUND CHECK DISCLOSURE****Purpose/Objective**

ColCal, Inc. strives to hire and promote the best-qualified individuals, and background and reference checks are an important part of this process. When a background or reference check is needed with respect to hiring or other employment decisions, the company conducts such checks in compliance with applicable federal, state, and local laws.

Background Check Procedures

The company conducts background checks in compliance with applicable federal and state laws, including the Fair Credit Reporting Act, the California Investigative Consumer Reporting Agencies Act and the California Consumer Credit Reporting Agencies Act. Thus, for example:

1. Applicants or employees will be provided with appropriate written notice of the company's intention to obtain information by way of a background check and will give applicants and employees the opportunity to obtain a free copy of any report obtained.
2. Applicants and employees will be asked to authorize a background check before such check is performed.

Consumer Credit Reports

The company obtains credit reports only under very limited circumstances, for example, when applicants or employees being considered for a position in which they will have access to bank or credit card account information. When the company needs to obtain a consumer credit report, it will comply with applicable federal and state laws.

All information obtained from background or reference checks will be used only for purposes of making employment decisions (e.g., hiring, termination, or promotion); will be maintained confidentially, in accordance with applicable legal requirements; and may only be reviewed or accessed by authorized individuals with the approval of Area Coaches and Human Resources.

Notice of Background Check

I understand that one or more consumer reports concerning my criminal record, driving record, credit history, character, general reputation, personal characteristics, and mode of living, whichever are applicable, may be requested by ColCal dba Taco Bell from time to time and I will be provided written notice prior to ColCal conducting a background check or Consumer Credit Report.

Signature

Date



EMPLOYEE CASH HANDLING POLICY

As a Service Champion, you are responsible for handling large sums of money. Due to the important nature of your job, Taco Bell has created this Cash Register Policy for your protection, and ours. Read this policy and discuss any questions you have with your manager.

Prior to Your Shift

The money in your drawer must be counted prior to using the register to verify that the funds meet the drawer base operating fund amount (\$75.00 and currency). Use your verified register drawer **ONLY**. Do not permit anyone else to use your drawer and do not use anyone else's drawer. Ensure the drawer is completely closed after every transaction.

When to Alert Your MIC

Any changes to an order that has already been paid must be made by the MIC. Inform the MIC if a guest has questions regarding their change. (i.e. "I gave you a \$20 bill and you gave me change for a \$10 bill. Can you give me correct change?")

Making Change, Your Drop Box, and Personal Checks

When you need change, it can be made by the MIC from the operating fund in the safe, or you may have another cashier make change from their drawer with management supervision only. Each Service Champion should deposit money from their drop box into the safe prior to rush, post rush, and every 2 hours. **DO NOT** accept personal checks.

Accepting \$50 and \$100 Bills

When a customer presents a \$50 or \$100 bill and you do not have change in your drawer or drop box to break the bill, take it to the MIC to have them break it. If you have the money in your drawer or drop box to break the bill, excuse yourself from the guest and drop the bill into the Loomis safe. If the Loomis safe will not accept the bill, another form of payment should be requested from the customer. If the Loomis safe does accept the bill, take the receipt from the safe and place it in the cash register. The receipt is just like cash and needs to be kept secured in the drawer. Return to the guest and break the bill out of cash from your drawer or drop box paying attention to the amount you give back. Count it back once to yourself, then back to the guest. The best practice is to count the money back to the guest then take it out of a \$20 or a smaller bill versus the whole \$50 or \$100.

At the End of Your Shift

To close out your drawer at the end of your shift, count the drawer back down to the original amount and drop the balance into the Loomis safe.

Violations

It is a violation of company policy to undercharge or pass food across the counter without payment. Any such action may result in immediate termination and possible criminal charges. You may be subject to disciplinary action and/or termination if your drawer is more than \$10.00 over or short, if your drawer is more than 0.1% over or short, or if deletions exceed 3% in deletions of your register's gross sales.

Example: 0.1% Over/Short to sales Highest Acceptable Amount.

Gross Sales	\$100	\$200	\$300	\$400	\$500	\$600
0.1% + or -	\$.10	\$.20	\$.30	\$.40	\$.50	\$.60

Signature: _____ Date: _____



ONLINE AND SOCIAL COMMUNITY PROTOCOL

Social Media sites are a great forum for self-expression. However, it is important that you understand how your behavior and participation on Social Media can affect yourself, your job, and the Taco Bell brand. You are personally responsible for anything you do, say, and post on Social Media, even if you do not use your real name. As an employee at Taco Bell, you must follow these standards.

Standards:

Do not use any type of camera, video or recording device, including cell phone cameras, in the restaurant. The only exception is for recognition activities or other business uses approved by your Restaurant General Manager.

