Welcome to the Team

__________________________
Name

NJB OPERATIONS, INC.

DBA Taco bell/Taco bell-Pizza Hut/ Taco Bell-KFC/Taco Bell-Long John Silvers

Revised May 2013
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Welcome to the Taco Bell Team at Taco Bell/NJB Operations Inc., a leading company in the fast food industry. We are glad you are on our winning team.

We are dedicated to delighting our Guests. When our guests are delighted, Taco Bell continues to grow and provide more opportunities for our employees. We need your help in delighting our Guests and growing our business.

**At Will Employment**

Your employment with Taco Bell/NJB Operations, Inc. (the “Company”) is considered "at will," which means that your employment has no definite term. Therefore, you may terminate your employment at any time, with or without cause, and with or without notice, and the Company has the same right. No representative of the Company, other than the President of the Company, has any authority, at any time, to enter into any agreement of employment for any specified period of time, or to assure any other personnel action relating to you, or to assure any salary, benefits, or other terms and conditions of employment. In order to be valid, any such agreement must be in writing and signed both by the President of the Company and by you. This policy supercedes any other communication, assurance, or promise which may have been made to you at any time whether oral or written.

**Purpose of this Handbook**

We provide this Handbook as an introduction to the Company and a guideline to help you understand both your role and that of the Company. This Handbook sets forth our mission, values, benefits, policies, procedures and rules. While we strive for consistency, please understand that **this Handbook is not a contract of employment or of any other kind, and nothing contained in this Handbook is an enforceable promise of any kind**. Rather, it is intended solely for information purposes. This Handbook and the policies and statements it contains may be revised by the Company at any time, for any reason, without prior notice. If changes are made, we will attempt to notify you promptly. Finally, this Handbook does not discuss every matter that may arise or concern you, and those matters not covered in this Handbook will be dealt with fairly and properly.

This Handbook supercedes and/or modifies any and all pre-existing Handbooks, rules, benefits, policies, and procedures, whether written or otherwise.

**When to use this handbook**

- This handbook is yours.
- Use it as part of your orientation training in the restaurant
- After your orientation training, you may keep this book and refer to it for on-going information while working at Taco Bell/NJB Operations.
If you have questions or cannot find what you are looking for in this handbook, talk with your RGM.

Equal Employment Opportunity Policy

The Company is proud to be an equal opportunity employer. It is our policy to provide equal employment opportunities to all qualified applicants and employees without regard to their race, color, religion, sex, sexual orientation, marital status, age, national origin, disability, handicap, citizenship, veteran status, or on any other basis prohibited by law.

We make reasonable accommodations when necessary for all employees and/or applicants with disabilities or handicaps, provided the individual is otherwise qualified to perform the essential functions of the job. Such individuals are encouraged to discuss their need for a reasonable accommodation with their Restaurant General Manager (RGM) or the Company’s Human Resources office at (847) 955-1000.

If you feel that you have been discriminated against in any respect, you should immediately bring the matter to the attention of management through the complaint procedure contained in this Handbook, or by approaching any member of management with whom you would feel comfortable discussing your complaint.

Our Policy Against Harassment

We believe that our employees should be able to work in an atmosphere free from all forms of harassment. Therefore, it is our policy to prohibit all types of harassment, including but not limited to harassment based on: sex, sexual orientation, race, color, religion, national origin, age, disability, handicap, citizenship, marital status, veteran status or any other basis prohibited by law. This policy extends to each and every level of our operations. Accordingly, harassment, whether by a fellow employee, a customer, a guest, or a member of management, will not be tolerated. Activities of this nature are unlawful and serve no legitimate purpose; they have a disruptive effect on your ability to perform your job and they undermine the integrity of the employment relationship.

Harassment is verbal or physical conduct relating to an individual’s sex, sexual orientation, race, color, religion, national origin, age, disability, citizenship, marital status, veteran status or other protected status when this conduct: (a) has the purpose or effect of creating an intimidating, hostile or offensive working environment; (b) has the purpose or effect of unreasonably interfering with an individual’s work performance; or (c) otherwise adversely affects an individual’s employment opportunities. Some examples of conduct that may constitute prohibited harassment include: slurs, jokes, cartoons, stereotypes, statements, etc. based upon sex, sexual orientation, race, color, religion, national origin, age, disability, citizenship, marital status, veteran status or any other basis prohibited by law.

Specifically, acts considered to constitute SEXUAL HARASSMENT include, but are not limited to, unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when: (a) submission to such conduct is made either explicitly or
implicitly a term or condition of an individual’s employment; (b) an individual’s submission to or rejection of such conduct is used as a basis for an employment decision affecting that individual; or (c) the purpose or the effect of such conduct is to substantially interfere with the affected individual’s work performance or to create an intimidating, hostile or offensive work environment. Some examples of unwelcome behavior that can be construed as sexual harassment include, but are not limited to: sexual advances; propositions; sexually suggestive gestures; sexual jokes; off-color language; vulgar language; touching; physical assault; possessing, distributing or posting sexually explicit or suggestive magazines, pictures, posters, objects or material; derogatory comments about gender; references to a person’s body parts, requests for sexual activity; and/or sexually explicit conversation.

Although the above defines unlawful harassment, it is also a violation of this policy to commit or engage in any unprofessional or inappropriate conduct based on any protected characteristic, whether or not such conduct rises to the level of unlawful harassment.

We take allegations of harassment very seriously. If you believe that you are the victim of harassment by anyone (including supervisors, co-workers, customers or visitors), you should do the following:

1. If possible, document or otherwise record each incident of alleged harassment, including the date, time, place, what was said or done, and the surrounding circumstances.

2. If you are comfortable doing so, clearly and directly communicate to the offending individual that his/her conduct is unwelcome, and request that the offensive behavior stop.

3. At the same time, you should immediately bring the matter to the attention of RGM. If your supervisor is somehow involved in the harassment, or if you are uncomfortable talking to him or her, you should report this matter to the Company’s Human Resources Office at (847) 955-1000.

4. You may also report incidents of harassment directly to the President of the Company.

For additional information regarding employee rights and responsibilities, please see our poster called Equal Employment Opportunity is the Law. No supervisor or manager has the authority to condition any tangible job benefit on an employee’s putting up with or agreeing to any conduct that may violate this policy. If an employee believes that he or she has been deprived of any job benefit or that he or she has been threatened, he or she should immediately report it to one of the individuals listed above.

Because of their sensitive nature, all complaints of harassment will be investigated with care, and the privacy of the complaining person and the person accused of harassment will be respected to the extent possible. The Company will actively investigate all harassment complaints, and if it is determined that harassment has occurred, management will take appropriate disciplinary action against the offending party, up to and including discharge.

Retaliation against any person who has complained about harassment, filed a charge of harassment, or who otherwise participated in an investigation of harassment will not be tolerated.
Furthermore, no supervisor, manager or officer has the authority to require you to tolerate or agree to any conduct that violates this policy in order to receive any job benefit, including compensation, duties, assignments, promotions, etc. Such activities are unlawful and will result in severe discipline, up to and including discharge.
Section 1. Taco Bell’s History & Principles

**Introduction**

We want to share the story and history of Taco Bell. You can carry on the vision Glenn Bell created. We’ll do it together. We want you to be glad you joined Taco Bell, and we want our Guests to be glad they came to Taco Bell.

**Orientation Video**

You should have watched the Orientation Video and learned:

- Taco Bell’s history.
- How you can “Carry the Torch” Glenn Bell started.
- Your role in making our Guests glad they ate at Taco Bell.
- Your next steps.
C.H.A.M.P.S. AND CUSTOMER MANIACS

Delighting Guests is important to us. Guests tell us they are delighted when we deliver C.H.A.M.P.S.

C.H.A.M.P.S. stands for the following:

- CLEANLINESS
- HOSPITALITY
- ACCURACY
- MAINTENANCE
- PRODUCT QUALITY
- SPEED WITH SERVICE

You will learn more about C.H.A.M.P.S. when you attend C.H.A.M.P.S. training.

Customer Maniacs are Team Members who deliver 100% C.H.A.M.P.S. with a Yes, 100% of the time. You will learn more about C.H.A.M.P.S. and Customer Maniac Certification during your orientation where you will:

- Discuss examples for each part of C.H.A.M.P.S.
- Define Customer Maniac.
- Define the role of Service Champions.
- Define the role of Food Champions.

