

**Chick-fil-A of Maple Grove**  
**11820 Fountains Way**  
**Maple Grove, Minnesota 55369**  
**763-307-0375**

**Last Revised: 11/5/2025**



# Team Member Policy Handbook

**Team Member Name:** \_\_\_\_\_

Welcome to Chick-fil-A of Maple Grove!

We are glad you have chosen to work with us, and we are excited to have you on our team. I hope as you start your new opportunity, you look at this as not only a job, but also as a learning experience, an opportunity for personal and professional growth. During your employment here, I hope you learn valuable skills, winning habits and positive attitudes that will stay with you for a lifetime. I look forward to recognizing your skills and abilities as we learn and grow together.

After many months and even years of anticipation Chick-fil-A of Maple Grove along with the Chick-fil-A in Coon Rapids were first free-standing Chick-fil-A locations in the state of Minnesota. We are thrilled to be part of the Twin Cities, and we want our guests to be just as thrilled. It is important we create memorable first impressions for our new customers. Working for Chick-fil-A comes with a responsibility not only to yourself but also to our company, to represent us well both inside the restaurant and out. One of the reasons you were hired was because we see in you the character to be a great representative of Chick-fil-A in this community.

This Team Member Policy Handbook is designed to acquaint you with some of the personnel policies, work rules and benefits here at Chick-fil-A of Maple Grove. The handbook contains current information about various policies the restaurant leadership has established for this business. These policies apply to all team members at this restaurant, which means you are required to review this handbook carefully. As a team member at this restaurant, you will be expected to know and follow these policies. In addition, we encourage you to ask questions, make suggestions or express concerns.

If you ever have any questions or concerns feel free to contact me to let me know how we can become a better team. I look forward to working alongside you. The key to your success here will be your willingness to learn and grow as well as the amount of energy you bring to the team.

As the Operating Partner I will loyally serve and invest in your personal growth. Once again, welcome to the team! I look getting to know you.

Billy Tallman  
billy.tallman@chickfilamaplegrrove.com



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### **The Chick-fil-A Story**

In 1946 Mr. S. Truett Cathy went into business with his brother Ben and opened a restaurant called The Dwarf Grill, which was located in Hapeville, Georgia.

The Dwarf Grill was given its name because of its size; having only a handful of tables and counter stools. The Dwarf Grill was open 24 hours a day, six days a week. This demanded a lot of Truett's time and energy and by Sunday he was ready to rest. Because he knew the value of rest for all of us, Truett made an oath to himself that he would always close his restaurant on Sunday. To this day, every Chick-fil-A restaurant is closed on Sunday.

In the early 1960's Truett experimented with different seasonings and ways to cook his chicken menu items more quickly. Truett discovered if he separated the chicken breast meat from the bone and pressure cooked it, he could cook it in less than four minutes. He put this newly seasoned chicken filet on a bun and served the first chicken sandwich. This is why we can say in truth... "We didn't invent the chicken, just the chicken sandwich." To trademark the product Truett gave this new sandwich the name ... Chick-fil-A, with a capital "A" for quality.

The Chick-fil-A chicken sandwich became increasingly popular so in 1967 Truett opened the first Chick-fil-A restaurant at Greenbriar Mall in Atlanta. You can now find Chick-fil-A restaurants in many locations; including most major malls, free standing street locations, college campuses, business complexes, airports and hospitals. There are currently more than 2,200 restaurants nationwide.

Truett Cathy attributes his success to his faith in God and in his genuine desire to help others achieve success in their lives. He often says, "If you help enough other people get what they want, then you'll get what you want."

### **Chick-fil-A's Corporate Purpose**

*To glorify God by being a faithful steward of all that has been entrusted to us and to have a positive influence upon all who come in contact with Chick-fil-A.*

### **Chick-fil-A of Maple Grove Vision Statement**

A vision statement outlines what the organization wants to be, or how it wants the world in which it operates to be. It concentrates on the future and is a source of inspiration. It provides clear decision-making criteria. At Chick-fil-A of Maple Grove, our vision statement is as follows:

*"We are dedicated to upholding a culture of GRACE:  
We strive all day every day to **Generate ReMarkable and Amazing Customer Experiences**"*

### **Mission Statement**

Defines the fundamental purpose of an organization or an enterprise, succinctly describing why it exists and what it does to achieve its Vision. At Chick-fil-A of Maple Grove, our mission statement is as follows:

*"Redefining Fast Food in Minnesota, one Raving Fan at a Time"*

## **Core Values**

Core Values are beliefs that shape our decisions and our actions as a business, as a team or as individuals. Core Values are the root from which we develop our culture, our brand, and our business strategies. These are the five core values we live by here at Chick-fil-A of Maple Grove.

### **Service:**

- Differentiate Chick-fil-A in the marketplace with superior customer service, always exceeding expectations. This will mean doing something a little unconventional and innovative.
- Show pride in the Chick-fil-A brand and heritage.
- Promote a positive, energizing, optimistic and fun environment through Core 4 & Second Mile Service.
- Aggressively promote and protect the Chick-fil-A reputation.

### **Quality:**

- Understand quality is achieved through passion, leadership, education, empowerment, responsibility and accountability. Without those, quality won't happen.
- Serve our guests through the quality of our products and service.
- Take pride in the details – ensure the entire customer experience exceeds expectations.
- Know exceptional quality and convenience complement one another — one need not be sacrificed to meet the other.

### **Accountability:**

- Accept personal accountability for our own actions and results.
- Focus on finding solutions and achieving results.
- Actively engage in discussions and support decisions once they are made.
- Involve others in decisions and plans that affect them.
- Keep promises and commitments made to others.
- Personally commit to the success and well-being of teammates.
- Take ownership of issues and collaborate with other team members.
- Measure results and celebrate when we achieve them.

### **Growth:**

- Help team members and leadership to unlock hidden potential.
- Learn to not fear change, but to embrace, encourage and drive it.
- Drive change from the bottom-up -- from the people who are on the front lines and closest to the customers and/or issues.
- Invite and provide honest feedback without regard to position
- Never accept the status quo – we can always be better.
- Promote and implement creative and innovative ideas and solutions.

### **Community:**

- Help people to be their best by providing coaching and feedback.
- Work with others as a team to accomplish results and win.
- Have a “can-do” attitude and drive to get the job done.
- Ensure people feel valued and appreciated.
- Demonstrate a commitment to integrity and ethics.
- Value all individuals for their diverse backgrounds, experience, styles, approaches and ideas.
- Assume positive intent and speak positively and supportively about team members.
- Encourage diversity in ideas, opinions, and points of view.



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## **Our Leadership Philosophy**

Our leadership philosophy consists of six key principles.

### **Communication**

- Clear communication is always a two-way process. It's not enough to speak clearly; you have to make sure you're being heard and understood.
- Feedback is important. We should never be afraid or reluctant to inform supervisors about issues, ideas and innovations.

### **Integrity:**

- Do the right thing even when nobody is looking. Integrity is defined as not what we do, but who we are. Who we are determines what we do.
- Treat everyone with dignity and respect. We can change lives by the way we treat people.

### **Influence:**

- The true measure of a leader is their influence.
- We should lead by example in everything we do and never forget people are the most important part of this business.

### **Innovation:**

- Leaders thrive on creativity and ingenuity – and must embrace change and continuous improvement. We seek ideas that can change the way we do business to better serve our guests.
- Taking informed risk while anticipating and following trends is critical for success.

### **Trust:**

- To be an effective leader, your followers must have trust in you and they need to be sold on your vision.
- I trust you and you trust me – it's that simple.

### **Balance:**

- Balance between your physical, spiritual, emotional, and intellectual needs is important -- don't neglect one at the expense of the others.
- Maintain a healthy balance between work and home. Your family comes first -- take care of your family, as they will be with you always.



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## **Policies & Procedures**

### **Our Chick-fil-A Restaurant**

This franchised Chick-fil-A Restaurant business is owned and operated by Operator Nancy Christman (hereinafter, the “Operator)

### **At-Will Employment**

Your employment at Chick-fil-A of Maple Grove is at-will. This means either you or the employer may terminate the employment relationship at any time with or without notice or cause except for any reason not prohibited by law; .and for any reason, except on the basis of prohibited discrimination or retaliation (*e.g.*, race, sex, age, disability, whistleblowing, etc.).