Do not post or text any of the following:

- Videos or photos of the restaurant or anything that happens inside the restaurant.
- Videos, photos, or sound recordings that violate workplace policies, including Food Safety Procedures and our Harassment Policy.
- Inappropriate videos or photos that reflect poorly on yourself, your job, the Brand or your community or could harm another person's reputation.
- Brand information, including operational standards, job aids, training materials, workplace policies and product specifications.
- Personal information of others, such as name, phone number, address, and Social Security number.
- **Do not** claim or leave the impression that you are speaking on behalf of the Brand.
- **Do not** use Social Media to complain or report concerns about things that happen in the restaurant. Instead, talk with your Restaurant General Manager, Area Coach, or your Human Resource Manager.
- **Do** make it clear that what you are saying on Social Media is your own opinion.
- **Do** think about the possible effects of your post before you create or publish it.
- **Do** keep in mind that the Brand monitors online postings and will report **ANY** crimes, including theft, vandalism, health code violations, food tampering, or safety issues, to the proper authorities.
- **Do** tell your MIC if someone is videotaping or taking pictures anywhere in your restaurant without permission from your Restaurant General Manager.

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

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

Remember, even when you delete a post it can be stored online forever.

Signature: _____ Date: _____



THE MAKE-UP PROCESS

Customers are our friends, and we want to keep them! To retain our customers, we always apologize when we make a mistake. It's not about who's right or wrong, we want to make-up not break-up. At Taco Bell we are relentless when it comes to fixing what is wrong no matter the reason why. Following the Make-Up Process outlined below will help us to keep the friends we call customers.

1. **ANSWER:** When a customer comes to you with a problem, we want you to respond in a genuine way. A great go to response is "I understand _____ and I'd like to help by _____." For instance, "I understand you wanted your bean burrito with no onions and your burrito has onions on it, I'd like to help by making you another one the way you wanted it."
2. **FIX:** Simply remake the order or fix the problem and do it with a sense of urgency. Because customers are our friends, we believe them. We don't ask for a receipt or proof of what they are telling us. We just fix the problem, no questions asked.
3. **SURPRISE & DELIGHT:** When returning to the customer with their food the way they wanted it, always offer something extra for the inconvenience. Use a Make-Up Card for a free taco of their choice on their next visit. Make the customer want to come back because not only did you fix the problem, but you surprised and delighted them in the process.

Accepting Make-Up Cards: When a customer returns using a Make-Up Card, ring up the free taco using the Promo-Free button on the POS. Be sure to thank the customer for returning.

The Make-Up Process is designed to address just about every guest concern. If you encounter a guest that is not satisfied after you've used the Make-Up Process, ask a manager to become involved. Every team member is empowered to handle a guest concern. Using the Make-Up Process ensures every guest will be WOWED with how we handle their concern. It all boils down to treating every guest as you would treat a friend in the same situation, with respect letting them know someone cares when they do not receive what they wanted.

Signature: _____

Date: _____



TACO BELL UNIFORM AND APPEARANCE

APRONS

The **APRON** is an important part of our uniform that ties us all together and unites us as One! Wear it proudly!

- Keep it clean and without holes or wrinkles
- Apron should be worn at the waist
- When you're working, wear the apron unfolded, tied, and full-length with pride
- Don't forget, your apron is reversible
- Hang up your apron when you're using or cleaning the restroom
- Aprons are optional for managers



SHIRTS



✓ VARIETY OF SHIRTS

✓ SHORT OR LONG SLEEVE

Taco Bell logo wear from the Taco Shop or any other non-uniform approved vendor is not permitted.

TEAM MEMBER

- Shirt should be clean and wrinkle-free
- Shirts were designed to be worn untucked
- If you are wearing your shirt tucked in, wear a plain black belt

MANAGER

- Show your pride by keeping it clean, neat, and wrinkle-free
- Tuck in your shirt and wear a plain black belt
- Stay looking good with ONLY approved Taco Bell Uniform designs



PANTS

COMFORT and **STYLE** are your Taco Bell staples.
Dark Denim or Black Pants it's your **CHOICE!**



- ONLY dark blue denim, black jeans, or black pants are approved to wear
- Wear your pants free of rips, holes, tears or stains
- Make sure your pants don't drag on the floor

DON'TS

- ⊘ Ripped, embellished (rhinestones, embroidery, decals, patches, etc.) or light washed jeans are not allowed
- ⊘ Black pants or jeans should not be capris, carpenter, cargos, corduroy, leather, loungewear sportswear, spandex, yoga pants, leggings, or joggers.

