



INTEGRITY POLICY

At Taco Bell we strive to conduct ourselves with integrity and honesty in all of 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 example line number from your RGM.
5. 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: _____