



# 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 our meal policy 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. Body piercings may not 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 bending at the knees rather than back when lifting heavy items, bending at the knees rather than your back when lifting, 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 and 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 of employment. Follow all the 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:

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