TACO BELL LOOK



TEAM MEMBERS & MANAGERS

- Always wear a hair net with your visor. If your hair is longer than the base of your neck, wear a hair net with your hat
- If you're cold, you can wear jackets or vests from Taco Bell approved uniform vendors in the drive-thru only
- Sport your own fresh kicks-as long as they're solid black, slip-resistant, and closed-toe/heel





YOUR PERSONAL STYLE

HAIR

- Hair longer than the base of the neck must be tied up with a hair net

FACIAL HAIR

- Keep your mustache and/or goatee well-groomed
- Beards are only permitted for religious or medical reasons and must be worn with a beard net

TATTOOS

- Tattoos must be below the jawline. No facial tattoos are permitted
- References to profanity, gang association, sexual, or other offensive content are not permitted

NAILS

- Keep fingernails neat and trimmed
- Food Champions: Acrylic and polish is acceptable when unchipped and wearing gloves

FINISH YOUR LOOK

ACCESSORIZE

- Wear your own socks and solid dark colored beanies and gloves
- If wearing your own accessories, they should not have any graphics, artwork, or 3rd party logos
- Beanies and gloves are for the drive-thru only

PIERCINGS

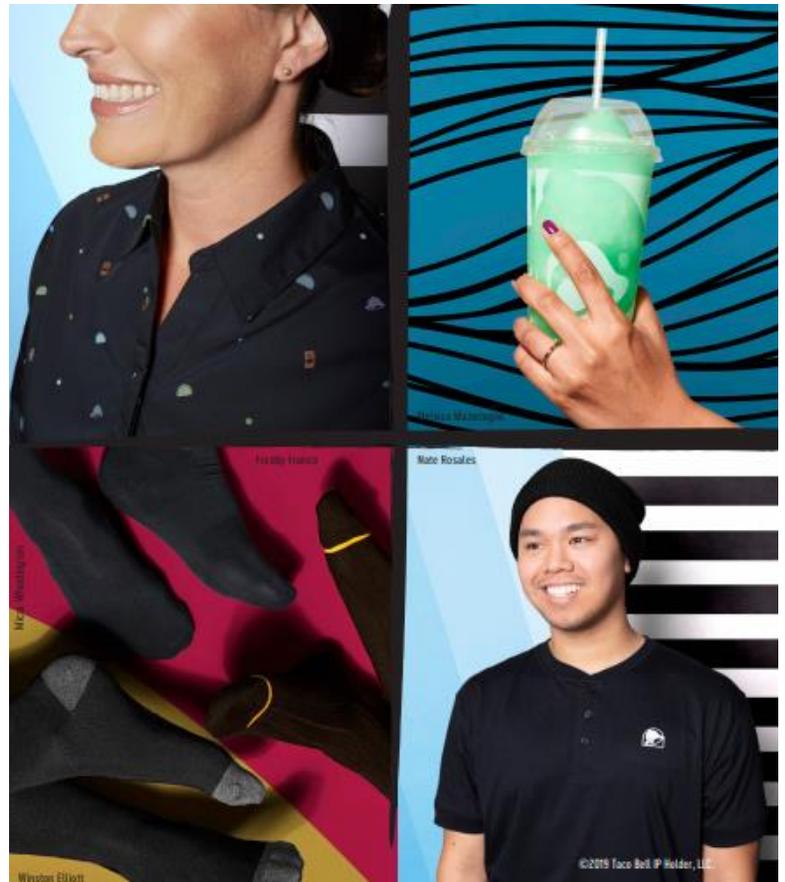
- Keep it simple with post or stud earrings no bigger than 1/4" and no more than 2 per ear
- Nose rings or studs with locks and backings are okay
-  Facial piercings, gauges, and ear lobe spacers are not permitted

JEWELRY

- Plain wedding bands on one hand are okay
- Watches are wearable **ONLY** when not handling food
-  Pins of any nature are not an approved part of the Taco Bell Uniform and cannot be worn

Signature: _____

Date: _____





ATTENDANCE POLICY

Attendance and punctuality are very important to the overall success and efficient operation of any business. Good attendance and punctuality are essential components of solid employee performance and are measured by objective standards. Poor attendance and tardiness

- Disrupts productivity
- Harms morale
- Burdens other Team Members
- Makes it difficult to adequately serve our guest

Consequently, you are expected to keep regular attendance, be on time, and work your entire scheduled shifts. When you do not meet these requirements, you will be subject to disciplinary action, which may include termination.

“ABSENCE” is defined as any time you are scheduled to work and are unable to report to work or fail to work your entire scheduled shift, or report to work so late that you are not allowed to work the rest of your shift. Each day you are absent counts as a separate absence, even if the absences are on consecutive workdays. Illness, emergencies and other personal reasons for missing work count as an absence, even though your reason for being gone may be valid and unavoidable. However, Family and Medical Leave, Vacation, Jury Duty, Military Duty, or other leaves of absence provided as employee benefits do not count as “ABSENCE” when properly requested and approved.

