

TEAM MEMBER HANDBOOK



**TACO
BELL™**



Welcome to the Team!

Welcome to Taco Bell! We are delighted that you have chosen to join our organization and hope that you will enjoy a long and successful career with us.

You are joining an organization with a purpose to feed people's lives with más. Our employees are encouraged to live by the HUNGRY Principles and create experiences that help people get a little more out of their day. With your active involvement, creativity, and support Taco Bell will continue to achieve this goal. We sincerely hope you will take pride in being an important part of Taco Bell's success.

Please take time to review the policies contained in this handbook. If you have questions, ask your General Manager, Area Coach, or contact your Human Resources Manager.

At ColCal Colorado, Inc. (dba Taco Bell), we pledge to be the best place to work, eat, and own. We start by hiring the best people then provide them with opportunities for growth. We passionately serve food and create experiences that help people get a little more out of their day. As owners, we thrive on creating something bigger than ourselves while ensuring the company is rewarding and successful.



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Employment of Authorized Workers

It is Taco Bell’s policy to comply with all federal and state laws governing the employment of authorized workers, including the Immigration and Reform Control Act of 1986 (IRCA), which requires employers to verify work eligibility of employees by: 1) examining their identification documents and 2) ensuring timely and correct completion of Form I-9.



SECTION 1: YOUR EMPLOYMENT AT TACO BELL

At-Will Employment

Taco Bell follows an At-Will Employment policy. At-Will Employment is defined as: both the employer or employee have the right to terminate an employment relationship at any time with or without cause or prior notice provided the termination does not violate federal, state, or local laws. Full-time, part-time, temporary, and other employees are considered “employees at-will”.

Giving Notice of Termination

Restaurant employees are not required to give notice of termination. However, TACO BELL restaurant employees as a courtesy should notify their GM at least two weeks before they plan to terminate employment.

Authority Over Employment

ColCal, Inc.’s President and/or Vice-President are the only positions at Taco Bell with the authority to:

- Enter into any agreement for employment for a specified period of time.
- Change the At-Will Employment Policy.

NOTE: No other officer, manager, or representative of Taco Bell may waive the terms and requirements of the At-Will Policy.

Right to Change Employment Conditions

Taco Bell may do the following with or without notice:

- Demote a Taco Bell employee.
- Transfer a Taco Bell employee to another location.
- Change a Taco Bell employee’s hours.
- Change a Taco Bell employee’s compensation.

Taco Bell always aims to accommodate all employee needs but reserves the right to change employment conditions for the good of the business when necessary.



EQUAL EMPLOYMENT OPPORTUNITY (EEO)

Taco Bell is committed to preserving an employment environment free from all discrimination, and will not tolerate any discrimination based upon race, gender, color, religion, national origin, ancestry, age, mental or physical disability, sexual orientation, pregnancy, marital status, or veteran status. This policy applies to all personnel actions, including hiring, compensation, benefits, scheduling, transfers, promotions, career development, training, discipline, and discharge decisions. Taco Bell and its employees will obey all federal, state, and local equal employment opportunity laws.

Applicants and employees are also protected from intimidation, discrimination, and other forms of retaliation for filing complaints of discrimination, assisting in an investigation of alleged discrimination, or opposing any employment practice that is believed to be discriminatory or illegal.

Employees who engage in discrimination toward customers, vendors, or other employees are subject to disciplinary action up to and including discharge.

Position	Responsibility
GM	<ul style="list-style-type: none"> • Comply with this policy. • Ensure that all employees comply with this policy. • Conduct or delegate investigations of policy violations and provide constructive discipline as needed. • Post required EEO posters in the restaurant and ensure that you and your management team understand the policy and act in accordance with it. • If you receive a charge of discrimination from the EEOC or equivalent state agency, follow the procedures outlined by your company.
AGM	<ul style="list-style-type: none"> • Comply with this policy. • Investigate policy violations at the GM's direction.
Shift Lead and Team Members	<ul style="list-style-type: none"> • Comply with this policy.

Employment of Authorized Workers

It is Taco Bell's policy to comply with all federal and state laws governing the employment of authorized workers, including the Immigration and Reform Control Act of 1986 (IRCA), which requires employers to verify work eligibility of employees by: 1) examining their identification documents and 2) ensuring timely and correct completion of Form I-9.

The I-9 Form must be completed on or before the employee's first day of work, and only after an offer of employment has been accepted. It may not be used as a screening tool for job applicants.

Taco Bell does not hire, or knowingly continue to employ individuals who do not have authorization to work in the U.S. Taco Bell also does not continue to employ individuals who provided fraudulent documents or falsified the I-9 Form upon hire, even if the person has since become legally authorized to work.

RGMs at Taco Bell are responsible for the correct completion of the I-9 Form, including a careful review of the original documents presented by the employee.

RGMs will be held accountable for any issues/violations of the policy including those listed below:

- Failing to follow the I-9 Compliance Process, including timely completion and submission of the I-9 Form for auditing and SSN verification.
- Knowingly hiring individuals who are not authorized to work. This includes actual knowledge, or acceptance of questionable, false or inaccurate documentation, or ignoring reasonable information that the employee is unauthorized to work.
- Continuing to employ individuals who the manager is aware are working without legal authorization.
- Allowing someone to work under another person's identity.
- Requiring I-9s to be completed by applicants before an offer of employment has been accepted.
- Allowing individuals to change their identity or social security number. Any such requests should be immediately reported to the appropriate payroll or I-9 Specialist for further direction.

Taco Bell takes seriously its' obligation to employ individuals who are legally authorized to work. Any manager who knowingly hires, or knowingly continues to employ individuals who are not legally authorized to work, will be terminated. Other violations of the policy, including a failure to complete the I-9 Form on or before an employee's first day of work, will result in disciplinary action, up to and including termination of employment.

Questions? Please contact your I-9 Specialist.



PROHIBITED BEHAVIORS

All Team Members	MIC	GM
<p>DO NOT:</p> <ul style="list-style-type: none"> Discriminate against, harass, or intimidate applicants, employees, vendors, or customers based on their race, gender, color, religion, ancestry, national origin, age, mental or physical disability, sexual orientation, pregnancy, marital status, or veteran status. 	<p>DO NOT:</p> <ul style="list-style-type: none"> Place documents or notations referencing an employee's race, religion, gender, age, color, national origin, ancestry, mental or physical disability, sexual orientation, pregnancy, marital status, or veteran status in his or her Employee File Folder. Discuss an applicant's or employee's race, gender, color, religion, national origin, ancestry, age, mental or physical disability, sexual orientation, pregnancy, marital status, or veteran status with other employees. 	<p>DO NOT:</p> <ul style="list-style-type: none"> Make employment decisions based on an individual's race, gender, color, religion, national origin, ancestry, age, mental or physical disability, sexual orientation, pregnancy, marital status, or veteran status. Violate Answer System procedures for personnel actions such as scheduling, hiring, compensation, benefits, transfers, promotions, career development, training, constructive discipline, and discharge. Ask applicants or employees questions about their color, religion, ancestry, age, mental or physical disability, sexual orientation, pregnancy, marital status, or veteran status, including questions such as: <ul style="list-style-type: none"> Will taking care of your children affect your availability for work? Do you plan to have children soon? How old are you? When did you graduate from school? Are you a United States citizen? What is your primary language? Do you have any disabilities? Does your religion prevent you from working weekends? Retaliate in any way against employees for filing a complaint of discrimination, assisting in an investigation of alleged discrimination, or opposing any employment practice that they may believe to be discriminatory or illegal.



TEAM MEMBER CONCERNS

All Team Members	MIC	GM
	DO: <ul style="list-style-type: none"> If an employee refuses to work with another employee because of national origin, race, gender, color, religion, age, ancestry, mental or physical disability, sexual orientation, pregnancy, marital status, or veteran status, treat the situation as you would any refusal to work. See the Code of Conduct section of this Book. 	

CUSTOMER CONCERNS

All Team Members	MIC	GM
DO: <ul style="list-style-type: none"> If a customer expresses concern about an employee's national origin, race, gender, color, religion, ancestry, age, mental or physical disability, sexual orientation, pregnancy, marital status, or veteran status, contact the MIC immediately. 	DO: <ul style="list-style-type: none"> Refer the customer to Taco Bell's toll-free phone number, 800TACOBELL. Immediately inform the RGM and your MC, AC, or HR Leader about the customer's concern. Contact Taco Bell's Law Department and Public Affairs office as soon as possible. 	DO: <ul style="list-style-type: none"> Call your MC, AC, or HR Leader immediately and report all discrimination, harassment, or retaliation complaints related to this policy. Follow their instructions. If a customer or vendor complains that a violation of this policy has occurred, or you otherwise become aware of a potential violation of this policy, investigate each violation, and provide appropriate constructive discipline, up to and including termination
DO NOT: <ul style="list-style-type: none"> Discuss the matter with the customer. 	DO NOT: <ul style="list-style-type: none"> Discuss the matter with the customer. 	

VIOLATIONS

All Team Members	MIC	GM
DO: <ul style="list-style-type: none"> If you feel you have been discriminated against, harassed, or intimidated because of your race, gender, color, religion, national origin, ancestry, age, mental or physical disability, sexual orientation, pregnancy, marital status, or veteran status, immediately contact the MIC, AC, HR, or The Network. Immediately contact the MIC, AC, HR, or The Network if you feel you have been retaliated against for filing a complaint of discrimination, assisting in an investigation of alleged discrimination, or opposing any employment practice that you believe to be discriminatory or illegal. 	DO: <ul style="list-style-type: none"> Refer all claims of violation of this policy to the RGM. 	DO: <ul style="list-style-type: none"> Call your MC, AC, or HR Leader and immediately report all discrimination, harassment or retaliation complaints related to this policy. Follow their instructions. If an employee complains that a violation of this policy has occurred, or you otherwise become aware of a potential violation of this policy, investigate each violation, and provide appropriate constructive discipline, up to and including termination.



WORK SCHEDULES, REPORTING YOUR HOURS, & LEAVES OF ABSENCE

Read Posted Work Schedule

Each workweek begins on a Wednesday and ends on a Tuesday. The General Manager prepares and posts a work schedule every Thursday for the upcoming workweek. Your GM will show you:

- Where the schedule is posted.
- How to read the schedule.

Reporting Hours

You are responsible for reporting your work hours by:

- Clocking in and out when you begin work and finish work.
- Or, if applicable,
 - Use the “Break/In” and “Break/Out key when taking rest breaks.
 - Using the “Out/In” keys when taking unpaid meal periods.

Working Overtime

Before you work overtime you must ask your manager for approval. When you work overtime, you will be compensated at a premium rate according to federal and state laws. Colorado law is time and a half for overtime wages.

Reporting Hours Worked Mistakes

Alert your GM immediately regarding any mistakes in reporting your hours or contact payroll in the office.

Get Approval for Time Off

Your GM must approve all requested time off. Give your request to your GM at least one week before the work schedule is posted. Once the schedule has been posted you will need to find coverage for your shift if you need to take time off.

Pay Period Rule

Pay Period Rule Definition: Employees absent for an entire pay period will be deactivated and will receive a new hire date upon return. All benefits will re-start and begin on the new start date. This policy will take effect only after an employee’s leave benefits have been exhausted.

- Employees may apply for an exception to the Pay Period Rule (PPR) which allows for up to four-weeks excusal without being subject to the pay period rule. PPR Exceptions will be granted for the following reasons:
 - Pregnancy, illness, injuries, or other circumstances considered qualifying events for leave of absence when an employee does not meet the requirements for FMLA or has exhausted FMLA benefits and requires more time.
 - Students on a holiday break from school.
 - Extended vacation.

PPR Exceptions are unpaid, however, employees must use available vacation time while on a PPR Exception. Colorado Sick Leave may be used if the event qualifies under the Colorado Sick Leave law. Speak to your GM to apply for a PPR Exception.

Colorado Paid Sick Leave

Colorado Paid Sick Leave is available to all employees and is accrued at 1 hour for every 30 hours worked up to 48 hours and may be used for the following health and safety reasons:

- Inability to work due to a mental or physical illness, injury, or health condition.
- Obtaining preventative medical care or medical diagnosis/care/treatment.
- Needs due to domestic abuse, sexual assault, criminal harassment including medical attention, mental health care or other counseling, legal or other victim services, or relocation.
- Care for a family member who needs the sort of care listed above.
- During a PHE, a public official closed the employee’s workplace, or the school or place of care of the employee’s child.
- Bereavement, or financial/legal needs after a death of a family member; or



- Due to inclement weather, power/heat/water loss, or other unexpected events where the employee must evacuate their residence, or care for a family member whose school or place of care was closed.

Family Medical Leave - FMLA

All leave requests must be made in writing – ask your GM for a Leave Request Form and submit it to the Human Resources Department in the office. All leaves of absence must be approved by Human Resources.



RULES FOR REST BREAKS, MEAL PERIODS, AND DISCOUNTED MEALS

Everyone needs and deserves a rest break or meal period when working. Taco Bell wants you to feel refreshed and productive while you work by following a few simple rules.

When to Take Breaks

According to state laws and regulations, you are entitled to rest breaks and meal periods depending upon:

- Your age
- The number of hours you work during a work day

In the absence of state law, Taco Bell policy is to provide employees with reasonable opportunities for breaks during the workday. Breaks will be provided at the manager's discretion based upon the flow of business in the restaurant.

NOTE: In every state, all breaks of less than 30 minutes must be paid.

Ask your manager to show you the Rest Break and Meal Period Matrix.

Where to Take Breaks

You must take your rest break and meal periods away from the food production and cash register service areas.

Rules for Discounted Meal Items

When you work a shift you may eat one (1) 100% discounted meal up to \$6.00 (pre-tax). Follow these rules for discounted meals:

- You may consume your meal immediately before your shift, after your shift, or on a break.
- You must consume the meal in the restaurant.
- You must place your order as a guest.
- You and your manager must sign the register receipt. The signed receipt must be kept in the cash register drawer in which the order was taken.

Rules for Beverages

Beverages are free to all restaurant employees during their work shift. Beverages may not be consumed behind the front counter in workstation areas. Pre-packaged drinks such as milk, orange juice, and bottled water must be ordered as a guest for inventory purposes.

NOTE: Drink cups are not permitted in work areas.



YOUR PAY AND PAYMENT OF WAGES

Taco Bell Makes Every Effort To:

- Pay Team Members competitively for similar positions in the quick-service restaurant industry.
- Reward Team Members who achieve and exceed our high standards of performance.

Know Your Pay Period

Taco Bell has a two-week pay period. Each pay period begins on a Wednesday and ends the second Tuesday after. Ask your manager when pay periods are scheduled for your restaurant.

SAMPLE PAY PERIOD CALENDAR						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3 <i>Pay Period Begins</i>	4	5	6
7	8	9	10	11	12	13
14	15	16 <i>Pay Period Ends</i>	17	18	19	20
21	22	23 <i>Payday</i>	24	25	26	27
28	29	30	31			

Taco Bell guarantees payment of wages to be available the Tuesday following the end of the pay period. However, we aim to have them available the Friday following the end of the pay period.

Payment of Wages

Taco Bell is a paperless payday company.

You have two options to sign up for electronic pay:

1. **DIRECT DEPOSIT:** Complete the payroll enrollment form using your current bank account or open a new bank account at a banking institution of your choice.
2. **VISA PAYROLL CARD:** Don't have or want a checking or savings account? Complete the payroll enrollment form. We will provide you with a personalized PAYCHEK PLUS! Visa Payroll Card and your funds will be electronically deposited into an account and withdrawn at ATM's or used at retail stores to make purchases. Visit <https://www.paychekplus.com/documentLocator?docId=paychekplus62108614disclosures> for more information.

**Fees are associated with Visa Payroll Card, please visit the above website for details.*

Electronic pay is an excellent benefit for the following reasons:

- ✓ **Timeliness** – Pay is deposited timely and available the morning of payday.
- ✓ **Convenience** – No need to travel to the bank or check cashing venue and stand in long lines. No need to pick up your check while on vacation or on your day off.
- ✓ **Convenience** – Payroll card can be used at most ATMs and retail stores to make purchases.
- ✓ **Economical** – Check cashing fees are eliminated with traditional direct deposit and eliminated or reduced with the payroll card.
- ✓ **Efficiency** – Can elect to have pay deposited into one or more accounts.
- ✓ **Safety** – No need to carry around large amounts of cash. No lost, stolen, or washed checks.

If you do not enroll in either program, you will automatically be enrolled in the Visa Payroll Card program. We are excited about offering these programs to you and we know that you will appreciate their many benefits.



ONLINE PAYSTUBS AND W2s

ColCal is pleased to offer electronic paystubs and W2s. The benefits for you are:

- Earlier access
- Access from any location, even if you move.
- Print or send as many copies as you need.
- Access any pay stub or W2 at any time, no need to request archived copies from the office.
- Update your contact details.
- Update your direct deposit information.

We are excited to offer this program not only for environmental savings but also to put your pay information in your hands wherever and whenever you need it.

To access online paystubs and W2s visit netchex.net. For information on enrolling in Netchex please see the 'Employee Guide to Netchex' in the Disclosures and Attachments section of this Employee Handbook.

By receipt of this document, I acknowledge that I will receive my paystub and W2 electronically. I understand that no paper paystub or W2 will be sent. This election will remain in force until a change is requested in writing to the office at the address listed below. If consent is withdrawn, it will be for those paystubs and W2s not yet issued. This process need not be repeated annually.

Send change requests to:

ColCal Colorado, Inc.
Attn: Payroll
607 25 Road, Suite 100
Grand Junction, CO 81505



401(K) RETIREMENT PLAN

We value your contribution to the success of Taco Bell, and we believe that it's important to help you achieve your retirement goals. That's why we are excited to offer you a 401(k)-retirement savings vehicle. A 401(k) plan is perhaps one of the best available retirement savings options.

To help you achieve your retirement goals more quickly, ColCal Colorado, Inc. will match 100% of the money you contribute to the plan, up to a maximum of 4% of your annual salary.

Like any savings plan, the sooner you start contributing to your 401(k) the better off you'll be. The compounding that takes place over time can have a significant impact. Even a small contribution can make a big difference in your retirement lifestyle.

To qualify for the 401(k) program, you must meet three minimum requirements:

- 21 years of age or over.
- One year of continuous employment with ColCal.
- Worked 1000 hours in the previous 12-month period.

Upon meeting the above criteria, you will be automatically enrolled into the 401(k)-retirement plan. If you prefer not to participate in the program, you may opt out at any time. Your contribution is automatically deducted from your salary at each pay period, making it easy to set aside money for retirement. You only pay income tax when you withdraw money from the plan. Your contributions are made on a pre-tax basis, meaning you immediately reduce the salary you pay taxes on. Additionally, any gains your investment achieves are tax deferred. This can lead to a significant accumulation of retirement funds. Roth deferrals are also available.

Our 401(k)-service provider offers daily performance reporting and transactions anytime you need them via an interactive website. They also provide easy-to-read statements and helpful education materials for your convenience.

You work hard for Taco Bell, and we want to make sure you have the retirement you deserve.

Start saving for your retirement now!



VACATION AND YOUR EMPLOYEE BENEFITS

You may be entitled to a vacation and certain employee benefits. The vacation and benefits you receive depend upon your position.

- Above Store Leaders and certain levels of management (Office Staff, Area Coach, Facilities Captain, General Manager, or Assistant General Manager) OR
- Team Member and Shift Leaders

Vacation Policy and Team Member Bonus

Use this table to determine what vacation time you may receive and how or when you earn it.

Position	Vacation or Bonus	When Earned
Team Member	Bonus equivalent to one week of pay.	Anniversary date if requirements met.
AGM, Facilities Captain	Two weeks of paid vacation.	Accrual begins immediately.
ARL and GM (≥ 5 years)	Two weeks of paid vacation.	Accrual begins immediately.
ARL and GM (≤ 6 years)	Three weeks of paid vacation.	Accrual begins immediately.