This will enable you to deliver C.H.A.M.P.S. excellence to every Guest.

Conduct a C.H.A.M.P.S. Check in your own restaurant.
Our “How We Work Together” Principles

Introduction

At Taco Bell, we believe that when everyone follows our “How We Work Together” (HWWT) principles, we will work as a team in a fun, exciting, and safe environment. You are responsible for understanding and using these principles. You can expect your management team to demonstrate our principles.

<table>
<thead>
<tr>
<th>How We Work Together Principles</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer Mania</strong></td>
</tr>
<tr>
<td>We listen and respond to the voice of the Guest; we are obsessed to</td>
</tr>
<tr>
<td>go to the extra mile to make our Guests happy.</td>
</tr>
<tr>
<td><strong>Belief in People</strong></td>
</tr>
<tr>
<td>We:</td>
</tr>
<tr>
<td>• Believe in people.</td>
</tr>
<tr>
<td>• Trust in positive intentions.</td>
</tr>
<tr>
<td>• Encourage ideas from everyone.</td>
</tr>
<tr>
<td>• Actively develop a workforce that is diverse in style and background.</td>
</tr>
<tr>
<td><strong>Recognition</strong></td>
</tr>
<tr>
<td>We find reasons to celebrate the achievements of others and having</td>
</tr>
<tr>
<td>fun doing it.</td>
</tr>
<tr>
<td><strong>Coaching and Support</strong></td>
</tr>
<tr>
<td>We coach and support each other.</td>
</tr>
<tr>
<td><strong>Accountability</strong></td>
</tr>
<tr>
<td>We do what we say; we are accountable; we act like owners.</td>
</tr>
<tr>
<td><strong>Excellence in Execution</strong></td>
</tr>
<tr>
<td>We beat last year’s results by continuously improving and innovating.</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Positive Energy</strong></td>
</tr>
<tr>
<td>We execute with positive energy and intensity; we hate bureaucracy</td>
</tr>
<tr>
<td>and all the nonsense that comes with it.</td>
</tr>
</tbody>
</table>
Teamwork

We practice team together, team apart after productive conflict.

Notes:
Section 2. The Taco Bell Team

Introduction

To be an effective Team Member, it is important to know what we expect of you. In this section, you will learn:

- Your Team Members’ names and titles.
- Team Members’ roles and responsibilities.
- Ways Team Members work together.

Your Place on the Taco Bell Team

<table>
<thead>
<tr>
<th>Above-Restaurant management</th>
<th>You work for Taco Bell in an individual franchise restaurant that is a part of the NJB Operations, Inc. Team.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The Taco Bell/NJB Operations Team divides restaurants into districts. Each district has 6 or more restaurants, and is led by an Area Coach.</td>
</tr>
<tr>
<td></td>
<td>NJB Operations, Inc. is located at 231 Olde Half Day Rd., Lincolnshire, IL 60069. Phone: 847-955-1000.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Your above-restaurant leader</th>
<th>Write the name of your restaurant’s Area Coach below.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Coach</td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td></td>
</tr>
</tbody>
</table>
Your restaurant’s managers

Each restaurant has its own managers and shift leads. Write down the names of your store’s managers and shift leads.

- **Team Member**
- **TM Trainer (certified as both)**
- **TM Trainer**
- **Assistant Manager**
- **Senior Assistant Manager**
- **Shift Leads**

Each level requires recertification as a Customer Maniac.

You are here
Roles & Responsibilities of Team Members

Introduction
YOU play an important role within our restaurant. If everyone knows their role we will work better as a team.

Roles and responsibilities
Restaurant roles and responsibilities are described below:

<table>
<thead>
<tr>
<th>Role</th>
<th>Key responsibility is to put a ☺ on each guest’s face by ě</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restaurant General Manager (RGM)</td>
<td>Leading and managing the entire team.</td>
</tr>
<tr>
<td>Senior Assistant Manager (SAM) and Assistant Manager (AM)</td>
<td>Assisting the RGM in performing general management duties.</td>
</tr>
<tr>
<td>Shift Lead</td>
<td>Supervising and coaching the activities of Team Members on a shift.</td>
</tr>
<tr>
<td>Manager in Charge (MIC)</td>
<td>A manager who is physically present in the restaurant and leads the restaurant team in delivering C.H.A.M.P.S. to every Guest.</td>
</tr>
<tr>
<td>Team Member</td>
<td>Becoming certified as a Customer Maniac in either the role of a Service Champion or Food Champion or both. Customer maniacs deliver 100% C.H.A.M.P.S. with a Yes attitude, 100% of the time, for each and every Guest</td>
</tr>
</tbody>
</table>

Ways We Communicate at Taco Bell

Introduction
Communication is very important for teamwork. To be effective, communication must happen in two ways.

Effective communication
Taco Bell promotes effective communication in these ways:
<table>
<thead>
<tr>
<th>Ways of Communicating</th>
<th>Is used to...</th>
<th>Through...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Feedback and Coaching</td>
<td>• Tell you what is expected of you.</td>
<td>• Positive Feedback: <em>What</em> you do that’s good and <em>why</em> it is important.</td>
</tr>
<tr>
<td></td>
<td>• Improve your performance.</td>
<td>• Corrective Feedback: <em>What</em> you did wrong, <em>what</em> you should do differently, and <em>why</em> it is important.</td>
</tr>
<tr>
<td></td>
<td>• Recognize good performance.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Prepare you for new responsibilities.</td>
<td></td>
</tr>
<tr>
<td>Performance Feedback Program</td>
<td>• Give you a fair performance appraisal.</td>
<td>Performance appraisal (evaluation) discussion generally occur twice per year.</td>
</tr>
<tr>
<td></td>
<td>• Improve your performance.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Determine any pay increases.</td>
<td></td>
</tr>
<tr>
<td>The Open Door Policy</td>
<td>Communicate (confidentially) a concern or problem:</td>
<td>Talking to your:</td>
</tr>
<tr>
<td></td>
<td>• That you are unable to discuss or resolve with your immediate.</td>
<td>• Restaurant General Manager (RGM).</td>
</tr>
<tr>
<td></td>
<td>• Without fear or harm to you.</td>
<td>• Area Coach.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Owner.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Human Resources or Franchise office representative at 847-955-1000.</td>
</tr>
</tbody>
</table>

**Notes:**
Section 3. Your Employment at 
Taco Bell 
NJB Operations, Inc.

Introduction

As a member of the Taco Bell Team, you are expected to become familiar with our policies and procedures about:

- Terms for employment.
- Work schedules and breaks.
- Your pay and benefits.
- Use of restaurant property.
Work Schedules & Reporting Your Hours Worked

Read posted work schedule

Each work week begins on a Wednesday and ends on a Tuesday. The RGM prepares and posts a work schedule every Friday for the upcoming workweek. Your manager will show you:

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

Reporting hours

You are responsible for reporting your hours by:

- Clocking in and clocking out when you begin working and when you finish working.

Or, if applicable,

- Using the Break/In and Break/Out key when taking rest breaks.
- Using the Out/In keys when taking unpaid meal periods.

General Restaurant hours

Taco Bells are generally open from 9:00 a.m. to 2:00 a.m.

Working overtime

- Before you work overtime, ask your manager for approval. When you work overtime, you will be paid at a premium rate according to federal and state laws.

Mistakes

Immediately tell your RGM about mistakes in hours reporting or call your Human Resources representative or the franchise office at 847-955-1000.

Get approval for time off

Your RGM must approve time off. Give your request to your RGM at least one week in advance before the work schedule is posted.
### Rules for Rest Breaks, Meal Periods, & Discounted Meals

#### Introduction
Everyone needs and deserves a rest break or meal period when working. Taco Bell/NJB Operations, Inc. 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 each day.

In the absence of state law, Taco Bell/NJB Operations, Inc. 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.

#### Where to take breaks
You must take your rest breaks and meal periods away from the:

- food production area.
- cash register service area.

#### Rules for discounted meal items
When you work a shift of two (2) or more hours, you may eat one (1) discounted meal. Follow these rules:

- You can receive a discounted meal immediately before, during or after your shift.
- You must eat your discounted meal in the restaurant.
- You must go to the front counter and place your order as a Guest.
- You and your manager must sign the register receipt and place the signed receipt in the cash register drawer.

#### Rules for beverages
Beverages are free to all restaurant employees during their work shift. You must drink beverages away from workstation areas. Pre-packaged drinks such as milk, orange juice, and bottle water should be rung up because they are inventoried items.

**Note:** Drink cups are not permitted in work areas.
Your Pay

Introduction
Taco Bell/NJB Operations, Inc. tries 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.

It is important to know about your pay period and paycheck.

Know your pay period
Employees are paid on 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

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
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<td>17</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pay Period 1 Ends</td>
<td></td>
<td></td>
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<tr>
<td>19</td>
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<td>21</td>
<td>22</td>
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<td>31</td>
<td></td>
</tr>
</tbody>
</table>

Cashing your paycheck
You must cash your payroll checks within 90 days of the issued date.

Note: You cannot cash your paychecks in the restaurant.

Keep paycheck stubs
Bring questions about your pay and paychecks to the attention of
your manager.

**Important:** If you are not being paid for all hours worked, speak with your RGM, AC, MIC or Human Resources representative, or the Franchise office at 847-955-1000.

**Receiving vacation pay**

Taco Bell/NJB Operations, Inc. only offers salaried personnel vacation benefits.

Ask your RGM about your company’s policy.
Rules for Parking, Telephone Use & Personal Belongings

**Introduction**
While working for Taco Bell/NJB Operations, Inc., you may need to know:

- When to use the restaurant telephone.
- Where to store some personal belongings.

**Rules for parking**
To keep our customers delighted and our Team Members safe, follow these parking rules:

- During daylight hours, park in spaces furthest away from the restaurant entrance (as long as this does not create a safety hazard).
- After dark, park where the vehicle is visible from inside the restaurant.
- During late-night hours (10:00 P.M. to closing), park near the door that you will exit from at the end of your shift.

*Never exit by the back door.*

**Rules for using restaurant telephone**
You may use the restaurant telephone to make or receive calls that are for:

- Restaurant business.
- A personal emergency.

**Rules for personal belongings**
Store personal belongings in designated areas only.

**Note:** *Don’t bring valuable items to work.*
This will prevent theft or loss of your belongings. Taco Bell/NJB Operations, Inc. is not responsible for misplaced or lost items.

**Notes:**
**Section 4. Family and Medical Leave Act (“FMLA”) Policy**

1. If you have been employed by the Company for at least twelve (12) months (with no break in service of seven (7) or more years except if related to USERRA covered military obligations) and have worked at least 1,250 hours during the 12-month period preceding the start of the leave, and you work at or report to a work site which has fifty (50) or more Company employees within a 75-mile radius of that work site, you are eligible for up to a total of twelve (12) workweeks of unpaid leave during a twelve (12) month period for one or more of the following reasons:

   a. Because of the birth of your child and in order to care for such child (within 12 months after the birth of the child);

   b. Because of the placement of a child with you for adoption or foster care (within 12 months of the placement of the child);

   c. In order to care for your spouse, child, or parents if they have a "serious health condition;" 

   d. Because of a "serious health condition" that makes you unable to perform the functions of your job; or

   e. Because of any "qualifying exigency" (as defined by the Secretary of Labor) arising out of the fact that your spouse, child, or parent is on active duty (or has been notified of an impending call or order to active duty) as a member of the National Guard or Reserves or as a retired member of the Regular Armed Forces in support of a contingency operation.

The Company will measure the 12-month period for leave taken for any of these reasons under paragraphs 1.a through 1.e forward from the first day FMLA leave begins. Each time an employee takes leave, the Company will compute the amount of leave the employee has taken under this policy and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

2. Serious Health Condition. For purposes of this policy, "serious health condition" means an illness, injury, impairment or physical or mental condition that involves one of the following:

   a. Hospital Care. Inpatient care in a hospital, hospice or residential medical care facility, including any period of incapacity relating to the same condition;

   b. Absence Plus Treatment. A period of incapacity of more than three full consecutive calendar days (including any subsequent treatment or period of incapacity relating to the same condition), that also involves either: (1) treatment two (2) or more times (within 30 days and provided the first visit takes place within seven (7) days of the first day of incapacity) by a health care provider, by a nurse or physician's assistant under direct supervision of a health care provider, or
by a provider of health care services under orders of, or on referral by, a health care provider; or (2) treatment by a health care provider on at least one occasion which results in a regimen of continuing treatment under the supervision of the health care provider (first visit to health care provider must take place within seven (7) days of the first day of incapacity);

c. Pregnancy. Any period of incapacity due to pregnancy, or for prenatal care;

d. Chronic Conditions Requiring Treatment. A chronic condition which: requires at least two (2) periodic visits for treatment per year by a health care provider, or by a nurse or physician’s assistant under direct supervision of a health care provider; which condition continues over an extended period of time; and may cause episodic rather than a continuing period of incapacity;

e. Permanent/Long-term Conditions Requiring Supervision. A period of incapacity which is permanent or long-term due to a condition for which treatment may be effective. The employee or family member must be under the continuing supervision of, but need not be receiving active treatment by, a health care provider;

f. Multiple Treatments (non-chronic conditions). Any period of incapacity to receive multiple treatment (including any period of recovery therefrom) by a health care provider or by a provider of health care services under orders of, or on referral by, a health care provider, either for restorative surgery after an accident or other injury, or for a condition that would likely result in a period of incapacity of more than three (3) full consecutive calendar days in the absence of medical intervention or treatment.

3. Qualifying Exigency Leave. If you are an eligible employee (as defined above), you are entitled to take up to twelve (12) weeks of unpaid FMLA leave for any qualifying exigency arising out of the fact that a covered military member is on active duty or called to active duty status. The leave described in this paragraph is available during a 12-month rolling leave period, and may be taken on an intermittent or reduced leave schedule basis. You will be required to provide a copy of the covered military member’s active duty orders or other documentation issued by the military that indicates that the military member is on active duty or call to active duty status in support of a contingency operation and the dates of the covered military member’s active duty service. Eligible employees may take all twelve (12) weeks of his/her FMLA leave entitlement as qualifying exigency leave or the employee may take a combination of twelve (12) weeks of leave for both qualifying exigency leave and leave for a serious health condition (as defined above).

With respect to a Qualifying Exigency Leave:

a. A “covered military member” means your spouse, son, daughter, son, or parent who is on active duty or called to active duty status.
b. A “qualifying exigency” includes the following broad categories: (a) short notice deployment; (b) military events and related activities; (c) childcare and school activities; (d) financial and legal arrangements; (e) counseling; (f) rest and recuperation; (g) post deployment activities, including reintegration activities, for a period of 90 days following the termination of active duty status; and (h) additional categories that are agreed to by the employer and employee within this phrase.

c. The phrase “son or daughter” is defined as your biological, adopted, or foster child, stepchild, legal ward, or child for whom you stood in loco parentis, of any age for qualifying exigency leave, who is on active duty or called to active duty status. (Note: This definition is different from other sections of this FMLA policy).

d. A “parent” means a biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to you when you were a son or daughter but it does not include “parents in law”.

4. Servicemember Care Leave. If you have been employed by the Company for at least twelve (12) months and have worked at least 1,250 hours during the 12-month period preceding the start of the leave, and you work at or report to a work site which has fifty (50) or more Company employees within a 75-mile radius of that work site, and you are a spouse, child (of any age for Servicemember Care leave), parent or next of kin of a Covered Servicemember, as defined below, you are entitled to a total of twenty-six (26) workweeks of unpaid leave during a 12-month period to care for the Covered Servicemember. The leave described in this paragraph shall only be available during a “single 12-month period” beginning as of the date the leave commences and ending 12 months after that date (and any unused amounts are forfeited).

Servicemember Care Leave may be permitted more than once if necessary to care for a different Covered Servicemember (or the same Servicemember with multiple or subsequent injuries or illnesses) up to a combined total of twenty-six (26) workweeks in a twelve (12) month period. However, your total available leave time in any “single 12-month period” may not exceed a combined total of twenty-six (26) workweeks (including FMLA time off taken for any other reason), except as provided under the FMLA regulations. You will be required to timely submit the completed paperwork provided to you and available from our Human Resources Department or an Invitational Travel Order or Authorization from the Department of Defense as a condition of receiving approved Servicemember Care Leave. (Note: the 12-month computation period for this type of leave differs from the other types of FMLA leave.)

With respect to Servicemember Care FMLA Leave:

a. A “Covered Servicemember” means a member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy from an injury or illness occurring in the line of active duty and/or during active duty, who is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness.
b. “Outpatient status” means the status of a member of the Armed Forces assigned to a military medical treatment facility as an outpatient or a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

c. “Next of kin” means the nearest blood relative of that individual (regardless of age) other than an employee’s spouse, son or daughter. You are required to provide confirmation of the relationship upon request. The Servicemember may designate the blood relative who is considered his/her next of kin; otherwise, the following order generally will apply: blood relatives granted custody by law, brother/sister, grandparents, aunts/uncles, and then first cousins.

d. “Serious injury or illness” means an injury or illness incurred by the Servicemember in the line of duty on active duty in the Armed Forces that may render the Servicemember medically unfit to perform the duties of the member’s office, grade, rank or rating.

5. Spouses Employed by the Company. If your spouse also works for the Company and you both become eligible for a leave under paragraphs 1.a. or 1.b. above, or for the care of a sick parent under paragraph 1.c. above, the two of you together will be limited to a combined total of twelve (12) workweeks of leave in any 12-month period. In addition, if you and your spouse both become eligible for a leave under the Servicemember Care Leave provision above or under a combination of the Servicemember Care Leave provision and paragraphs 1.a., 1.b. and 1.e. above, or to care for your parent with a serious health condition, the two of you together generally will be limited to a combined total of twenty-six (26) workweeks of leave in any single 12-month period.

6. Medical Certification. If you request for leave under paragraphs 1.c., 1.d. or under the Servicemember Care Leave provision above, the Company may ask you to submit a completed medical certification form or an Invitational Travel Order or Authorization from the Department of Defense (for Servicemember Care Leave) to the Human Resources Department before the leave can be approved. The medical certification form or Invitational Travel Order or Authorization must be submitted no later than 15 days after a request has been made by the Company or you must provide a reasonable explanation for the delay. If a medical certification form for leave under paragraphs 1.c. or 1.d. is deemed to be incomplete or insufficient, the Human Resources Department will specify in writing what information is missing to you. You will then have 7 days to provide the requested information.

For leave under paragraphs 1.c. or 1.d., you will be required to submit a new medical certification form for each leave year for a medical condition(s) that last longer than one year. Additionally, you are required to submit a recertification of an ongoing condition every six (6) months in connection with an absence where the duration of the condition is described as “lifetime” or “unknown.”

At its discretion, the Company may require a second medical opinion and periodic recertification to support the continuation of a leave under paragraph 1.c. or 1.d. If the 1st and 2nd opinions
differ, a 3rd opinion can be obtained from a health care provider jointly approved by both you and the Company (unless you accept the second opinion as determinative).

7. Intermittent Leave. If certified as medically necessary for the serious health condition of either you or your spouse, child or parent (Paragraphs 1.c. and 1.d., above), or to care for a Covered Servicemember if you are a spouse, child, parent or next of kin to the Covered Servicemember (Paragraph 3, above), leave may be taken on an intermittent or reduced leave schedule. Intermittent leave also may be taken if you qualify for leave because of a qualifying exigency as described in Paragraph 1.e., above, subject to the submission of a certification prescribed by the Secretary of Labor. An employee taking leave to care for a newly born or newly placed child may only take intermittent leave with the written consent of his/her supervisor and the Human Resources Department (unless such leave is due to a serious health condition of the mother or child).

If leave is requested on an intermittent basis, however, the Company may require that you transfer temporarily to an alternative position which better accommodates recurring periods of absence or to a part-time schedule, provided that the position offers equivalent pay and benefits. Further, if you need leave intermittently or on a reduced leave schedule for planned medical treatment, then you must make a reasonable effort to schedule the treatment so as not to disrupt unduly the Company’s operations.

8. Light Duty Work Assignments. While voluntarily performing in a light duty capacity while on FMLA leave, that time does not count against your 12 week FMLA allotment. In effect, your right to restoration is held in abeyance during the period of time that you are performing in a light duty capacity (or until the end of the applicable 12 month FMLA leave year if longer).

9. Notification and Reporting Requirements. All requests for leaves of absence must be submitted to your direct supervisor at least thirty (30) days in advance of the start of the leave, except when the leave is due to an emergency or is otherwise not foreseeable. If the leave is not foreseeable, you must provide notice as soon as practicable, which generally means either the same day or the next business day that you learn of the need for leave, in the absence of any unusual circumstances. A delay in submitting an FMLA leave request may result in a loss of FMLA protections and/or a delay of the start of your leave. Your supervisor will forward your request to the Human Resources Department, which will determine whether you are eligible for FMLA leave and whether the leave you have requested qualifies as FMLA leave.

You must inform your direct supervisor when you expect to be absent on FMLA leave. However, your supervisor will not ask or inquire about the reasons for your leave request. Instead, to ensure your privacy, the Human Resources Department will make any necessary inquiries and evaluate whether the leave requested qualifies for FMLA leave. The Human Resources Department will take steps to ensure that all medical information provided by you is maintained in the strictest confidence.

You must respond to Human Resources’ questions relative to your leave request, including a request for a medical certification under Paragraph 6, above, so that the Company can determine
if the leave qualifies for FMLA protection; failure to do so may result in loss or delay of FMLA protections. If you are seeking leave due to an FMLA-qualifying reason for which the Company has previously granted you FMLA-protected leave, you must specifically reference the qualifying reason or need for the leave at the time of your request to be away from work. It is not sufficient to simply “call in sick” without providing additional information which would reasonably cause the Company to believe that your absence/time away from work may qualify as an FMLA qualifying event. In all cases in which you are seeking leave under this policy, you shall provide such notice to the Company consistent with the Company’s established call-in procedures so long as no unusual circumstances prevent you from doing so. Failure to comply with the call-in procedures may result in a delay or denial of FMLA protected leave.

You must also make an effort to schedule a leave so as not to disrupt business operations. During the leave, you may be required to report periodically on your status and your intention to return to work. Any extension of time for your leave of absence must be requested in writing prior to your scheduled date of return to work, together with written documentation to support the extension. When your need for an extension is foreseeable, you must provide the Company with reasonable notice (within two business days) of the changed circumstances. Your failure to either return to work on the scheduled date of return or to apply in writing for an extension prior to that date will be considered to be a resignation of employment effective as of the last date of the approved leave. Employees on leaves for their own serious health condition must provide fitness-for-duty releases from their health care provider before they will be permitted to return to work. Your maximum time on a leave of absence, all types combined, and including all extensions, cannot exceed a total of twelve (12) weeks in a 12-month period, unless you are a spouse, child, parent, or next of kin on leave to care for a Covered Servicemember, in which case your leave can last for up to twenty-six (26) workweeks in any single 12-month period.

An Employee shall not be granted a leave of absence for the purpose of seeking or taking employment elsewhere or operating a private business. Unauthorized work while on a leave of absence will result in disciplinary action, up to and including discharge.

A leave of absence will not affect the continuity of your employment. Your original date of employment remains the same for seniority purposes. However, you will not accrue any benefits during the period you are on a leave.

10. Employee Benefits During a Family and Medical Leave of Absence. [IF APPLICABLE] You will be permitted to maintain group health insurance coverage for the duration of the leave under the same conditions coverage that would have been provided to you if you had remained actively at work. FMLA leave does not cause you to lose any previously accrued employment benefits. Under the current group health insurance policy, you pay a portion of the health care premium. While on paid leave, the Company will continue to make payroll deductions to collect your share of the premium during the leave period. While on unpaid leave, you must continue to make this payment either in person or by mail. The payment must be received in the Human Resources Department by the fifth day of each month. If the payment is more than 30 days late, your health care coverage may be dropped for the duration of the leave. The Company will provide 15 days notification prior to your loss of coverage. If you do not to return to work for reasons other than a continuation of your own serious health condition or your covered family
member’s serious health condition or other circumstances beyond your control, the Company may require you to reimburse the Company the amount it paid for the your group health insurance premium during the leave period.

11. Return From a Family and Medical Leave. If you return from your leave on or before being absent for twelve (12) workweeks in a twelve (12) month period or twenty-six (26) workweeks in a twelve (12) month period if you took a leave under the Servicemember Care Leave provision, you will be restored to the same or to an equivalent position to the one you held when the leave started. Of course, you have no greater right to reinstatement or to other benefits and conditions of employment than if you had been continuously employed during the FMLA leave period. In determining whether a position is “equivalent” we would look at whether the position had substantially similar terms and conditions of employment and whether the position entails similar duties, skills, efforts, responsibilities, authority, privileges and status. The alternative position should be at the same worksite or a nearby worksite with a similar work schedule. However, the employee does not need to be reinstated in a position with the same job title or in the same physical office or cubicle as the prior position.

If the leave was due to your own serious health condition, you will be required to submit a fitness-for-duty certification from your health care provider in accordance with our normal policies and practices applicable to other leaves of absence, certifying that you are able to resume work and perform the essential functions of the job (either with or without a reasonable accommodation). A list of the essential job functions will be made available to you for compliance with this requirement prior to the Company designating your leave as FMLA leave. If a reasonable job safety concern exists, you also may be required to provide a fitness for duty certification up to once every 30 days before returning from an intermittent or reduced schedule FMLA leave related to your own serious health condition. Generally, a returning employee will be permitted to return to work within two (2) business days of the Company’s receipt of a valid fitness for duty release.

If you fail to return to work at the expiration of your approved Family and Medical Leave, it will be considered to be a resignation of your employment with us. Likewise, an employee on FMLA leave who provides notice of their intent not to return to work upon expiration of a leave will lose their entitlement to FMLA leave and related benefits.

12. Key Employees. Certain highly compensated key employees may be denied reinstatement when necessary to prevent “substantial and grievous economic injury” to the Company’s operations. A “key” employee is a salaried Employee who is among the highest paid 10% of Employees at that location, or any location within a 75-mile radius. Employees will be notified of their status as a key employee, when applicable, after they request a Family and Medical Leave.

13. Coordination with Other Policies. You must substitute any accrued paid time off (if you otherwise qualify) for unpaid leave under this policy (except where you are receiving Worker’s Compensation payments), and any such paid time off must be taken concurrently with your Family and Medical Leave. If you otherwise qualify for disability pay, you will collect it at the same time you are on unpaid Family and Medical Leave.
Further, if you otherwise qualify for any other type of leave of absence, you must take that leave at the same time as you are taking your Family and Medical Leave. All time missed from work that qualifies for both Family and Medical Leave, and for workers’ compensation, will be counted toward your Family and Medical Leave. To receive any type of paid time off benefit while on FMLA leave, you are required to meet the Company’s conditions for taking the paid leave (although the Company may in its discretion waive any procedural requirement for the paid leave in appropriate circumstances).

14. Anti-Retaliation Provisions. Be assured that no retaliation will be taken or tolerated against any employee who exercises his/her rights under our FMLA policy. If you feel that you have been the victim of any discrimination or retaliation under this Policy, you are encouraged to contact the Human Resources Manager so that the matter can be promptly investigated and remedied as appropriate.

Remember for any human resources problem, including family medical leave act, you can speak with your RGM, supervisor, owner, or the human resources department at the office, 847-955-1000.
Section 5. Workplace Violence

The Company seeks to provide a workplace for all of our employees that is free from recognized hazards or threats that are causing, or likely to cause, physical harm or threats of physical harm. Therefore, we have adopted the following policy regarding violence in the workplace:

1. The Company will not tolerate violence in the workplace. This applies to all employees, customers, vendors and visitors.

2. We strictly forbid intimidating, threatening or hostile behavior; physical abuse; vandalism; arson; sabotage; carrying or using weapons (guns, knives, brass knuckles, etc.) of any kind onto our property; or any other act which is inappropriate in our workplace. In addition, comments regarding violent events, guns, or knives—even those made as a joke—will not be tolerated, and will result in disciplinary measures. We have a zero tolerance for violence in our workplace.

3. All employees are expected to conduct themselves in a manner that will maintain a workplace that is free of violence or threat of violence.

4. This policy is intended to cover any behavior that constitutes violence or threat of violence including, but not limited to, the following:
   a. Physical fighting, including pushing, shoving, hitting or in any way deliberately hurting a co-worker, customer, vendor or visitor; or
   b. Destruction or sabotage of personal or Company property; or
   c. A verbal or written statement that indicates intent to hurt a co-worker, customer, vendor or visitor; or
   d. Belligerent conduct, including swearing and persistent loud, angry statements made to or in the presence of a co-worker, customer, vendor or visitor.

5. You are encouraged to report to your supervisor, or to any other manager or supervisor, or to the Human Resources Department, any threats you see, hear or know about. All reports will be investigated. Reprisals will not be tolerated against an individual who reports an incident or who participates in the investigation of an incident. If an employee believes a threat exists to his or her safety or the safety of others, the employee is empowered to contact the proper law enforcement authorities without first informing management.

6. To the greatest extent possible, confidentiality will be maintained for all employees who report incidents. If you choose to report anonymously, you may prepare a detailed written account of the incident(s) and submit it to the Human Resources Department.
7. The Company recognizes that there are many areas of stress that surround us both at work and at home. In an effort to try to reduce potential areas of stress at work, the following rules should be observed:

   a. Employees who have been terminated by the Company and do not have reason to be on Company premises, should not be here. Any such incidents should be reported to your supervisor immediately.

   b. While control over access may be difficult, it is not impossible. If employees notice suspicious individuals or persons with no discernible business interest, ask them who they are and what their business is or report them to your supervisor.

   c. Make a note of anyone suspicious in the parking area. If you are uncomfortable walking out to your car alone, ask someone to accompany you.

   d. If confronted with someone carrying a weapon, try to remain calm, alert others to the situation, stay out of harm’s way and inform the police.

8. If you think a co-employee needs some guidance, approach your supervisor or the Human Resources Department, and identify the situation.

9. Report all threatening or abusive telephone calls. Threats of physical danger must be communicated immediately to your supervisor who will follow-up with a call to the police.

10. The Company will take any and all action that is necessary including legal prosecution to assure that our workplace is and remains violence-free.
Section 6. Rules of Conduct

You were selected for employment with the Company because you possess a level of maturity, responsibility and commitment which is an essential ingredient of our continued success. We expect that while employed with us, you will continue to demonstrate these qualities, and conduct yourself in a professional manner at all times.

Your primary responsibility here is to do a good job. This responsibility carries with it a number of obligations such as obeying Company rules, cooperating with managers and co-workers and remaining loyal to the Company. While we hope and expect the need for counseling will be rare, when your job performance, attitude or conduct fall short of our established standards, we will not hesitate to take appropriate action.

The Company has divided its rules into two sections. The first section includes offenses that are so intolerable that termination may be imposed for the first offense. The second section includes offenses that warrant progressive counseling, i.e., counseling actions ranging from written warnings to termination. This means that as a general rule, you will be given an increasingly severe counseling action each time an offense is committed.

The rules set forth below are not designed for the purpose of interfering with or restricting your rights. Instead, our goal is to protect the mutual rights and interests of the Company and all of our employees. As you review the following list, please keep in mind that it is not intended to be exhaustive. It is merely intended to provide you with examples of the types of conduct which may result in counseling.

A. SECTION I OFFENSES

Committing any one of the following will typically result in immediate termination for the first offense:

1. Theft, embezzlement, participating in a theft, or attempted theft of Company property or the property of any employee or visitor of the Company.

2. Failing or refusing to cooperate with the Company in an investigation of a theft or a suspected theft of property, or an investigation into any other conduct deemed harmful to the Company.

3. Dishonesty, lying, falsifying any Company record (including employment application materials), no matter when discovered; falsely reporting any act or transaction or attempting to defraud the Company by any means, including making a false or fraudulent statement regarding sick pay, medical leave, overtime, workers' compensation or insurance claims; falsifying financial records; falsifying or padding your time records or time cards of another employee; or falsifying or padding expense reports.

4. Having another employee clock you in or out.
5. Willfully or recklessly damaging, destroying or harming Company property or the property of another employee or visitor.

6. Fighting or assaulting or attempting to assault any manager, employee, vendor or visitor of the Company, or provoking or inciting another person to engage in an assault or fight.

7. Possessing, carrying or using firearms, or other dangerous weapons or materials on Company premises (including parking lots) or in connection with Company business.