Nothing in this Handbook or any other team member policy document at Chick-fil of Maple Grove restaurant is to be construed as an agreement between you and the Company regarding the duration of your employment or the circumstances under which your employment may be terminated. Additionally, please understand nothing in this Handbook or in any other team member policy document or statement (written or unwritten) creates or is intended to create an express or implied contract, covenant or representation of continued employment. Nothing in this Handbook or in any other written or unwritten policy, document, or statement shall alter or limit the “at-will” nature of your employment.

### **Commitment to Hospitality**

Chick-fil-A of Maple Grove strives to maintain an atmosphere of hospitality for all guests. We want to create a comfortable experience for all who visit our Restaurant. We want to maximize the opportunity to build the business and to positively influence others by creating a welcoming environment. We show hospitality to **all** our guests.

### **2nd Mile Service**

Chick-fil-A of Maple Grove strives to provide “2nd Mile Service” to all our guests. This is defined as going above and beyond guest expectations. Our goal is for every guest, on every visit, to experience at least one element of 2nd Mile Service. There are unlimited ways in which we can deliver 2nd Mile Service to our guests. Many are as simple as a warm welcome, a heartfelt “My Pleasure” when the guest thanks us, and a caring farewell as the guest departs. The key to providing 2nd Mile Service is showing honor, dignity and respect to all guests, so they will feel cared for and special. Providing 2nd Mile Service is important to all team member positions at our Restaurant. We trust you will enthusiastically embrace this concept, and display a 2nd Mile Service attitude not only toward our guests, but also to your fellow team members and others!

### **Closed on Sundays**

Chick-fil-A restaurants are, and always have been, closed on Sundays. The chain’s founder, Truett Cathy, wanted to ensure everyone had at least one day a week as an opportunity for rejuvenation, rest and personal activities. At this Restaurant, we are always **closed for business** on Sundays.



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## **Job Duties and Responsibilities**

### **Customer Service**

Your main responsibility as a team member is to help provide our guests with efficient, courteous service, quality food, and an immaculate clean restaurant inside and out.

Although many team members will be assigned to a specific station or stations on a particular day, most team members will from time to time be required to perform a variety of jobs or tasks in the Restaurant. You will be provided with training with respect to all the functions of your job at our Restaurant.

Therefore, the following are required of all team members:

- Please remember to always smile at our guests and be friendly.
- Please remember to treat every guest (and all individuals) with honor, dignity and respect.
- Although we strive for fast service, please do not rush the guest.
- Remember the guest is always right. Please do not argue with a guest. If you have a situation with a guest you cannot handle or the guest feels their situation has not been handled adequately, then notify the Owner, Director, or team leader immediately.
- Always stay at your assigned position, unless otherwise directed by the Owner or the leader on Duty
- It is critical store priorities are followed at all times. The first priority in the Restaurant is our Guest(s). The second priority is the guest calling on the telephone. The third priority is restaurant cleanliness. Additional priorities include food prep and stocking of additional needed items. This priority system will be explained to you in more detail during your training. Guests in our Restaurant or in the Drive Thru always receive your full attention above anything else. This not only includes serving our guests initially at the Front Counter, but also checking back in with these guests and ensuring the guest experience is memorable from start to finish. The guest experience does not end when they walk away from the counter after ordering their meal. Nothing is more important in the entire store than our guests.
- You should not be engaged in any personal conversations which can be overheard by a guest. This is inappropriate, and can take away from the guest experience. Your focus should be primarily on the guest you are serving or other guests in the dining area or drive thru.

### **Other General Responsibilities**

The following responsibilities also are a part of most jobs at our Restaurant, and are vital to providing our customers with the best possible experience every time they visit our Restaurant.

- When you are working as a cashier or otherwise providing food orders to customers (bagging, etc.), always double-check the order to ensure it is correct before giving it to the customer.
- When you are working as a cashier, never leave a cash register drawer open. Only work out of the drawer assigned to you.
- Everyone is responsible for helping to ensure stock is rotated properly.
- Everyone is responsible for helping to ensure the Restaurant is as clean as possible. Remember, if there is time to lean, there is time to clean!
- Avoid wasting food, paper products, cleaning supplies, etc.
- A smile is the easiest way to make a guest feel welcome, along with your body language. Your behavior should be engaging and welcoming to our guests.
- Be flexible in learning as many things as you can within the Restaurant. We will be training you in many different areas. Do not be afraid to try new things!
- Know the Chick-fil-A menu and suggestively sell as appropriate. This will be covered in more detail during your training and orientation.
- There is always something to do at our restaurant. You will be trained in the different priorities of the restaurant, which will show you what tasks you should be doing at what times. Aside from the normal priorities, you may be assigned to do various



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things during slower periods to ensure an efficient, clean restaurant. Initiative is always a plus – don't wait to be told to do something – do what you are trained to do!

- There is no be no gum chewing at any time in the restaurant.
- You will not use profanity of any kind on the grounds of the Restaurant. If you wouldn't say it in front of the owner, please don't say it.

These lists are not all-inclusive or exhaustive. Other responsibilities apply to every job at our Chick-fil-A Restaurant. Your leader(s) will familiarize you with your responsibilities during training.

### **Scholarship Opportunities**

Truett Cathy and Chick-fil-A have an interest in helping young people obtain a college education. Presently, Chick-fil-A, Inc. awards scholarships in various amounts each year to Chick-fil-A team members.

This is a tremendous benefit to students working at Chick-fil-A. Team members may apply for a \$2,500 scholarship to apply toward their tuition at any two or four year college or university. In order to qualify you simply need to be a team member in good standing who demonstrates a good work ethic and dependability. You will need to fill out an application and submit a transcript of your grades.

Please see Restaurant Leadership for further information or an application if you are interested.

### **Compensation**

- Your pay rate will be explained to you at the time you start work. If your pay rate changes during your employment, it will be communicated to you.
- Pay rates for team members may be different because of factors or circumstances which apply to each individual, including but not limited to experience in our Restaurant, experience in the restaurant industry, job performance, attitude and other factors.
- Pay raises are based on business factors including, but not necessarily limited to, job performance, merit, attendance and attitude.

### **Pay Periods**

- The pay period for our Restaurant ends bi-weekly on Saturday. Employees will receive a paycheck once every two weeks.
- You cannot receive your check in advance of the end of the pay period.
- You cannot cash your check in the Restaurant.
- No one other than yourself will be given your paycheck without producing a written, signed statement by you, naming them and instructing us to give them your paycheck.
- If you discover a mistake in their paycheck should notify a Leader or Owner immediately.
- Certain deductions from your pay will automatically and routinely be withheld. All standard Federal and Minnesota withholdings will be deducted. Other payments which may be deducted from your pay are: legally required garnishments, insurance payments, accounts receivable owed to the business, uniforms, or other items may become official deductions as approved by the Team Member and Leadership.

### **Overtime Premium Pay**

- You will be paid at 1.5 times your regular hourly rate of pay for any time worked over 40 hours in one work week.



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- For purposes of calculating overtime premium pay under this policy, the work week at our Restaurant begins on Sunday at 12:01 a.m. and ends on Saturday at 12:00 a.m. In addition, the “workday” is defined as beginning at 12:01 a.m. each day and ending at midnight.
- You are directed not to work any overtime unless it has been specifically approved by your Owner or director.

### **Performance Appraisals**

- In order to communicate to you the progress you have made in fulfilling our business expectations, leadership and/or the Owner will routinely evaluate your performance.
- As Team Member, leadership will personally review your work quantity and quality on an on-going basis.
- These reviews are important because they will assist you in becoming a better Team Member by understanding how much progress you have made, in what areas you need improvement, and goals you can strive for in the future.
- No Team Member will be eligible for a pay increase if an unacceptable performance review is given. An unacceptable performance review will require additional reviews a minimum of every 30 days until the review is acceptable or until the Team Member’s employment is terminated. Failure to achieve and maintain acceptable reviews could require a progressive discipline procedure, which might include written warning, suspension and/or termination. Acceptable performance by all Team Members is expected.