Receiving Vacation Pay

Taco Bell pays you for your earned vacation time based on the average number of hours worked each week during the year prior (not to exceed 40 hours per week). For Shift Leaders, AGMs, and GMs to receive vacation pay, they must take their earned vacation time. Manager vacation time must be approved by the Area Coach and be requested 3 weeks prior to the use of the vacation time but not more than 90 days prior to the vacation time. Team Members will receive a week of pay (Bonus) to be paid out on the Team Member's anniversary date. To be eligible for this bonus payout, Team Members must have one year of continuous service and an average of 30 hours or more worked per week during the year.

Additional Benefits

Benefit	Who is Eligible?	When are they eligible?
On-the-job training (current and future positions within Taco Bell)	All positions	Available the first day of hire and continuing throughout a career with Taco Bell.
401(k) Retirement Plan	All positions. Must be 21 or over and worked 1000 hours in the prior 12 months.	After one year of continuous employment.
Paid Holidays – Thanksgiving and Christmas	ARL, GM, and AGM	After 60 days of continuous employment.
“Any two food items and a drink” coupons each payday	Above Restaurant Leaders, General Manager, Assistant General Manager	ARL (3 coupons), GM (3 coupons), AGM (2 coupons)
1 Free Meal per workday up to \$6.00 (pre-tax)	All Positions	ARL, GM, AGM, Shift Lead, and Facilities Captains
Workers' Compensation Insurance (coverage for expenses involving work-related injuries or illnesses)	All Positions	Available beginning the first day of hire.
Medical, Dental, Health Expense and Day Care Reserve Accounts (Cafeteria Plan).	All Positions	After 60 days of continuous employment for all part and full-time positions. 1 Year for variable hour positions <u>and</u> a 30-hour average worked per week maintained. Open enrollment January 1.

Once you are eligible for insurance benefits you will receive information about your insurance benefit options. You may contact your General Manager or the office for questions or further information.



RULES FOR PARKING AND PERSONAL BELONGINGS

Rules for Parking

To keep our guests delighted and our Team Members safe, follow these parking rules:

- During the daylight hours, park in spaces furthest away from the restaurant entrance to allow guests easy access to our restaurants (so long as this does not create a safety hazard for employees or guests).
- After dark, park where your vehicle is visible from inside the restaurant.
- During late-night hours (10:00 PM to close), park near the door that you will exit from at the end of your shift.
- **NEVER exit at close through the back door.**

Rules for Personal Belongings

Store personal belongings in designated areas only. DO NOT bring valuable items to work. This will prevent theft or loss of your belongings. Taco Bell is not responsible for misplaced or lost items.



SECTION 2:

TRAINING SCHEDULE TRACKER

Team Member Name: _____

Date Hired: _____

General Manager Name: _____

	Date	Shift	Topic	Trainer
Day 1				
Day 2				
Day 3				
Day 4				
Day 5				
Day 6				
Day 7				
Day 8				
Day 9				
Day 10				
Day 11				
Day 12				
Day 13				
Day 14				
Day 15				
Day 16				
Day 17				
Day 18				
Day 19				
Day 20				

NOTE: You will be paid for your time spent in training.



OUR ONE TEAM PHILOSOPHY

Our company prefers to deal with people directly, rather than through a representative. Our policies and programs are specifically designed to meet the needs of employees by providing a positive environment where each employee enjoys the maximum opportunity for open communication, conflict resolution, job satisfaction and job advancement based on skill and effort.

Considerable thought and commitment have gone into the development of our style of management. Employees deal directly with management on all issues here with complete freedom to think and speak for themselves and are rewarded for their individual merit and achievements. We are committed to treating our employees respectfully and fairly, and we do so without monthly dues, the threat of strikes, arguments, or artificially created tensions which too often result when outside representation is involved.

Simply put, our philosophy has always been that we will respect our employees, their desires and needs, whatever they may be, and we do not feel that a union is necessary at our company.



SECTION 3: POLICIES

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 illegal drugs on company property and may not bring alcohol or illegal 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 you 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 and rest periods 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.

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 apron, 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!



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 one of the following locations:

Grand Junction

- Grand Valley Occupational Medicine 2004 N 12th Street Grand Junction, CO 81501 Phone: 970-256-6490
- St. Mary's Occupational Health 2686 Patterson Road Grand Junction, CO 81506 Phone: 970-298-2001
- Workpartners 2646 Patterson Road Suite A Grand Junction, CO 81506 Phone: 970-241-5585

Fruita

- Family Health West Primary Care 281 N Plum Street Fruita, CO 81521 Phone: 970-858-9894

Montrose

- Cedar Point Health South Townsend 836 S Townsend Avenue Ste A Montrose, CO 81401 Phone: 970-615-9120

Delta

- DCMH Family Medicine 555 Meeker Street Delta, CO 81416 Phone: 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 that I must notify my employer in writing of my injury within three days of the injury.

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



HARASSMENT 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, gender identity 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 of Taco Bell including supervisor, co-workers, and vendors.