“TARDINESS” is defined as any time that you arrive after the scheduled start of your shift.

“NO CALL/NO SHOW” is defined as any time you fail to report to work and fail to call and notify the MIC that you will be absent. ANY employee who fails to report to work for 2 consecutive scheduled shifts WITHOUT CALLING in will be deemed to have voluntarily quit. If you will be absent or tardy for your scheduled shift, provide as much advance notice as possible. Notice of less than 2 hours before your shift is not adequate.

An absence will generally result in DISCHARGE when:

- You are absent and do not call to explain your failure to report to work. “No Call/No Show”
- You give a reason for your absence that is untrue, misleading, or unacceptable.
- The number of absences exceeds 12 days in a 12-month period, or 3 days in the past 3-month period prior to your most recent absence.

A tardy will generally result in DISCHARGE when:

- You are tardy and do not call in, to explain your failure to report to work on time.
- You give a reason for your tardiness that is untrue, misleading, or unacceptable.
- You are late more than 3 times within any 30-day period.

Employment at Taco Bell is at-will. This attendance policy does not alter, amend or modify Taco Bells right to terminate employment at-will, or for fewer absences or tardy’s that are provided for above, or under other circumstances not specified. REMEMBER YOU ARE IMPORTANT TO OUR OPERATIONS AND WHEN YOU ARE NOT HERE, SOMEONE ELSE MUST DO YOUR JOB.

Signature: _____

Date: _____



CREW APP POLICY

The Crew App is intended to streamline scheduling by putting the schedule in everyone's pocket. No more driving to the work- place to find out when you work next. You can get shifts covered quickly and easily when necessary, pick up more hours if you so desire, and track or request time off. When using the Crew App, we ask that you adhere to the following:

1. If you are going to post a shift to be covered please do so with a minimum of two hours' notice. The more notice you give the better the chances of getting your shift covered.
2. Once you post a shift it is still your shift until it has been accepted by another employee of similar skill set. (i.e. food champion to food champion, or service champion to service champion). If you are unable to get the shift covered and do not to report to work for the shift it will be considered an absence, if you do not call to inform management that you are unable to work the shift it will be considered a no call/no show.
3. The Crew App is to be used as a scheduling tool only. The message board will not be used to post anything other than shift coverage.
4. Employees are not required to use the crew app. Management must still post hard copies of schedules, etc. in the restaurant.
5. All Crew App information is confidential and is not to be shared with anyone who has not been granted usage by reading and signing this agreement.

Signature:

Date:



INTEGRITY POLICY

At Taco Bell, we strive to conduct ourselves with integrity and honesty in all our actions. Therefore, we ask that you adhere to the following procedures regarding Voice of the Customer/OSAT reporting.

1. Avoid asking your family, friends, current or former employees to call the VOC line.
2. Do not ask a guest to score Overly Satisfied (Five) on the survey.
3. Do not ask the guest to mention your name on the survey.
4. Never contact the VOC line yourself for any reason. Avoid contacting the line to experience the process. If you wish to experience the process request the sample line number from your RGM.
5. If you are a part of the management team do not create any type of team rewards for achieving Overly Satisfied (Five) or for team members having their name mentioned.
6. Report any person who is violating the Integrity Policies. Report any person requesting for you to violate the Integrity Policies.

Failure to follow these policies will result in an investigation and will include discipline up to and including termination. If there is an integrity issue the entire team will forfeit the VOC bonus pay out for the period. If there is more than one issue the team will forfeit the bonus for the entire quarter.

Signature: _____

Date: _____



EMPLOYEE HANDBOOK ACKNOWLEDGEMENT AND RECEIPT

I hereby acknowledge receipt of the Taco Bell employee handbook. I understand and agree that it is my responsibility to read and comply with the policies in the handbook.

I understand that the handbook and all other written and oral materials provided to me are intended for informational purposes only. Neither it, company practices, nor other communications create an employment contract or term. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, and change by management at any time without notice.

I further agree that neither this document nor any other communication shall bind the company to employ me now or hereafter and that my employment may be terminated by me or the company without reason at any time. I understand that no representative of the company has any authority to enter into any agreement for employment for any specified period of time or to assure any other personnel action or to assure any benefits or terms or conditions of employment, or make any agreement contrary to the foregoing.

I also understand and agree that this agreement may not be modified orally and that only the president of the company may make a commitment for employment. I also understand that if such an agreement is made, it must be in writing and signed by the president of the company.

Employee's Name in Print

Signature of Employee

Date Signed by Employee

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE.