

TACO BELL TEAM MEMBER 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 we have outlined below. All work rules apply when you are on Taco Bell property regardless of if 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 General Manager, Area Coach, or Human Resources Manager.

The Golden Rule

Always treat others the way you want to be treated – with honesty and respect.

Equal Employment Opportunity

Taco Bell is an equal opportunity employer. We apply our work rules and employment practices consistently and without bias in regard to race, color, sex, religion, national origin, age, disability, sexual orientation, gender identity, marital status, or veteran status. If you believe a manager or co-worker is not following this policy, speak to your GM, Area Coach, Director of Operation, or Human Resources Manager.

Anti-Harassment Rules

Taco Bell is committed to providing a comfortable environment which is free from harassment of all kinds. Refrain from making sexual jokes, suggestive comments, innuendos, touching someone in a manner they might not like, or making 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 in which a person would likely find offensive. This includes stereotypical classifications or descriptions and jokes based upon such attributes. Your managers are strictly prohibited from requesting or requiring that you submit to a sexual 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 a guest, co-worker, or supervisor.

Be Dependable

Arrive at work every day you are scheduled, on time and ready to work. If for valid reason you cannot work a scheduled shift or will be late and are unable to obtain coverage for your shift, give your manager at least four hours advanced notice so that they can find someone to replace you. If you are working an opening shift and are unable to make it to work continue to call the restaurant until you reach a manager. If you must leave your shift early, get permission from the 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 information. In addition, information about your co-workers and managers is private including their telephone numbers, addresses, and any other personal information. This does not prohibit team members from disclosing or discussing personal confidential information with one another, 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 and drugs. You are not permitted to drink alcohol or use drugs on company property and may not bring alcohol or drugs to the restaurant. If you are taking a prescription drug that will limit your ability to do your job or which could be a safety hazard, tell your manager before you begin working. 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 manager or Area Coach know immediately. They will likely offer a transfer where possible or take other steps to resolve the matter.

Company Records

When completing company records such as applications, timecards, financial, or cash handling records always provide information that is truthful, accurate, and complete. You should also verify the accuracy of your pay by reviewing your paystubs at the end of each pay period.

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 believe that the request is unreasonable or that the supervisor's request creates a safety risk, calmly explain your position to the supervisor. If the supervisor continues to ask you to do the work, follow their instructions unless you believe that doing so would create a significant risk to your safety or that of guests or co-workers. In such circumstances ask to resolve the issue with your GM, Area Coach, or Human Resources Manager.

Proper Use of Company Property and Time

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

Tobacco and Gum

Do not smoke, use chewing tobacco, electronic or other types of smokeless cigarettes 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 GM. Designated areas must be away from the building entrances and windows out of customer view.

No Solicitation

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

Uniform and Appearance Standards

Follow the Taco Bell Uniform Guide, as well as the following personal appearance, and hygiene standards. Report to work in a clean wrinkle-free uniform with apron, hat, and proper non-slip shoes. Bathe regularly. Avoid excessive fragrances. Wear only approved jewelry. Groom hair and facial hair. Tattoos if visible, may not include references to profanity, gang association, or sexual content. Facial piercings with a lock are permissible but may not be clear colored.

Cell Phone and Personal Device Usage

Employees are prohibited from using cell phones or personal technology devices (headphones, earbuds, etc.) during work hours. Employees will be provided with adequate meal periods and rest breaks to use personal devices and may share the store phone number with family members to reach them in the event of an emergency.

Safety and Security Procedures

We work hard to create a safe environment for employees and guests. You are expected to help by following all security procedures including but not limited to our back-door policy (never used after dark), all procedures for opening and closing the restaurant, and other crime prevention procedures outlined in the Answer System and ColCal policies. Complying with company safety procedures including using weight belts and bending at the knees rather than back when lifting, avoiding horseplay that could result in an injury, and never bringing a gun, knife, or any other weapon onto company property is a critical job requirement.

Zero Tolerance for 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 for not following procedures designed to prevent injury even if there is no resulting injury. Employees will utilize all protective gear including back braces, fry gloves and aprons, cut resistant gloves, lizard box cutters, etc. Employees should report any unsafe practices, situations, or environments witnessed in the store to management. Employees who are 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, co-workers, or customers termination may result due to 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.

For Cause and Post Accident Drug Screening

Any employee working under the influence of drugs or alcohol is subject to discipline 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.

Food Safety

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 GM, Area Coach, or Human Resources Manager. If the company is investigating a situation and you have facts related to the investigation, we expect that you will cooperate fully in the investigation and let us know what you may have seen or heard. Refusing to cooperate may lead to disciplinary action up to and including termination.

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

Signature

Date