8. Failing to call manager on any scheduled day you will be absent.

9. Disclosing or misusing confidential information, trade secrets or proprietary business information about any Company matter to unauthorized persons or competitors; gaining unauthorized access to Company records and/or files, whether or not they are locked; unauthorized release of confidential information about the Company, its employees, or its customers.

10. Insubordination, including refusing to obey a reasonable work request or instruction of a manager, or encouraging another employee to refuse or fail to obey such a request or instruction.

11. Lewd, vulgar, abusive, immoral, obscene or indecent conduct or behavior to customers, employees, supervisors, visitors, or vendors.

12. Sleeping on the job.

13. Failure to report to work as scheduled following a vacation, leave of absence, or other excused absence.

14. Failure to immediately report any work-related injury or accident.

15. Involvement in any unlawful activity in the workplace or violating a law that could negatively affect the Company or an employee's continuing fitness to perform the job.

B. SECTION II OFFENSES

Violation of the following rules will generally result in a documented verbal warning for the first offense, a written warning for the second offense, suspension of one (1) or more days for the third offense, and termination for the fourth offense. Please note that offenses need not be the same or similar to result in progressive discipline. The Company may also skip steps in the progressive discipline system where warranted.

1. Failing to maintain satisfactory work performance, or performing work in a careless or incompetent manner.
2. Excessive absenteeism or tardiness.
3. Overstaying meal or break periods.
4. Inefficient use of Company time or performing personal work on Company time.
5. Failure to work assigned or voluntarily accepted overtime work or not working a shift you agreed to work for a coworker.
6. Restricting work output.
7. Stopping work before quitting time.
8. Distracting others from work or interfering with their work.
9. Failure to follow established food and environmental safety rules.
10. Leaving the office without permission.
12. Personal use of the telephone except for emergency calls or by permission of your manager.
13. Other conduct deemed harmful to the Company.
Section 7. Drug-Free Workplace Policy

Purpose and Goal

Taco Bell/NJB Operations, Inc. is committed to protecting the safety, health and well being of all its employees and other individuals in our workplace. We recognize that use of alcohol and drugs poses a significant threat to our goals. TacoBell/NJB Operations, Inc. has established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment. Taco Bell/NJB Operations, Inc. encourages employees to voluntarily seek help with any drug and alcohol problems.

Covered Workers

Any individual who conducts business for Taco Bell/NJB Operations, Inc., is applying for a position or is conducting business on Taco Bell/NJB Operations, Inc. property, is covered by our drug-free workplace policy. This policy includes, but is not limited to managers, supervisors, full-time employees and part-time employees.

Applicability

The Taco Bell/NJB Operations, Inc. drug-free workplace policy is intended to apply whenever anyone is representing or conducting business for Taco Bell/NJB Operations, Inc. Therefore, the policy applies during all working hours, while on Taco Bell/NJB Operations, Inc. property and at Taco Bell/NJB Operations Inc. sponsored events.

Prohibited Behavior

It is a violation of the Taco Bell/NJB Operations, Inc. drug-free workplace policy to use, possess, sell, trade, and/or offer for sale alcohol, illegal drugs or intoxicants.

Drug Testing

Since personal injury or property damage may result from an incident/accident, Taco Bell/NJB Operations, Inc. requires each employee, as a condition of employment, to participate in post-incident/accident testing upon selection or request of management. All drug-testing information will be maintained in separate confidential records.

Examples of criteria used to determine whether testing will be required include, but are not limited to any injury requiring medical care and/or any significant damage to property.

Upon selection or request of management for testing, the test must occur no later than eight (8) hours following the selection/request. The testing shall occur at a site designated by management.

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The substances that may be tested for include: Alcohol, Amphetamines, Cannaboids (THC), Cocaine, Opiates, Phencyclidine (PCP), Barbiturates, Benzodiazepines, Methaqualone, Propoxyphene, and Hallucinogens.

Testing for the presence of alcohol will be conducted by analysis of the breath.

Testing for the presence of the metabolites of drugs will be conducted by the analysis of urine.

Any employee who tests positive will be terminated immediately.

An employee will be subject to the same consequences of a positive test if he/she refuses the screening or the test, adulterates or dilutes the specimen, substitutes the specimen with that from another person or sends an imposter, will not sign the required forms or refuses to cooperate in the testing process in such a way that prevents completion of the test.

Consequences

One of the goals of the Taco Bell/NJB Operations, Inc. drug-free workplace policy is to encourage employees to voluntarily seek help with alcohol and/or drug problems. If, however, an individual violates the policy, the consequences are serious. In the case of applicants, if he or she violates the drug-free workplace policy, the offer of employment can be withdrawn. The applicants may not reapply.

If an employee violates the policy, he or she will be terminated from employment.

Notification of Convictions

Any employee who is convicted of a criminal drug violation in the workplace must notify the organization in writing within five (5) calendar days of the conviction. Taco Bell/NJB Operations, Inc. will take appropriate action within thirty (30) days of notification.

Assistance

Taco Bell/NJB Operations, Inc. recognizes that alcohol and drug abuse and addiction are treatable illnesses. We also realize that early intervention and support improve the success of rehabilitation. To support our employees, the Taco Bell/NJB Operations, Inc. drug-free workplace policy encourages employees to seek help if they are concerned that they or their family members may have a drug and/or alcohol problem.

Treatment for alcoholism and/or other drug use disorders may be covered by the employee benefit plan. However, the ultimate financial responsibility for recommended treatment belongs to the employee.
Confidentiality

All information received by Taco Bell/NJB Operations, Inc. through the drug-free workplace program is confidential. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.

Shared Responsibility

A safe and productive drug-free workplace is achieved through cooperation and shared responsibility. Both employees and management have important roles to play.

All employees are required to NOT report to work or be subject to duty while their ability to perform job duties is impaired due to on or off duty use of alcohol or other drugs.
## Code of Conduct for Health, Safety & Security

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<tr>
<th>Code of Conduct</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Follow personal appearance standards</strong></td>
<td>By following the Taco Bell/NJB Operations Inc. code of conduct for personal appearance, you promote:</td>
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<td></td>
<td>• Safety.</td>
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<td>• A professional Taco Bell image.</td>
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<td></td>
<td>• A pleasant atmosphere for Guests.</td>
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<td><strong>Rules about your uniform.</strong></td>
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<td></td>
<td>• Wear a uniform that is neat and clean.</td>
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<td></td>
<td>• Wear your hat and belt.</td>
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<td></td>
<td>• Wear your name tag at all times in the restaurant on the right side of your uniform where Guests can easily read it.</td>
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<tr>
<td><strong>Rules about your footwear.</strong></td>
<td>Wear slip-resistant shoes that are dark in color, such as black or brown, and have a closed toe and heel. Socks should be same solid color as shoes.</td>
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<tr>
<td><strong>Wear approved shoes.</strong></td>
<td>Except for Canadian Team Members, you may purchase approved shoes through the Shoes for Crew Program or the Payless Shoes Program. Ask your manager for details.</td>
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<tr>
<td><strong>Rules about jewelry, tattoos, and accessories.</strong></td>
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<td></td>
<td>• Wear jewelry in moderation (one ring per hand -- no stone -- and some number of stud-earrings per ear -- two stud maximum per ear).</td>
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<td>• <strong>Do not</strong> wear jewelry that dangles (long earrings, loop earrings, and bracelets).</td>
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<td></td>
<td>• <strong>Do not</strong> wear any body-piercing jewelry that is visible. (Including tongue rings.)</td>
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<td>• Tattoos should not be visible.</td>
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<td>• Do not wear or carry any beeper device or cell phone while working.</td>
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<tr>
<td>Code of Conduct</td>
<td>Description</td>
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<tr>
<td>Rules about hygiene.</td>
<td>• Bathe regularly.</td>
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<td>• Keep fingernails clean and trimmed.</td>
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<td>• Food Champions: Acrylic and polish (unchipped) acceptable with gloves.</td>
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<td>• Don’t wear excessive fragrances; you may wear moderate amounts of</td>
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<td>cosmetics, deodorant, after-shave, perfume, or cologne.</td>
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<td>• Do not smoke or chew gum at any time in the restaurant.</td>
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<tr>
<td>Rules about hair.</td>
<td>• Keep your hair neat, clean, and worn above the collar and eyebrows.</td>
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<td></td>
<td>• Wear your uniform hat to keep hair out of your face and food. (And</td>
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<td>hairnet, where required by law.)</td>
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<td>• Long hair that does not fit under the hat requires a hairnet.</td>
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<td>• Keep sideburns, mustaches, and beards neatly trimmed. If you wear a</td>
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<td></td>
<td>beard, provide a physician’s or religious leader’s note and cover your</td>
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<td></td>
<td>beard with a beard net.</td>
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<td></td>
<td>• Keep sideburns no longer than earlobes.</td>
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<td>Follow personal safety &amp;</td>
<td>Follow all safety and security rules for the benefit of your Team Members,</td>
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<td>security rules</td>
<td>our guests, and yourself.</td>
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<td></td>
<td><strong>Rules for safety.</strong></td>
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<td>• Avoid horseplay that could result in an injury.</td>
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<td>• Never bring a gun, knife, or weapon onto restaurant property.</td>
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<td></td>
<td>• Use the back-support belt when lifting items over 20 pounds.</td>
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<td>• Report all accidents to the MIC right away.</td>
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<td></td>
<td>• Watch the Safety Awareness video.</td>
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<tr>
<td>Code of Conduct</td>
<td>Description</td>
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<tr>
<td>Use heat resistant gloves with hot water (Bunn) and when frying.</td>
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<tr>
<td>Use cut resistant gloves when using knives.</td>
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</table>