Prohibited unlawful harassment includes but is not limited to the following behaviors: verbal conduct such as taunting or name-calling, derogatory jokes or comments, slurs, 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 continue employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors. Retaliation for reporting or threatening to report harassment is also prohibited.

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, Area Coach, Director of Operations, President, Vice-President, or Human Resources representative (see all contact information below). 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, President, Vice-President or Human Resources representative. 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.

Tomas Lara Area Coach – 970-778-6400

Christie Distel Area Coach – 970-462-6894

Kyle Basinger Vice-President – 970-261-5235

Kendi Aubert President – 970-314-3074



DRUG AND ALCOHOL-FREE WORKPLACE POLICY

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

ColCal Colorado, Inc. is committed to maintaining a safe and productive work environment that promotes both the health and 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 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.

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 the public safety by its employees during working hours. A major factor in both employee safety 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 which could include immediate dismissal. No alcoholic beverages will be brought onto or consumed on ColCal premises or during ColCal activities except when approved by the executive team in connection with ColCal 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. 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. Employees who violate these rules will be subject to disciplinary action up to and including termination.
3. Off the job illegal drug use is proper cause for disciplinary action up to and including termination of employment.
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. Generally speaking, the employee need not reveal the name of the medication or the reason for which it is used. The use of prescription medications pursuant to a prescribed medical treatment program is naturally not 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 the purposes of this policy.

Notice of Employers 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 ColCal policy on this matter is on the following page of this policy and available in the Answer System Book 6 – Policies and Procedures located on the mytacobell.com website. 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 action up to and including termination. An employee who fails a test will be subject to disciplinary action up to and including termination. 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. Remaining drug and alcohol free and participation in ColCal drug and alcohol testing program is a condition of continued employment.

Testing Policy

As part of ColCal's ongoing commitment to establishing a drug-free workplace beginning August 1st, 2003, ColCal Colorado, Inc.'s Drug-Free Workplace Policy is in effect. The company reserves the right to administer a drug and/or



alcohol test to any employee who, by actions and/or 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 struggle with alcoholism, and an astonishing 2 million are regular users of cocaine. Drug and alcohol abusers are: 2.5 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 worker's compensation claim, and are responsible for half 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 but 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 defective machinery. It is the responsibility of the organization and every employee 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 including 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 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 or 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, Director of Operations, or Human Resources representative.



CONFIDENTIALITY AGREEMENT AND INTERNET/COMPUTER USAGE

Confidentiality Agreement

It is understood and agreed that the information listed below 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 and 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, MyTacoBell). Any non-Taco Bell activity is in direct violation of this agreement and such activity will be subject to disciplinary action. All internet activity will be monitored, and sites will be blocked if they are deemed to be harmful 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, or wallpaper.
2. Do not cause physical damage to the computer including but not limited to scratching, dropping, or spilling food or drinks.
3. Removal of the computer from the restaurant is strictly prohibited and will be handled as theft.

Acknowledgement and 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 liabilities, claims or lawsuits in regard to the information obtained from any and all of the above referenced sources used.



BACKGROUND CHECK DISCLOSURE

Purpose/Objective

ColCal Colorado, Inc. strives to hire and promote the best qualified individuals. 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.

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 a check is performed.

Consumer Credit Reports

The company obtains credit reports only under very limited circumstances, for example, when applicants or employees are 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, Director of Operations, and/or 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.



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 Handling 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 it to verify the funds match the 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 \$20.00 bill and you gave me change for a \$10.00 bill. Can you give me the correct change?").

Making Change, Using 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. We **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, follow these steps:

1. Excuse yourself from the guest and drop the bill into the Loomis Safe.
2. If the Loomis Safe will not accept the bill, another form of payment should be requested from the customer.
3. 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.
4. Return to the customer and break the bill out of cash from your drawer or drop box paying attention to the amount of change you give back to the guest. 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 smaller bill versus the \$50 or \$100.

To Close Your Drawer at the End of Your Shift

To close 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% 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



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.

General Standards

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

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 but not limited to Food Safety Procedures or the company Harassment Policy.
- Inappropriate videos or photos that reflect poorly on yourself, your job, the Taco Bell brand, your community, or anything that could harm another person's reputation.
- Brand information, including but not limited to operational standards, job aids, training materials, workplace policies, or 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 GM, Area Coach, or Human Resources representative.
- **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 post 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 the permission of your General Manager or Above Restaurant Leaders.

If you violate any of these standards, you **WILL** be subject to discipline up to and including termination or 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.



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 is 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 a 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're telling us, we don't argue or disagree with them. We just fix the problem, no questions asked.
3. **SURPRISE AND 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 customer concern. If you encounter a customer 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 guest concerns. Using the Make-Up Process ensures every guest will be WOWED with how we handle their concern. It all boils down to treating every customer 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.