### **Team Member Meals**

- Anytime you work you will receive a designated amount towards a meal, unless otherwise directed by restaurant leadership.
- The menu items you are allowed to eat will be communicated to you by restaurant leaders.
- The following rules and conditions apply to the employee meal benefit:
- To obtain a discounted meal, ask an available Leader to take your order.
- Team members are NEVER to make their own meal or touch their own meal in the kitchen. Meals are to be made just as if a customer ordered the items and need to be rung up as such.
- Lemonade or any specialty drink with lemonade in it cannot be part of your discount.
- **VERY IMPORTANT- If you only drink water, please ring up a medium water to compensate for the cost of the product.**

### **Attendance**

- Team members must attend all scheduled shifts and meetings. Team members must be on time and ready to work at the time their scheduled shift begins. All changes to the assigned schedule must be approved by a leader. Any violation to the attendance policy will be subject to the discipline policy.

### **Scheduling**

- The work schedule for our Restaurant will be posted for the following week by Saturday. You are responsible for working your scheduled hours. If there is an emergency or if for any other reason you cannot work your scheduled shift, you are responsible for finding a replacement. You should never change the schedule without the approval of a leader.
- Hours of work will be assigned based on a number of business factors taken into consideration by leadership at our Restaurant including, but not necessarily limited to, skills, availability, productivity, performance, attitude, and punctuality.

### **Requesting Time Off**

- Please submit any requests for time off two weeks prior to the needed date. We will attempt to accommodate reasonable scheduling requests if possible, consistent with the need to staff our restaurant appropriately to meet business and guest needs. All time-off requests are to be submitted through Hot Schedules.



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- If you need time off after the schedule has been posted, it is your responsibility to make arrangements with another appropriate team member to work your scheduled shift. Do this by posting your desire to be off and request if anyone will pick your shift up. This change, to be effective, must be approved by a leader.
- Requests for vacation should be submitted at least one month in advance.

### **Breaks**

- Depending upon the hours you work on a given day, you will be entitled to various breaks. The Leader(s) on Duty will coordinate all breaks to make sure the necessary number of team members are on duty at all times.
- Team Members under the age of 18 who work more than 6 hours during a single day are required to take one 21-30 minute unpaid break. This break must be provided no later than the 6<sup>th</sup> hour of work.
- Team Members over the age of 18 who work 8 hours or more during a single day are permitted to take one 21-30 minute unpaid break.
- Breaks are given by the Team Leader or leader on duty based on store coverage
- If a sudden rush occurs, you may be called back to work from a break. If this occurs, you may be permitted to finish your break after the rush subsides.

### **Time Recording**

Please adhere to the following procedures concerning recording your work time:

- You must clock in on the cash register timekeeping system at the beginning of your shift.
- You must clock out on the cash register timekeeping system at the end of your shift.
- You must record your own work hours. Do not clock in or out for another team member.
- You must have permission from a leader to clock in early or stay late.
- Notify the leader immediately of any timekeeping error, or any error on your paycheck, so we can look into the matter and make any necessary corrections promptly. It is your responsibility to check your time before payroll is issued. Payroll is input every other Sunday.

### **Tardiness**

- You are expected to be at work in uniform, ready to serve or perform your assigned duties at the time of your scheduled shift.
- Each tardy is recorded and will affect your pay rate, hours scheduled and could even lead to your dismissal.
- We understand there will be emergencies or occasions causing you to be late. Proper documentation or calling ahead of time to have someone cover your shift is a must.

### **Age-Restricted Activities**

- For team members who are 14-17 years old, the law provides certain tasks in our restaurant are prohibited. In addition, certain hours of work restrictions apply to employees who are under the age of 18, particularly those who are 14-15 years old. Information concerning age-restricted activities and hours of work can be found in the employment postings of the restaurant. If you have any questions in this regard, please see the Operator or the Operating Partner.
- If you are in doubt as to whether a particular activity or time of work is prohibited for a team member of your age, then you should refrain from performing the task or working at the particular time until you have consulted with leadership and obtained proper guidance and direction.

### **Telephone**

- Only leadership team leaders should answer the phone. Proper phone greeting is "It's a great day at Chick-fil-A. This is \_\_\_\_\_. How may I help you?"
- The telephone is to be used for business purposes only. Please tell your family and friends not to call you at work unless it is an emergency.



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- The phone should be answered by the third ring and call waiting should always be answered when on the phone. Politely explain to the guest you have another call coming in and ask them if they would mind holding for a moment.
- The phone should always be answered in an energetic and friendly manner.
- Always be polite and courteous to the person on the phone, especially if it is a dissatisfied guest.
- If the call is for a member of the leadership team and they are not available always take a message including name, company and return phone number and place message in the appropriate mailbox.
- Do not give out personal information, such as a team member's name, home phone, address, schedule, etc., to anyone who is not a current team member.
- The telephone is to be used only for business purposes. You must ask permission from a member of the leadership team before making a personal call.

### **Military Leave & Reinstatement Rights**

Chick-fil-A of Maple Grove will provide a military leave of absence to team members who must take time off from work to fulfill military obligations, and will comply with all laws pertaining to reemployment of team members upon return from military obligations. For more information in this regard, please review the Uniformed Services Employment and Re-Employment Rights Act ("USERRA") informational poster posted in our Restaurant.

### **Jury Duty Leave**

Chick-fil-A of Maple Grove allows team members to take leave to serve jury duty in accordance with state law. Team members summoned for jury duty should notify the Operator as soon as they receive a jury summons, and make arrangements with the Operator concerning their schedule. When team members serve jury duty, they generally are expected to return to work if excused from jury duty during their regular work hours, unless state law provides otherwise.

## Appearance

Chick-fil-A® has high standards concerning uniforms and personal appearance, as this is an important element of providing outstanding service to and instilling confidence in guests. A professional uniform and overall appearance will communicate to guests we care about customer service, quality and cleanliness.

### Food Safety

Many of the appearance requirements are based on food code. Anything that could come in contact with food during the preparation and serving process creates a hazard or risk situation for our guests. By meeting these requirements, Team Members treat guests with honor, dignity and respect.

### Guest Impressions

Chick-fil-A strives to present a welcoming environment to all guests. Team Member appearance and professionalism influence guest perceptions and play a key role in creating that welcoming environment.

### Brand Consistency

Team Members represent the Chick-fil-A brand to the public and play a critical role in delivering on the Chick-fil-A brand promise: Where good meets gracious. A professional appearance in an attractive uniform makes a statement about who we are as a brand. It also ensures that Team Members across the chain have a consistent look, which helps build the brand and allows our guests to easily identify Team Members.

### Team Member Uniform and Appearance

Uniform Team Members must present a professional appearance (neat, clean and well groomed) at all times. This includes entering or leaving the Restaurant, taking out trash and going to restrooms.

#### Basic Uniform Requirements

- All uniform items must be from the Chick-fil-A TeamStyle™ collection. This includes belts, caps, aprons, outerwear and special uniform options.
- All garments should be clean, pressed and in good condition (with no holes, fraying, stains, discoloration, etc.) and should fit properly.

#### Undergarments

- Male: Solid white or black undershirts (no printing or graphics) should be worn under all shirts and chef coats.
- Female: Undergarments should be a solid, neutral color (no bright colors, patterns, graphics or textured materials, so as not to show through uniform shirt or blouse). Solid white or black undershirt, camisole or tank top should be worn under chef coats but are otherwise optional.
- Sleeve of undershirt must not extend below sleeve of uniform shirt. Bottom of female undershirt, camisole or tank top must not extend below uniform shirt.

#### Shirts

- Polo shirts should have at least 2 buttons fastened. On other shirts, all buttons except the top button should be fastened.
- All male shirts (except chef coats) must be tucked in.
- Female polo shirts must be tucked in. At Operator's discretion, other female shirts may be untucked. (Maternity tops are never tucked in.)

#### Nametag

- Chick-fil-A brand nametag must be worn at all times. Other miscellaneous pins, buttons, stickers and/or ribbons may not be worn on the uniform or affixed to the nametag.



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- Nametag must be on outermost garment, on Team Member's right chest. Nametag should be positioned using name tag eyelets when present. If wearing an apron that is not considered part of the uniform (for example, raw chicken apron or dishwashing apron), nametag should not be placed on apron.
- Nametag contents: – Team Member's first name must appear on the nametag.

#### **Belts**

- TeamStyle belts must be trimmed so that end does not hang below belt line.

#### **Pants**

- Pants must fit properly. They should not be too tight or too baggy.
- Pants must be hemmed to fall at midpoint of heel. Cuffed pants are not acceptable. Skirts
- TeamStyle skirts should be no shorter than mid-knee.

#### **Footwear**

- Team Members must wear black or navy socks (to complement pants).
- Shoes must be constructed of leather or non-cloth, man-made uppers with slip-resistant rubber soles (for example, Shoes for Crews™) with closed heels and toes.
- Shoes should be solid black.
- Shoes must fit properly with laces tied, unless limited by temporary medical conditions requiring corrective orthopedic devices (due to broken bones, surgeries, etc)

#### **Caps/Visors**

- Chick-fil-A TeamStyle caps/visors may be worn at Operator's discretion or in order to comply with local Health Department requirements.
- Chef hat should only be worn with chef coat.
- Caps/visors must be clean and have no visible stains or discoloration.
- Caps/visors should be worn with the bill facing directly forward and above the eyebrows so that eyes are clearly visible under brim of cap.

### **Uniforms for Special Roles Dining Room Host/Hostess**

Uniforms For Team Members serving as the Dining Room Host or Hostess, a specific look has been defined and includes the Chick-fil-A uniform with charcoal full apron, half apron or Table Turner apron.

#### **Drive-Thru Uniform**

When performing outdoor tasks related to Drive-Thru Ordering, Team Member must wear the following:

- TeamStyle shirt or jacket.
- A yellow, high-visibility reflective piece (for example, reflective strap or vest) securely buckled/fastened over shirt/jacket. Safety wear must provide increased visibility of Team Member from every angle, so reflective features must provide 360° coverage.
- TeamStyle shorts, pants or skirt. (See Requirements Related to Wearing Shorts in this section.) • Black slip-resistant shoes (such as Shoes for Crews) and solid black or navy socks. **In addition, at Operator's discretion, Drive-Thru uniform may include:**
- Wide-brimmed Drive-Thru hat.
- Half-length charcoal apron with pockets for menus, iPad, etc. Requirements Related to Wearing Shorts
- Shorts can be worn by Team Members performing Drive-Thru tasks outdoors and in the Drive-Thru cockpit.

- Wearing shorts is an option and not a requirement for working in the Drive-Thru; standard uniform pants or female skirt may be worn instead.
- If a Drive-Thru Team Member wearing shorts needs to work inside the Restaurant in any area other than the Drive-Thru cockpit, that Team Member will need to change back into standard uniform pants or skirt and slip-resistant shoes.
- Due to standard health codes, Team Members must change their uniform in restrooms and not in the office, kitchen or break areas.

#### **Chef Coats/Hats for Back of House Team Members**

Chick-fil-A brand chef coats and hats are optional; they may only be worn by Team Members working in back of house.

- Chef coats can be worn with all buttons buttoned or with top button unbuttoned.
- Chef coats are worn untucked, and both male and female Team Members must wear undershirt beneath chef coats.
- Team Member's name may be embroidered on right chest panel of chef coat instead of wearing Chick-fil-A brand nametag.
- Team Members wearing chef coats may wear matching chef hats or TeamStyle caps/visors, but chef hats should not be worn if chef coat is not worn.

#### **Grooming and Appearance**

- Good personal hygiene is expected of Team Members when they report for work (for example, clean-shaven, bathed and with appropriate application of body deodorant).
- If Operator allows visible tattoos at the Restaurant: – Tattoos must not be visible on face or neck. – Visible tattoos must not contain profanity, be racially offensive, sexually explicit, violent, vulgar or otherwise offensive to other Team Members and guests. – Tattoos that do not meet requirements above can be covered by approved TeamStyle uniform items (for example, long-sleeved polo or performance sleeve) and/or with waterproof makeup.
- Makeup, perfume and cologne must be subdued and worn in good taste so as not to be distracting to guests.
- Body modifications visible to guests (for example, extended earlobes, ear gauges/plugs or any piercings other than traditional ear piercings) are not acceptable. Nose piercings are acceptable as outlined on Pathway.
- Dental modifications (for example, decorative dental grills, dental tattoos) must not be visible; orthodontic braces and bands must be in neutral colors. Hair
- Hair must comply with local Health Department requirements.
- Hair must be clean and hairstyles must be neat and professional in appearance. – Effective hair restraints (for example, hair accessories, hats, visors, hair nets, Chick-fil-A chef hats) must be worn to hold back any loose hair that could potentially fall into food. – Hair that falls around face must be tied back and restrained using a hair accessory that has no jeweled or beaded parts that could come loose. – Natural hair coloring is acceptable. Unnatural colors (for example, pink or blue) and eccentric styles (for example, Mohawks or shaven words, symbols, logos, etc.) are unacceptable.
- Facial hair (other than a mustache neatly trimmed to length of ½" or less) is unacceptable.
- Sideburns must be trimmed to no longer than bottom of earlobe and must be a consistent width, from top to bottom.

#### **Jewelry**

- Jewelry (including medical alert jewelry) must be modest in size to help prevent the cross-contamination of food.
- Necklace must be tucked inside clothing to avoid being a safety hazard.
- Jewelry worn in guest service areas must not be distracting to guests (for example, it should be small in size, no neon colors, no attached decoration).
- Earrings worn in the Restaurant must be limited to plain stud earrings in each ear. There should be no attached decoration or gemstones and no dangling or hoop earrings. Nose piercings must be limited to one plain stud piercing with no gemstones, hoops, or attached decoration. These must be clear, flesh colored, or metal. • Jewelry in pierced body parts visible to guests (other than previously mentioned) is unacceptable.
- Wristwatches and/or medical alert bracelets: – Wristwatches/medical alert bracelets must be conservative in size and appearance, and they must not be worn in food prep areas. (Medical alert bracelet may be kept in pocket during food preparation.) – Wristwatches must not have attached decoration or gemstones that could come loose. – Any bracelets or wristbands other than wristwatches or medical alert bracelets (for example, rubber or string) may not be worn in the Restaurant.



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- Rings: – Rings must be limited to a plain band without gemstones (such as a wedding band). – Rings, when worn in food prep areas, must be worn with gloved hands to avoid food contamination or catching on equipment. **Fingernails**
- Fingernails must not extend beyond fingertips when viewed from the open palm.
- Fingernail gems must not be worn.
- Fingernail polish must not be worn in food prep areas; it is only acceptable in guest service areas.
- Fingernail polish must be a solid color (no glitter or metallic colors) and must be worn in good taste so as not to be distracting to guests.
- False fingernails are not allowed in Restaurant.

#### **Uniforms for Special Events**

Special events are single-day, limited-time events (for example, Daddy/Daughter Date Night) that occur at the Restaurant. Events that occur on a frequent basis, such as Family Night, are not considered special events.

Team Members *whose roles do not require them to handle food and beverages* (for example, Dining Room Hosts/Hostesses) can wear theme-appropriate attire as long as that attire satisfies requirements below. Team Members working in food prep areas and in Front Counter/Drive-Thru area need to wear approved TeamStyle uniform to reduce food safety and personal safety risks.

#### **Theme-appropriate attire must meet the following requirements:**

- All shirts, tops and dresses must have sleeves.
- All skirts and dresses must reach the mid-calf.
- All shirts, tops and dresses must have necklines in keeping with the image of the TeamStyle collection (for example, no shirts unbuttoned to mid-chest; no plunging necklines).
- All males must wear a plain white or black t-shirt underneath their shirt. • All Team Members must wear slip-resistant shoes, such as Shoes for Crews. • All Team Members must wear their nametag on their outermost garment. • For outside events, TeamStyle shorts may be worn in accordance with the Requirements Related to Wearing Shorts (in this section).
- Team Member must meet all grooming requirements.

#### **The following items should NOT be part of a Team Member's Special Event uniform:**

- Items with jewels, fur, feathers and other features that could fall into food
- Dresses/tops that are cut too low
- Face paint
- Sweatpants
- Items containing trademarks or brand assets other than those belonging to Chick-fil-A

#### **No Smoking**

- Smoking is prohibited in all areas of the Restaurant, grounds, and/or in view of the guest, including outdoor areas such as sidewalks, entry points, landscaped areas, and dumpster pads.