**Rules for security.**

Follow Taco Bell/NJB Operations, Inc. security rules. You will learn more about the following situations during your Team Member Training program.

- Restrictions for unauthorized personnel.
- Opening and closing the restaurant.
- Use of alarm system.
- After-dark security.
- A robbery.
- Watch the **Robbery & Crime Prevention** video.

**Follow food safety rules**

Follow Taco Bell food safety rules. You will learn more about the following situations during your Team Member Training program.

- Washing hands.
- Reporting any cuts.
- Reporting certain illnesses.
We at NJB Operations follow YUM! Brands Social Media policy as follows:

YUM! BRANDS SOCIAL MEDIA POLICY

Social Media Policy

OVERVIEW

Taco Bell has adopted a Social Media Policy for all of our employees to help them understand how to keep confidential information private, prevent the misuse of Taco Bell's trademarks and other intellectual property, and thus ensure that we protect the goodwill and reputation of our brand. While you alone are responsible for managing your employees, you may want to seriously consider creating and implementing a social media policy for your organization with the help of experienced legal counsel. For informational purposes only, Taco Bell has attached copies of Taco Bell's restaurant-level and above-restaurant social media policies. These policies are also located on Bell Net under rBell Business Report Attachment and the rHR Policies tab.

SOCIAL MEDIA POLICY FOR RESTAURANT EMPLOYEES

With the popularity of new social media ("Social Media"), such as YouTube, MySpace, Facebook and Twitter, it's important that you understand how your behavior and participation on Social Media can affect yourself, your job and 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 a Taco Bell restaurant, you must follow these social media standards ("Standards") at all times.

STANDARDS

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

Don't post or text any of the following:

- Videos or photos of the restaurant or anything that happens in the restaurant
- Videos, photos or sound recordings that violate workplace policies, including Food Safety Procedures and our Anti-Discrimination and Harassment Policy
- Inappropriate videos or photos that reflect poorly on yourself, your job, the Brand or your community or could harm another person's reputation
- Brand information, including operational standards, job aids, training materials, workplace policies and product specifications
- Personal information of others, such as name, phone number, address and Social Security number
- Don't claim or leave the impression that you are speaking on behalf of the Brand.
• **Don’t** use Social Media to complain or report concerns about things that happen in the restaurant.
• Instead, talk with your Restaurant General Manager or another manager in the organization or call your HR representative or the Network at 1-800-241-5689.
• **Do** make it clear that what you are saying on Social Media is your own opinion.
• **Do** think about the possible effects of your post before you create or publish it.
• **Do** keep in mind that the Brand monitors online postings and will report **ANY** crimes, including theft, vandalism, health code violations, food tampering / safety issues, to the proper authorities.
• **Do** call the Brand Media line at (949) 863-3915 if someone is videotaping or taking pictures anywhere in your restaurant without permission from your Restaurant General Manager.
  • **NOTE:** This does not apply to recognition activities and other approved business uses.

**Remember:**

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

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

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

**SOCIAL MEDIA POLICY FOR ABOVE RESTAURANT LEADERS**

To keep information about our operations and procedures confidential, and to protect the Brand, the following standards govern the use of all cameras and other recording devices within the restaurants, as well as the posting of Brand-related content on Social Media. These standards apply to all persons in our restaurants, including Taco Bell employees, customers, franchisees and licensees, franchisee and licensee employees, vendors and media. Furthermore, the standards apply to all types of Social Media platforms and communication tools that exist now or may exist in the future (collectively referred to as "Social Media"), such as Facebook, Twitter, text messages, blogs, MySpace and YouTube.

**STANDARDS**

The use of any type of camera, video or recording device, including cell phone cameras, is **STRICTLY PROHIBITED** within the restaurant. The only exception is for recognition activities or other activities in the dining room approved by the restaurant manager. **The Taco Bell Media line at (949) 863-3915** must be informed immediately if anyone is observed videotaping or taking pictures anywhere in the restaurant in violation of this standard.

• Posting or texting any of the following is **STRICTLY PROHIBITED**:
  • Videos, photos or sound recordings of the restaurant or anything that happens in the restaurant
  • Videos, photos or sound recordings that violate Food Safety Procedures
- Videos, photos, sound recordings, or any other content that reflect negatively on the Brand, including videos or photos showing you in your uniform or other clothing with a Brand logo that could reflect negatively on yourself
- Brand information, including operational standards, job aids, training materials, workplace policies’ and product specifications
- Personal information of other employees, such as name, phone number, address’ and Social Security number

When posting on Social Media, do not misrepresent your role with Taco Bell. Do not claim or leave the impression that you are speaking on behalf of Taco Bell unless you have explicit permission to do so.

NOTE: Taco Bell monitors online postings and ANY evidence of any crimes displayed on Social Media, including theft, vandalism, health code violations, food tampering / safety issues, will be reported to the proper authorities.

CONTACT INFORMATION

If you should have any questions regarding the Social Media Policy please contact your Human Resources representative.
NJB OPERATIONS, INC. SOCIAL MEDIA STANDARDS
FOR RESTAURANT EMPLOYEES

With the popularity of new social media (Social Media), such as YouTube, MySpace, Facebook and Twitter, it’s important that you understand how your behavior and participation on Social Media can affect yourself, your job and 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 a Taco Bell restaurant, you must follow these social media standards (Standards) at all times.

STANDARDS

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

X DON’T post or test any of the following:

- Videos or photos of the restaurant or anything that happens in the restaurant.
- Videos, photos or sounds recordings that violate workplace policies, including Food Safety Procedures and Anti-Discrimination and Harassment Policy.
- Inappropriate videos or photos that reflect poorly on yourself, your job, the Brand or your community or could harm another person’s reputation.
- Brand information, including operational standards, job aids, training materials, workplace policies and product specifications.
- Personal information of others, such as name, phone number, address and Social Security number.

X DON’T claim or leave the impression that you are speaking on behalf of the Brand.

X DON’T use Social Media to complain or report concerns about things that happen in the restaurant. Instead, talk with your Restaurant General Manager or another manager in the organization.

✓ DO make it clear that what you are saying on Social Media is your own opinion.
✓ DO think about the possible effects of your post before you create or publish it.
✓ DO keep in mind that the Brand monitors online postings and will report ANY crimes, including theft, vandalism, health code violations, food tampering / safety issues, to the proper authorities.
✓ DO call the your Supervisor or the Office at 847-955-1000 if someone is videotaping or taking pictures anywhere in your restaurant without permission from your Restaurant General Manager.

NOTE: This does not apply to recognition activities and other approved business uses.
REMEMBER:

- If you violate any of these Standards, you **WILL** be:
  
  - Disciplined, up to and including termination.
  
  - Subject to criminal charges if you violate any food safety standards or otherwise tamper with any food in the restaurant.
  
  - Even when you delete a post, it can be stored online forever.
  
  - At NJB Operations, Inc. we take security of data very seriously. Please refer to the Security Policy attached for handling all customer data in electronic format.
Security Policy

NJB Operations, Inc.