TACO BELL UNIFORM AND APPEARANCE STANDARDS

TACO BELL UNIFORM GUIDE



UNIFORM SHIRTS

- Team Members can choose from a variety of uniform t-shirts from an approved uniform vendor.
- Managers must wear a collared manager shirt from an approved uniform vendor.
- Wear your shirt proudly, clean, wrinkle free, and in good condition.
- Shirts should fit properly; not too tight or too loose.
- Rock your shirt tucked or untucked. If you choose to wear your shirt tucked, you must wear a plain black belt with your uniform (a Taco Bell Foundation belt is also permitted). Belts with logos or graphics are not acceptable.
- You may wear a long sleeve shirt under your t-shirt, just make sure it is solid black and free of logos or graphics. A long sleeve or sleeve must be worn if offensive visible tattoos are present. Undershirts must fit properly and may not fall below the wrist or be longer than the bottom of the uniform shirt.

PANTS

- Pants are self-supplied and must be solid in color, dark blue or black jeans, or black pants. Pants cannot be capris, carpenter, cargos, corduroy, leather, loungewear, sportswear, spandex, yoga pants, or joggers. Decals, rhinestones, patches and embroidery are not permitted.
- Pants must free of holes and stains.
- Pants may be cuffed or rolled.

APRONS

- Aprons are required for Team Members and optional for managers.
- Aprons must be worn at full length.
- Remove your apron when cleaning or using the restroom.

SHOES

- Complete your Taco Bell look with shoes that make your uniform your own. Just make sure they are solid black, slip-resistant, closed toe and heel.
- Shoes are self-supplied and cannot be basic tennis shoes.

OUTERWEAR

- Jackets, hoodies, and vests from an approved Taco Bell vendor may be worn when working in the Drive-Thru or as a Cleaning Captain when working outdoors.
- Hoods may not be worn when working inside the restaurant.
- Beanies and gloves are permitted to be worn by Cleaning Captains when working outdoors. Gloves and beanies must be solid black, free of logos and graphics.

APPAREL

- All self-supplied uniform items must be solid in color and free of words, logos, or graphics excluding socks. Add fun socks of your choice to make your uniform your own.

HAIR & HEADWEAR

- Always wear a Taco Bell hat or visor with your uniform. Hats/Visors must be worn any time you are working behind the front counter.
- All Food and Service Champions must wear hair tied back with a hair net if hair length falls below the ears. Hair longer than the base of the neck including ponytails, braids, and buns must be restrained to keep hair from contacting food or food contact surfaces. A long ponytail down the back may be worn with a hair net.
- All hair must be tied back and worn inside of the hair net and hat/visor, loose hair or tendrils hanging outside the hat/hairnet is not permitted.

TATTOOS

- Tattoos must be below the jawline. Facial tattoos are not permitted.
- References to profanity, gang association, sexual, or other offensive content are not permitted.





FACE

- Keep your mustache and/or goatee well-groomed and beards neatly trimmed. Beards longer than ½ of an inch must be worn with a beard net. Facial hair must be fully contained within the beard net.
- False eyelashes are not permitted with handling food.

JEWELRY & ACCESSORIES

- Hoop or stud earrings, gauges, and ear lobe spacers smaller than a quarter are permitted.
- Long dangling earrings are not permitted.
- Nose rings or studs with locks and backings are okay.
- Facial piercings are permitted (within reason) if they secure with locks or backings. No more than four facial piercings may be worn at a time and cannot be flesh or clear colored.
- Plain rings and wedding bands without stones are permitted.
- Watches are only allowed to be worn when not handling food.
- Only uniform approved pins allowed.
- Do not wear items that hang out of your uniform pockets (key chains, wallet chains, lanyards, vapes, or cell phones).
- Cell phones may not be used during work hours except when on a break or in the case of an emergency with management approval.
- Sunglasses and headphones may not be worn while working unless for medical reasons with a doctor's note and approval from ARLs.

GENERAL APPEARANCE STANDARDS

- Bathe daily. Keep face and hands clean.
- Use cosmetics, perfume, aftershave, or cologne sparingly.
- Fingernails must be kept clean.
- Polished and acrylic nails are permitted if worn unchipped. Nails may not be longer than one inch from the nail bed.



A UNIFORM THAT'S YOU

It's important to us that you come to work and be **EXACTLY WHO YOU ARE**. We celebrate each of your unique backgrounds, cultures, and personalities.

MAKE IT YOUR OWN

- Accessorize: Add your own flare by accessorizing with a fun pair of socks or a scrunchie. Check out the ones in the Taco Shop or wear your own.

TAILORED TO YOUR NEEDS

- If you are pregnant, feel free to wear stretch materials and longer shirts. Just make sure the colors and patterns are consistent with our guidelines.
- Exceptions to the Dress Code may be made to accommodate sincerely held religious beliefs or a disability. Talk with your manager or Above Store Leader for more information about exceptions.

ADDITIONAL APPEARANCE GUIDELINES

- Taco Bell logo wear from the Taco Shop or any other non-uniform approved vendor is not permitted except for socks and scrunchies.



ATTENDANCE POLICY

Objective This policy is to set forth procedures for handling employee absences/tardiness to promote the efficient operation of ColCal Colorado, Inc. Taco Bell restaurants and minimize unscheduled absences and tardies.