## **Food Safety & Sanitation Policy**

### **Washing Hands:**

- You are required to wash your hands with soap and hot water at the hand washing sink:
- Before you start work
- After using the restroom (once in the restroom and once in front of house or back of house before returning to your position)
- Before handling any unpackaged food products
- After touching or taking out the trash
- After breaks
- After touching any part of your body, such as your nose, mouth or hair
- After eating or drinking
- Any time after changing activities or removing gloves.

### **Reporting To Work Policy**

- Employees must inform the Leader on Duty if they are experiencing any symptoms listed in the Employee Health Policy which is located on the wall near the office. Team members must make diligent effort to assist leadership in covering shifts due to illness and inform leadership of illness and potential absence as early as possible.

### **Time & Temperature:**

- The greatest threat to food safety comes from the growth of bacteria in food. High levels of bacteria and bacteria waste (toxins) in food may cause food poisoning. Bacteria cannot grow at temperatures below 45 degrees or above 140 degrees. Therefore, an important rule to remember when handling perishable food products (such as raw chicken, milk wash, coater, produce, salads, lemonade, soup and even chicken stored under the heat lamp) is to keep it cold (below 40 degrees) or keep it hot (above 140 degrees). Food left in the danger zone between 40 degrees and 140 degrees for more than four hours total should be thrown away. Even though cooking foods will kill most harmful bacteria, it does not remove the harmful bacteria toxins which build up in foods allowed to remain in the danger zone for more than 4 hours.

### **Other Important Notes:**

- Sanitize all food preparation surfaces before preparing food.
- Label all products stored in refrigerators properly with date labels. We use the FIFO system (First In, First Out).
- No eating or drinking in the boards and kitchen preparation areas. This is a health state law.
- Hair must be clean and neatly kept. All female team members' hair falling below the mid-point of the collar must be tightly tied back or kept underneath a hair net or uniform cap.
- A hat, visor or hair net must be worn at all times in the boards and kitchen prep areas.
- Clear gloves must be worn at all times in kitchen and food prep areas and yellow gloves must be worn at all times when handling raw chicken.
- Practice good personal hygiene. Good personal hygiene is a critical protective measure against food borne illness.
- All cuts must be covered with some type of covering and if the cut is on the fingers or hand, a glove must be worn at all times.
- Cleaning supplies should be labeled as such and kept away from food items
- Only raw chicken should go in containers specifically for raw chicken and raw chicken should only be stored and handled in areas specifically designated for raw chicken. Raw chicken dishes must be washed separately from all other dishes.

## **Workplace Safety and Security**

### **Workplace Safety**

- The safety of team members, guests and others who come into contact with our business is very important to Chick-fil-A of Maple Grove. Accordingly, we strive to maintain safe working conditions for all team members, as well as safe conditions for guests and third parties.
- Team members are expected to report immediately any unsafe conditions or safety hazards to their immediate supervisor or the Operator.
- Team members should immediately clean up any spills or, if it is impractical to do so, should promptly notify their leader on duty or the Operator a spill has occurred and needs to be cleaned up.
- Team members should be aware of the location of the Restaurant's first aid kit and fire extinguishers.
- Team members must report immediately any accident or incident occurring on the job and results in an injury or the possibility of an injury – no matter how minor it may seem at the time – to the Operator or the leadership.
- The restaurant is equipped with an Ansul Fire Suppression Unit in case of an equipment fire in the kitchen. Please be sure you are familiar with its location.
- Wear oil resistant and skid resistant shoes while working to help prevent slips and falls. Chick-fil-A will not be responsible for injuries due to slips and falls if you are not wearing oil resistant and skid resistant work shoes.
- Use extreme caution when cooking or operating any equipment including food cutters, mixers, slicers, knives, fryers and lemonade juicers. This equipment is very dangerous and should only be used by trained employees of legal age.
- Never leave sharp knives in sinks filled with soapy water.
- Always use a ladder when placing or retrieving items over your head and on upper shelves.
- Keep the floors clean and free of trash and debris. Clean up grease or liquid spills immediately.
- Only pick up one case of product at a time and be sure to lift it with your knees and not your back.
- All chemicals used meet OSHA requirements. Each team member is required to read the Hazard Communication Notebook and sign the training log at the start of his or her employment.
- Never mix chemicals together.

### **Worker's Compensation**

- In accordance with state law, Chick-fil-A of Maple Grove provides insurance coverage for employees in case of work-related injury. The workers' compensation benefits provided to injured employees may include medical care, cash benefits to replace lost wages, and/or vocational rehabilitation to help qualified injured employees return to suitable employment.
- To ensure you receive any workers' compensation benefits to which you may be entitled, you will need to:
  - Immediately report any work-related injury to the Operator.
  - Seek medical treatment and follow-up care if required.
  - Provide the Operator with a certification from your health care provider regarding the need for workers' compensation disability leave and your ability to return to work from the leave.
- In most circumstances, upon submission of a medical certification a team member is able to return to work from a workers' compensation leave, the team member will be offered the same position held at the time the leave began or an equivalent position, if available. If the same position or its equivalent is not available, an employee's return to work will depend on job openings existing at the time of her/his scheduled return.
- A team member returning from a workers' compensation leave has no greater right to reinstatement than if the team member had been continuously employed rather than on leave.



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- The location of a facility providing medical treatment to team members who are injured in a work-related incident at our Restaurant is listed on informational posters on display in our Restaurant, or is otherwise available from the Operator. All team members will be referred to the indicated location. Team members who do not pre-designate their own physicians will be treated by the physician within the Medical Provider Network. After this initial treatment, you will be able to choose your physician within the Medical Provider Network.
- We must notify the workers' compensation insurance company of any concerns of false or fraudulent claims. Any person who makes or causes to be made any knowingly false or fraudulent material statement or material misrepresentation for the purpose of obtaining or denying workers' compensation benefits or payment may be guilty of a felony.
- Team members who are ill or injured as a result of a work-related incident, and who are eligible for family and medical leave under the federal Family and Medical Leave Act ("FMLA") and/or state law, will be placed on FMLA leave (and/or state medical leave) during the time they are unable to work, as applicable, up to a maximum of 12 weeks in a 12-month calendar year. Leave under the FMLA and applicable state law (if any) runs concurrently.

#### **Team Member Property & Workplace Searches**

- Chick-fil-A of Maple Grove reserves the right to conduct workplace searches when necessary. Team members should not have any expectation of privacy with respect to any aspect of the Restaurant premises including, but not limited to, any locker or other storage area provided for the use of the team member. Additionally, team members should not have any expectation of privacy with respect to any property brought onto or received at our Restaurant's premises.
- Examples of situations where searches might be conducted include for example, but are not limited to, situations in which leadership reasonably believes a search may be necessary or helpful in preventing or identifying incidents of theft, or to prevent employees from bringing prohibited items (such as weapons or illegal drugs) to work.
- Any personal items brought onto our property by a team member may be subject to search by leadership, security or law enforcement. Although certain situations may arise in which searches of team member property may not be made without the team member's consent, failure to provide such consent may be considered cause for disciplinary action up to and including discharge.
- Team members should not have any expectation of privacy where Restaurant or customer property is concerned. Any property not owned by the team member may be searched at any time with or without the team member's consent. Team members may be held accountable for any illegal or prohibited items found in areas designated to them or areas considered to be within their primary control.

#### **Workplace Security**

- Team members are expected to report any suspicious person(s) or activity to the leadership team as quickly as possible
- No one should ever enter the store alone upon opening or exit the store alone upon closing and no one should walk to their vehicle alone upon closing. The closing team is required to leave the store together as a team.
- No one is allowed to be in the store working alone at any time.
- Before entering the store be aware of signs of break-in or forced entry or suspicious people standing around. Do not proceed into the store if you notice any of these and contact police immediately.
- Upon entering the store in the morning and upon exiting at night, always be sure all of the doors are shut and securely locked behind you.
- This restaurant is equipped with panic buttons located on the front counter and in the walk-in cooler and freezer to be used in case of a robbery. Please be aware of where they are located.
- No one, including team members not working, is to be let in the store after closing.