Defining Sensitive Data
NJB Operations, Inc. defines sensitive data as magnetic stripe data – information on the black strip located on the back of the card, such as the cardholder name, account number, or expiration date. Sensitive data also includes the personal identification number (PIN) of the cardholder and the three- or four-digit validation code located on the front or back of the card.

Storage of Cardholder Data
It is the policy of NJB Operations, Inc. that the point-of-sale (POS) terminals used by NJB Operations, Inc. will not store any cardholder data in electronic format.

It is policy that NJB Operations, Inc. will not store any cardholder data in paper format.

For each existing POS terminal, NJB Operations, Inc. will validate with its vendor or vendors whether any POS terminals store cardholder data.

It is policy that NJB Operations, Inc. will not store, in any form, the card validation code (CVC) or card verification value (CVV) – the three- or four-digit number printed on the front or back of a payment card – used to verify card-not-present transactions.

It is policy that NJB Operations, Inc. will not store the PIN or the encrypted PIN block.

It is policy that the primary account number (PAN) will be masked when displayed. On the receipt, on the first six or last four digits will be displayed. Please Note: These values are usually blocked out with an asterisk (*) or an X.

Paper Reports and Receipts
It is the policy of NJB Operations, Inc. that all paper receipts or reports generated from all POS terminals be properly secured from unauthorized access.

- **Physical Security**
  During regular business hours, all paper receipts and reports will be maintained in a closed container behind the cashier counter. They will not be accessible by the public. During non-business hours, all paper receipts and reports will be transferred to the secure location in the back office.
• **Authorized Employees**
  The managers have authorization to access POS paper receipts or reports.

• **Authorized Vendors**
  On occasion, NJB Operations, Inc. will employ the services of outside firms to perform accounting, financial or other services based upon business necessity. NJB Operations, Inc. will perform appropriate due diligence on vendors – who gain direct access to or who could gain access to sensitive data – in order to determine the satisfactoriness of their security controls and procedures.

  For example: NJB Operations, Inc. may occasionally employ professional accountants or certified public accountants (CPAs) to perform tax and accounting services. As appropriate, NJB Operations, Inc. will obtain pertinent information from the accountant or CPA to ensure that all sensitive data maintained by NJB Operations, Inc. is fully controlled and protected by the accountant or CPA.

**Protection of Transmitted Data**
It is policy that unencrypted PANs will not be sent using end-user messaging technologies, such as e-mail, instant messaging, and chat services.

Procedurally, NJB Operations, Inc. does not allow the submission of card numbers by customers or the public through unsecure e-mail, whether directly or through NJB Operations, Inc.’s web site, or by public e-mail systems (for example: Yahoo!, MSN, or AOL), instant messaging, or chat services.

**POS Terminals and Associated Hardware**
It is policy that access to POS terminals operated by NJB Operations, Inc., as well as associated equipment (for example: servers or printers), shall be limited to authorized personnel whose jobs require such access.

As of the current date of this policy, all personnel have authorized physical access to POS terminals and associated hardware.

**Confidentiality Notice**
It is the policy of NJB Operations, Inc. that all paper receipts and documents containing cardholder data or transaction information will be “confidential. **Please Note:** It is acceptable to group all POS receipts and use one confidential stamp on the envelope holding the receipts or on the cover sheet on top of the receipts.
Transport of Media

It is the policy of NJB Operations that all media sent by a secured courier or other delivery methods will be properly tracked at all times. Designated employees will be responsible for monitoring the transport progress of all media.

It is the policy of NJB Operations, Inc. that only management can authorize the moving of any or all media containing cardholder data from a secure location, particularly when media is distributed to individuals.

Destroying Media

It is the policy of NJB Operations, Inc. that all media – whether tape, hard drive, paper or otherwise – that contains cardholder data, shall be completely and promptly destroyed once it is determined to no longer be needed for business or legal reasons. This determination will be made by NJB Operations, Inc. management.

- Paper
  It is the policy of NJB Operations, Inc. that all hard-copy materials shall be appropriately shredded, incinerated or pulped so that cardholder data cannot be reconstructed.

  The destroying of documents shall be performed by authorized personnel and shall be performed at all times within the confines of NJB Operations, Inc.

  The back door to NJB Operations, Inc. shall be kept locked at all times to prevent unauthorized access from the outside. The locked door shall fully comply with the Occupational Safety and Health Administration (OSHA) standards and local standards pertaining to emergency exit access.

  Documents that are slated for shredding shall be promptly shredded. It is not acceptable to maintain opened baskets containing documents to be shredded in the back room for any period of time. It is policy that once a document is scheduled for shredding, the document shall be shredded within 24 hours.

Remote Access

It is the policy of NJB Operations, Inc. that no unauthorized employees are allowed remote access to any internal systems. NJB Operations, Inc. has prohibited such access through logical and physical controls.

If NJB Operations, Inc. decides at some point in the future to allow remote access to one or multiple employees, all appropriate security measures and controls will be analyzed and implemented to ensure that all cardholder information remains well-controlled.
Wireless Technology
If in the future business requirements necessitate the deployment of wireless technology therefore, all appropriate security measures and controls are analyzed and implemented to ensure that all cardholder information remains well-controlled.

E-mail and Internet Access
Employees are allowed to use the Internet and e-mail during their lunch hours. It has been determined that these systems stand alone and do not have any interaction with cardholder data, including POS terminals.

All Employees will be reminded through training that they are not allowed to disseminate any sensitive data to customers, in any format, whether through e-mail, personal digital assistant (PDA), Web site, or other distribution methods.

Incident Response
Immediately upon identification of a breach or possible breach of sensitive cardholder data, NJB Operation will take prompt action to prohibit further unauthorized disclosure of such information.

Once NJB Operations, Inc. has determined that the breach is contained, all appropriate parties will be notified. These may include the following:

- City Police
- BAMS/First Data

The following employees are members of the Incident Response Team.

- Jack Goldberg
- Angel Matney

Training
This policy shall be provided to each new employee upon hiring.

NJB Operations, Inc. shall review the contents of this policy with all employees annually, regardless of whether they are new or longtime employees.

Annual training will incorporate incident response.
Vendors and Service Providers

It is policy that NJB Operations, Inc. will monitor its vendors’ and service providers’ Payment card Industry (PCI) Data Security Standard (DSS) compliance statuses annually. Such monitoring may take the form of audit reports or summary letters received from the vendor or service provider or the vendor’s or service provider’s auditor or information technology (IT) consulting firm.

NJB Operations, Inc. deals with the following vendors and service providers who can access, or may be able to gain access to, sensitive cardholder data.

- ISS
- Airtight Networks
- BAMS/First Data

Appropriate due diligence will be performed on all vendors and service providers prior to entering into formal agreements.

Agreements will incorporate non-disclosure statements. They will also address proper physical and logical security controls. Vendor and service provider contracts will state that the vendor or service provider is responsible for the security of the cardholder data the vendor or service provider possesses.

NJB Operations, Inc. reserves the right to acquire annual audit reports on any vendor or service provider pertaining to operational and security environments. This shall be written in the contract.

The following due diligence information may be obtained, as relevant to the nature of the relationship:

- Financial
- Audit
- Security
- Insurance
- Disaster recovery

Employee Responsibilities

All NJB Operations, Inc. employees are bound by the requirements of this policy. Management reserves the right to punish or terminate employees due to non-compliance with any provisions within this policy or for failure to follow basic security principles.
Policy Revisions
This policy will be reviewed annually by NJB Operations, Inc. management and updated as needed. Any updates will be added as addendums. Addendums to this policy will be distributed to, and discussed with, all employees as necessary.
Team Member Name: 

Date hired: ____________________________________________

RGM: ____________________________________________

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<th>Date</th>
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<th>Trainer</th>
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Notes:
CERTIFICATE OF RECEIPT

I acknowledge that I have received and have had an opportunity to read a copy of the Taco Bell/NJB Operations Inc. Restaurant Orientation Handbook. I understand that this Handbook is solely for the purpose of summarizing the Company's current policies, benefits and rules, that it is not a contract or enforceable promise or guarantee of any kind, whether of employment or of any specific terms or conditions of employment or procedural rights, and that any or all portions of this Handbook may be amended or eliminated from time to time without advance notice. I understand that my employment with the Company is at-will, and can be terminated either by me or by the Company at any time, for any reason, with or without notice.

Dated:_____________________________  Employee's Signature

Dated:_____________________________  Witness's Signature