Policy Punctual and regular attendance is an essential responsibility of each employee. Employees are expected to report to work as scheduled, on time, in full uniform, prepared to start working. Employees are expected to remain at work for the entire scheduled shift. Late arrival, early departure, or other absences are disruptive and must be avoided. This policy does not apply to absences covered by FMLA, Colorado Sick Leave, Jury Duty, Military Duty, ADA Leave, or any other type of leave provided as reasonable accommodation when properly requested and approved.

Absence An absence is defined as the failure of an employee to report to work when scheduled. If it is necessary for an employee to be absent due to an illness or emergency, the employee must notify his or her supervisor no later than three hours prior to the start of their scheduled shift (when possible) by calling the store and speaking to a manager. If the employee is unable to call, someone else must notify the supervisor on their behalf. An absence may lead to disciplinary action up to and including termination when:

- An individual is absent and does not call to explain their failure to report to work (No Call/No Show).
- The reason given for the absence is untrue or misleading.
- The number of absences exceeds 12 days in a 12-month period or 3 days in a 3-month period.

No Call/No Show A no call no show occurs when an employee is absent for a scheduled shift and does not contact management to explain their failure to report to work. Any employee who fails to report to work for 2 consecutive scheduled shifts without notifying management will be deemed to have voluntarily quit.

Tardiness and Early Departures Employees are expected to report to work and return from scheduled breaks on time. If employees cannot report to work as scheduled, they must notify their supervisor as soon as possible by calling the store and speaking to a manager. This notification does not excuse the tardiness but simply notifies the supervisor that a schedule change may be necessary. Employees who must leave work before the end of their scheduled shift must notify a supervisor immediately. A tardy may result in disciplinary action up to and including termination when:

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

Excessive absenteeism is monitored by a tracking system in store. Each instance of tardiness or absence counts as a separate instance even if the absences are on consecutive workdays.

Remember you are important to our operations and when you are absent, someone else must do your job.

Employment at ColCal Colorado, Inc. dba Taco Bell is at-will. This attendance policy does not alter, amend, or modify ColCal Inc.'s right to terminate employment at-will, or for fewer absences or tardies than are provided above, or under other circumstances not specified.



BREAKROOM APP POLICY

The Breakroom App is intended to streamline scheduling by putting the schedule in everyone's pocket. No more calling or driving to the workplace to find out when you are scheduled to work next. You can get shifts covered quickly and easily or pick up more hours if you so desire. When using the Breakroom App, we ask that you adhere to the following rules.

1. If you are posting a shift to be covered, please do so with a minimum of four hours' notice. Remember, the more notice you give the better your 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 report to work for the shift, it will be considered an absence. If you do not call the store to inform management that you are unable to report to work for your scheduled shift it will be considered a No Call / No Show regardless of posting the shift coverage request in the app.
3. The Breakroom App is intended to be used as a scheduling tool only. The message board should not be used to post anything other than shift coverage.
4. Employees are not required to sign up for or use the Breakroom App. Management cannot require employees to use the Breakroom App and must still post hard copies of schedule and any other necessary communications in the restaurant.
5. All Breakroom App information is confidential and is not to be shared with anyone who has not been granted usage by reading and signing this agreement.

The Breakroom App is a useful tool when utilized correctly and in adherence to the above requirements. We are counting on you to ensure that everyone is empowered to use this tool as designed and outlined by company policy.



INTEGRITY POLICY

At Taco Bell we strive to conduct ourselves with integrity and with a code of ethics in all of our actions. We ask that you adhere to the following procedures specifically regarding our Voice of the Customer (VOC)/OSAT reporting.

1. Avoid asking your family, friends, current, or former employees to call the VOC line and conduct a survey.
2. DO NOT ask a guest to score Overly Satisfied or give Fives on the survey. Simply ask the guest to complete our survey without guiding them on how to score our service.
3. DO NOT ask the guest to mention your name on the survey. If a guest asks your name, feel free to tell them. If they don't ask, however, do not guide them on what to say in the course of taking the survey.
4. Never contact the VOC line yourself for any reason. Avoid contacting the line to experience the process. This can flag an integrity issue with our VOC reporting.
5. If you are part of the management team do not create any type of team reward for achieving Overly Satisfied (Five) or for team members having their name mentioned.
6. Report any person who is violating the Integrity Policy or any person requesting that you violate the Integrity Policy.

Failure to follow the above policy 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 portion of the pay out for the bonus period. If there is more than one issue the team will forfeit the bonus two bonus periods.

**LIVE
MAS**

TACO BELL PERKS

PROVIDED BY RSCS MEMBER PROGRAMS

We're excited to announce an employee discount program available to all franchisees, employees, and team members!

RSCS and Taco Bell are excited to bring you Taco Bell Perks! An employee discount program that is available to everyone! This is a completely free program that offers thousands of exclusive discounts and special offers on cell phone service, slip-resistant shoes, electronics, movie tickets, and much more!



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on your monthly bill

Signing up is EASY! Click for details

**at&t****Sprint****verizon**

- Visit the Taco Bell Perks website at TB.HRDiscounts.com
- Create an account
- Use the registration code: SAVENOW



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.