- Former team members are never to be behind the counter or in the back of the store.
- The back door is to remain closed and locked at all times.
- All team members are to enter and exit only through the front door.
- When the doorbell is rung, always check through the peephole to see who is there before opening the door. Never open the door to someone you do not recognize. Never open the door if you cannot see someone standing there.

### **Workplace Violence**

- To help create a safe workplace, and consistent with our commitment to treating every individual with honor, dignity and respect, Chick-fil-A of Maple Grove has a zero-tolerance stance concerning violence (or threats of violence) in the workplace. Absolutely no workplace violence or threats of violence will be tolerated.
- For purposes of this policy, workplace violence is defined as the deliberate and wrongful violation, damage, or abuse of other persons, one's self or property, and includes threats of violence. Prohibited conduct includes, but is not limited to:
  - Fighting, or any act or threat made by a team member against another person's life, body, health, well-being, family or property, including but not limited to assault, battery, intimidation, harassment, stalking or coercion.
  - Any act or threat of violence endangering the safety of team members, customers, vendors, contractors or the general public.
  - Any act or threat of violence made directly or indirectly by words, gestures or symbols.
  - Any behavior or actions that carry a potential for violence (i.e., throwing objects, waving fists, destroying property, etc.).
  - Use or possession of a firearm or any weapon by a team member on the Restaurant premises, including the parking areas.
- All team members have a responsibility to help keep the workplace violence free. To help ensure a violence-free workplace, any and all acts or threats of violence must be reported to leadership. All team members are required to notify the Operator or the Leader on Duty immediately of any violent or threatening behavior, whether engaged in by or directed toward a team member, leadership member or third party. Additionally, team members should report any comments or suggestions from anyone concerning the possibility someone might be planning to harm, threaten or intimidate another person at or from work.
- Any team member found to have engaged in conduct prohibited by this policy will be subject to disciplinary action up to and including termination of employment.

## **Standards of Conduct & Disciplinary Actions**

In the instance of a violation of policy, improper conduct or unsatisfactory job performance, progressive disciplinary action may be appropriate. All subjects covered in this handbook are subject to this Standard of Conduct and Disciplinary Action. Where progressive discipline is appropriate, the following types of disciplinary action will be taken:

- Verbal warning(s)
- Written warning(s)
- Suspension without pay and written improvement plan
- Termination

Serious instances of rule violations, improper conduct or unsatisfactory job performance will be grounds for immediate termination. The following are among the most common examples for severe disciplinary action, including immediate dismissal:

- Violation of our Civility, Equal Employment Opportunity & Non-Harassment policy;
- Violation of our policy prohibiting violence in the workplace;
- Clocking another team member in or out;
- Clocking in or out for a team member who did not work, or otherwise submitting to be paid for time not worked;
- Reporting to work under the influence of alcohol or illegal drugs;
- Insubordination or disrespect to the owner or leaders;
- Excessive unexcused tardiness or absence, or failure to notify the Operator or team leader of tardiness or absences in a timely manner;
- Serious breaches of food safety procedures and policy.
- Dishonesty or falsification of employment or other records or documents;
- Use of inappropriate language or other inappropriate behavior directed toward other employees, customers or third persons including, but not limited to, profanity, obscenity, cursing, fighting or other offensive behavior. Failure to follow our procedures on cash and coupon accountability;
- Cash theft which includes, but is not limited to:
  - Taking money from the cash register (which may be revealed by a cash shortage);
  - Writing over rings for entries not made;
  - Failing to ring up a sale or a part of a sale; purposely giving too much change.
- Food theft which includes, but is not limited to:
  - Giving away food over the counter without receipt of the appropriate payment and/or coupons in exchange;
  - Giving away food to team members who are not working without receipt of the appropriate payment;
  - Intentionally over-portioning products;
  - Taking food home without payment after closing or finishing your shift;
  - Storing food for later pick-up without payment;
  - Sharing break food with an individual who is not a team member;
  - Eating during your shifts while not on an approved break;
  - Giving out unauthorized promotional material or discounts.

Disciplinary actions will be approached on a case-by-case basis, taking into account all the relevant facts and factors of the situation. Therefore, the Company retains the right to skip any of these steps of progressive discipline if circumstances require it. The Company also reserves the right to discipline an employee at any time for inappropriate conduct or behavior, whether or not such conduct is referenced or mentioned in this policy. Nothing in this policy is a guarantee any particular disciplinary steps will be followed in any given case, or at all, and this policy does not reflect any contractual agreement or right of any team member that any particular disciplinary steps will be followed in any given case. Employment at Chick-fil-A of Maple Grove remains at-will.



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## **Resignation**

When an employee resigns from employment, it is considered customary to provide at least two weeks' advance notice of resignation where practicable. Some employees may give longer notice in order to allow their employer to plan accordingly before the resigning employee departs. If you choose to resign from your employment at our Restaurant, we would appreciate your providing us with as much advance notice as is practicable for you under the circumstances – although you are not required to provide any length of advance notice at all. Please remember whatever notice you are able and choose to provide, your employment with Chick-fil-A of Maple Grove remains at-will, which means you have the opportunity to resign your employment at any time you choose. Upon receipt of notice of a team member's resignation, Chick-fil-A of Maple Grove reserves the right to choose to release the team member immediately or at some date prior to the team members requested or designated last day of work, rather than waiting for the end of the notice period. If you choose to resign with no notice, your final checks wages will be reduced to minimum wage. Issued uniforms are due upon resignation. If uniforms are not turned in, your final check will be issued with deductions for the cost of the uniforms. If you resign, your accrued PTO Time and accrued Sick Time will be forfeited.

## **Termination of Employment**

Consistent with our at-will employment policy, Chick-fil-A of Maple Grove reserves the right to terminate any team member's employment on an at-will basis at any time with or without notice or cause, for any reason not prohibited by law. In the event of termination, team members will be provided with their final paycheck in accordance with applicable law. Upon termination of employment (whether by voluntary resignation or involuntary discharge or otherwise), team members are expected to immediately return any and all Company property in the team member's possession, custody or control.

- With the exception of all leaders, Cellular phones, iPads or any other electronic devices are not allowed to be worn or kept on your person during your shift and are required to be placed in a locker or location identified by a leader for the duration of your shift. You will not be allowed to use them or to answer them during your shift, except during your break.



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## **Family and Medical Leave**

Chick-fil-A of Maple Grove will grant family and medical leaves of absence to eligible team members in accordance with the requirements of the federal Family Medical Leave Act (“FMLA”) and any applicable state law concerning this subject. (Where state law provides for family or medical leave, FMLA and state law leave will, to the extent allowed by law, run concurrently.) No greater or lesser leave benefits will be granted than those set forth in the applicable state or federal laws. In any case, eligible team members will be provided the most generous benefits available under either federal or state law, where state law applies.

A team member should contact the Operator, or a leadership representative, as soon as the team member becomes aware of the need for a family and medical leave. This policy sets forth a summary of our policy in this regard, and our team members’ rights to family and medical leave.

### **Employee Eligibility**

To be eligible for family and medical leave benefits, a team member must: (1) have worked for the Operator for a total of at least 12 months; (2) have worked at least 1,250 hours over the previous 12 months; and (3) work at a location at which the Operator employs at least 50 employees within 75 miles.

### **Leave Available**

Eligible employees may receive up to a total of 12 workweeks of unpaid family or medical leave during a 12-month period. The 12-month period begins on the date of the first absence qualifying for FMLA leave, and rolls forward from that date.

### **Qualifying Reasons for Leave**

Qualifying reasons for family and medical leave include: (1) to care for a newborn child (birth through 12 months of age); (2) the birth or placement of a child for adoption or foster care; (3) to care for an immediate family member with a serious health condition; (4) when the team member is unable to work because of a serious health condition.

A serious health condition is defined as: (1) any injury, illness, or impairment that involves inpatient care in a hospital, hospice, or residential medical care facility; (2) continuing treatment by a health care provider which includes a period of incapacity for more than three consecutive calendar days, requires two or more treatments (visits) to the health care provider, or requires at least one visit to the health care provider followed by a regimen of continuing treatment under the supervision of the health care provider. Chronic conditions are also covered by the FMLA.

Under some circumstances, team members may take family or medical leave intermittently, meaning they may take leave in blocks of time, or may take leave via a reduced work schedule. Intermittent leave, if approved, may be taken in hourly increments and will be counted toward the team member’s annual 12 week leave allotment.

### **Notice & Certification**

A team member needing family or medical leave may be required to provide:

- 30 days’ advance notice when the need for the leave is foreseeable (e.g., for childbirth or elective surgery), or notice as soon as practicable where unforeseeable circumstances necessitate leave without the possibility of 30 days’ advance notice. Failure to give timely notice may affect the ability to take leave as requested.
- Medical certification from a health care provider (both prior to the leave and prior to reinstatement);
- Periodic re-certification; and
- Periodic status reports during the leave.



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When leave is needed to care for an immediate family member or the team member's serious health condition, and is for planned medical treatment, team members must try to schedule treatment so as not to unduly disrupt their restaurant's business operation.

### **Compensation and Benefits during Leave**

Family and medical leave is unpaid. Depending on individual circumstances a Team Member may be eligible for short-term disability, long-term disability or workers' compensation insurance coverage while on FMLA leave.

If leave is requested for the birth or adoption of a child, then the team member must first use any accrued paid vacation time (if any). If leave is requested for the team member's own serious health condition or to care for a family member with a serious health condition, then the team member must first use any accrued paid vacation time or sick leave time (if any).

A team member's use of family or medical leave will not result in the loss of any employment benefit the team member earned or to which the team member was entitled before using family or medical leave.

### **Job Reinstatement upon Return from Leave**

Under most circumstances, upon return from family or medical leave, the team member will be reinstated to his or her previous position, or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions. However, upon return from a family or medical leave, the team member has no greater right to reinstatement than if the team member had been continuously employed rather than on leave.

A team member returning from leave due to his or her own illness or serious health condition must provide certification from his or her health care provider he or she is able to resume work. If a team member is returning from family and medical leave taken due to his or her own serious health condition, but is unable to perform the essential functions of the job because of a physical or mental disability as defined by law, the Company will attempt to provide a reasonable accommodation if possible.

### **Additional Employee Rights under the FMLA**

The FMLA makes it unlawful for any employer to interfere with, restrain or deny the exercise of any right provided under the FMLA or to discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA. If employees have any concerns regarding their FMLA leave or their rights under the FMLA, they should feel free to talk with the Operator about those concerns. An employee also may file a complaint with the U.S. Department of Labor or may bring a private lawsuit to enforce FMLA rights. The FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law which provides greater family or medical leave rights.



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## **Civility, Equal Employment Opportunity & Non-Harassment Policy**

**Chick-fil-A of Maple Grove is committed to a civil and respectful work environment.** Our Restaurant values all persons, and is committed to the principle we should treat one another and those who come into contact with our business with honor, dignity and respect. We highly value professional relationships, and we are committed to maintaining a cordial, positive and professional work environment.

**Chick-fil-A of Maple Grove is an equal opportunity employer, and we make employment decisions on a non-discriminatory basis.** It has been and shall continue to be our policy we do not discriminate in employment decisions based upon sex, race, color, religion, national origin, ancestry, citizenship, pregnancy, age, physical or mental disability, service in the uniformed services, genetic information, and/or any other protected status, classification or factor, in accordance with the requirements of all federal, state and local laws. This policy applies to all aspects of the employment process including, but not limited to, hiring, assignment, promotion, evaluation, compensation decisions and separation decisions. It is expected all individuals will avoid any behavior, action, decision and/or conduct inconsistent with this policy.

**Chick-fil-A of Maple Grove is committed to maintaining a work environment free from any form of harassment.** It has been and shall continue to be the policy of our Restaurant that our work environment will be free from all forms of harassment including, but not limited to, sexual harassment, and harassment based on or because of race, color, religion, national origin, ancestry, citizenship, pregnancy, age, physical or mental disability, service in the uniformed services, genetic information, and/or any other basis protected by federal, state, or local law. We prohibit and will not tolerate any such harassing conduct, whether intentional or unintentional.

Harassment violating our policy includes any verbal or physical conduct that denigrates, demeans or shows hostility toward an individual, or any conduct that creates an intimidating, hostile, or offensive work environment for an individual, because of the person's sex, race, color, religion, national origin, ancestry, citizenship, pregnancy, age, physical or mental disability, service in the uniformed services, genetic information or any other protected classification. Harassment may include, but is not necessarily limited to epithets, slurs, jokes, or other verbal or physical conduct relating to an individual's sex, race, color, religion, national origin, ancestry, citizenship, pregnancy, age, physical or mental disability, service in the uniformed services, or any other protected classification.

Prohibited sexual harassment can include, but is not limited to:

- Unwelcome sexual advances, propositions or statements;
- Unwelcome physical conduct such as touching, or impeding or blocking movements;
- Verbal conduct such as making or using derogatory comments, explicit jokes, or comments about a person's body or dress; *and/or*
- Any other visual, verbal, or physical conduct of a sexual nature by any employee, supervisor, leadership or other person.
- Same-sex harassment is also prohibited by the law and by our policies. Accordingly, inappropriate harassment by males toward or against a male, or by females toward or against a female, is prohibited.

**Our policy prohibiting harassment applies regardless of the parties' relationship to our Restaurant.** This policy prohibits harassment not only by or toward a co-worker, subordinate or a supervisor, but also harassment by or toward persons doing business with or for our Restaurant (including but not limited to customers, vendors, contractors, suppliers, etc.).

**Everyone is accountable for reporting concerns or perceived violations of this policy.** Every individual has a responsibility for ensuring compliance with this policy. Chick-fil-A of Maple Grove cannot resolve matters not brought to the attention of an



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appropriate member of leadership. Accordingly, anyone who believes he or she is being subjected to prohibited discrimination, harassment or retaliation by a co-worker, leadership or any other individual (whether or not the individual is employed at our Restaurant), or anyone who believes he or she has witnessed or learned about such conduct, is directed to immediately report such incidents and/or information to the Operator and/or to the leader on duty.

**Chick-fil-A of Maple Grove will respond appropriately if concerns or issues are reported.** Our Restaurant takes any concerns or reports implicating this policy seriously. We will conduct or direct a prompt and thorough investigation of any report, observation or complaint of discrimination, harassment or retaliation. We will take corrective action as may be appropriate based on the results of any such investigation. Since allegations of this nature are very serious for all concerned, employees will be expected to cooperate fully with any efforts to conduct investigations and otherwise enforce this policy. For the same reasons, all reports or complaints will be handled as confidentially as possible. Information related to a report or investigation will be shared only on a limited “need to know” basis.

**Chick-fil-A of Maple Grove will not condone retaliation against anyone who makes a good faith report or complaint.** It has been and shall continue to be our policy we will not tolerate any form of retaliation against anyone who, in good faith, makes a report or complaint of harassment or discrimination; cooperates in a harassment or discrimination investigation; or participates in any aspect of the equal employment opportunity enforcement process.

**Violations of this policy will be taken seriously and will result in appropriate corrective action.** Any employee determined to have violated this policy will be subject to appropriate disciplinary action, up to and including termination of employment. Violations of this policy include, but are not limited to, discriminatory, harassing or retaliatory conduct; failure or refusal to participate in an investigation concerning reported incidents of potential policy violations; or other actions contrary to this policy.

**Our policy also provides for “reasonable accommodation” of disabilities on a case-by-case basis, in accordance with applicable law.** As part of Chick-fil-A of Maple Grove’s commitment to equal employment opportunity, it is and has been our policy to ensure all individuals are provided equal employment opportunities without regard to disability. Accordingly, we will make reasonable accommodation for the physical and/or mental limitation(s) of an otherwise qualified individual with a disability – whether an applicant or a current employee – unless undue hardship would result.

If an individual believes he or she needs reasonable accommodation due to a disability, it is the individual’s responsibility to inform the Operator, and request reasonable accommodation. Requests for accommodation and other inquiries, reports or information provided pursuant to this policy will be maintained as confidentially as possible, with information being disclosed only on a need-to-know basis. Upon notification a disability may exist, Chick-fil-A of Maple Grove will engage in an interactive process with the individual to determine whether a reasonable accommodation can be made without resulting in undue hardship. We may need information from an employee’s physician(s) or other health care provider(s) to determine whether appropriate reasonable accommodation can be implemented.

Determining whether reasonable accommodation exists and is appropriate is an individualized process. Decisions will be made on a case-by-case basis, depending upon the individual involved, the essential functions of the job in question, and any other relevant factors. Although we cannot guarantee we will provide any particular accommodation or accommodation requested by the individual, we will do our part to ensure individuals with disabilities have an equal opportunity to compete in the workplace.



**Last Revised: 11/5/2025**

## **Marketing for New Team Members**

The following information is for reference regarding marketing for Chick-fil-A of Maple Grove. All information below is for this location only. Please ask a team leader for any clarification on the items below.

### **In-Store Events**

#### **How do I know about Events in the Restaurant?**

All team members must stay up-to-date with any in-store events or promotions happening. We routinely have different specials affecting the front of house as well as the kitchen. Updates on special events will be communicated and your team leader on shift will discuss them with you at the beginning of your shift.

#### **How will these events affect me?**

Anyone in front of house will need to be knowledgeable about the promotions to answer any questions guests may have. Team members on the register will need to know what discounts are in place and what buttons need to be pressed on register (team leaders will remind you of this prior to shift). In most cases, any special buttons for events will be under Local Items. Kitchen team members will need to prep extra food as necessary (will vary by promotion). Also, for some events, team members are encouraged to dress up and join in on the fun. Uniforms must always be worn unless there is a special marketing event at which you have permission to wear something different. This will vary by promotion.

#### **How will customers know what Events are happening in the Restaurant?**

Feel free to let customers know about upcoming promotions if they express interest.

#### **What if customers are upset about an Event in-store?**

Sometimes an event or promotion will change the “normalness” of the store for that day, and customers may be upset. Please direct all questions or comments to a restaurant leader, either at the time of the complaint, or get their contact information so we can follow up later.

#### **What if I have an idea for an event I'd like to see at Chick-fil-A Maple Grove?**

Great! Let us know. We're always looking for new ideas and suggestions!

### **Random Acts of Remarkable Experiences R.A.R.E**

Chick-fil-A works to have a positive impact on all of the guests coming to our restaurant each day. Should an appropriate situation arise, team members are empowered to go above and beyond to make a customer's experience particularly memorable. When appropriate team members can give away various menu items to customers. When this is appropriate, all items must be marked appropriately as Promos in the register, and a copy of the receipt kept in the drawer and note of experience. Any team member thought to be using this policy in ways that violate any other policy (i.e., giving away food to family or friends) will be disciplined according to policy. The receipt will act as the coupon for this transaction. Do not limit your R.A.R.E. moments to giving food away, sometimes a nice comment or genuine smile can make all the difference in a person's day.

### **Social Media**

We have social media presences on the following platforms:

- Facebook.com
- Instagram.com



**Last Revised: 11/5/2025**

Our goal is to showcase our team members as much as possible via our social media. If you ever have an idea for a Facebook and/or Instagram post, please let a team leader know! Alternatively, if you ever do not feel comfortable being featured, it is not mandatory.

We encourage you to “like” and follow us on these channels through your personal accounts! Be sure to review our Social Media policy.

### **Cow**

The Cow is quite the celebrity at Chick-fil-A. If the Cow is out, customers generally want their picture or to interact with the Cow. We encourage this! If you'd like to be the Cow at special events, express interest to your team leader. It's a coveted spot, and only the best of the best gets to be the Cow!

### **Donations**

Chick-fil-A loves to help build relationships in the community, and we often get asked to donate food for various community events. If someone comes in-store to ask for a donation or has questions about a donation, please give them our special instruction cards found at the leader station.

### **Sampling**

We will commonly sample our menu items to guests in the dining room. This is only done under a leader's direction, but is a great way for guests to try something new from our menu.



**Last Revised: 11/5/2025**

### **Chick-fil-A of Maple Grove's Social Media Policy for Employees**

While we acknowledge and encourage your participation in social media, as an employee of Chick-fil-A, please keep these points in mind before you post/tweet/blog:

- Items posted online will likely be indexed by search engines and copied by other sites, so it can remain public and associated with you even if the original post is deleted. Post with care.
- Follow copyright, fair use and financial disclosure laws.
- Don't publish confidential or other proprietary information. If you want to post or report on a conversation with a coworker meant to be private or internal, first seek permission from those originally involved.
- Don't cite or reference coworkers or customers without their prior approval. When a reference is made, where possible, link back to the source.
- Conduct not acceptable in Chick-fil-A's workplace should not be used. Your behavior online should not reflect negatively on Chick-fil-A.
- On social networks where you identify yourself as an employee of Chick-fil-A, be mindful the content posted will be visible to coworkers and customers. Make sure the information posted is the most professional reflection of your opinions and beliefs.
- Do not insult or disparage Chick-fil-A, its products and services, or any fellow employees, even if specific names are not mentioned.
- If you notice a customer complaining in the online space about an experience they had at the Restaurant, do not respond. Notify the Marketing Team first.
- Take the time to do a gut check before hitting "Post."



**Last Revised: 11/5/2025**

**TEAM MEMBER ACKNOWLEDGMENT OF  
RECIPE FOR SERVICE POLICY**

**The Core 4**

- Eye Contact
- Smile
- Enthusiastic Tone
- Stay Connected- make it personal

**Carry Trays**

- When: All day.
- Required: Elderly, Disabled, Parents w/ Children.
- Offer a proactive statement to carry the tray: “If you will go ahead and have a seat, we will bring your food to your table.”
- Verbiage when delivering tray to the table: “Can I get you anything else? Someone will be by to check on you. Enjoy your food!”
- When to NOT carry trays: When a customer declines the offer or when a leader “Do Not Carry”.

**Check-In**

- May I “Refresh” your beverage?
- May I “Clear” your tray?
- May I get you anything further?

**Rules of Thumb:**

- Do not overdo it: 15 min rule.
- Brief checks: Do not linger unless the customer engages you.
- Read the customer: If they seem emotional or busy, be sensitive to that.

I have read and fully understand the “Recipe for Service” model. I also understand it is my requirement to offer the above services as part of the way I serve customers ALL DAY, EVERY DAY, EVERYWHERE.

I understand this “Recipe for Service” is not optional and is a requirement of my employment. I fully understand my employment can be terminated as a result of not adhering to these requirements of service.

\_\_\_\_\_  
Team Member          Date



**Last Revised: 11/5/2025**

**TEAM MEMBER ACKNOWLEDGMENT OF RECEIPT OF HANDBOOK  
AND AT-WILL EMPLOYMENT POLICY**

This Team Member Policy Handbook is designed to familiarize you with some of the personnel policies, work rules and benefits here at Chick-fil-A of Maple Grove. The Handbook contains current information about various policies established for this business. These policies apply to all employees at this Restaurant. You should review this Handbook carefully. As an employee at this Restaurant, you will be expected to know and follow these policies. We encourage you to ask questions, make suggestions or express concerns. We appreciate your support of these policies.

Please note these policies may be reviewed periodically and updated from time to time. The Company reserves the right to amend, modify, change, supplement or delete, as it deems necessary, any provision of this Handbook, in whole or part, other than the At-Will Employment policy statement. Any changes made to this Handbook will be made known to you as soon as practicable through an updated Team Member Policy Handbook, postings on a bulletin board in our Restaurant, and/or a meeting led by the franchised Operator or a leadership or other supervisor of this Chick-fil-A Restaurant. We will try to keep this Handbook current, but there may be times when policies will change before this Handbook can be revised. This Handbook replaces all prior conflicting published or unpublished policies regarding the matters addressed in these materials.

This Handbook cannot anticipate every situation or answer every question about employment. We must administer the policies and procedures contained in this Handbook with flexibility when it deems such action to be necessary.

Our interpretation of these policies and procedures are final and binding.

By signing below, I acknowledge I have received a copy of the Team Member Policy Handbook for Chick-fil-A of Maple Grove, and I understand this Handbook sets forth many of the personnel policies applicable to my employment. I have read the Handbook carefully, and understand I am expected to abide by the rules, policies, and standards set forth in the Handbook.

I also acknowledge and agree, except for the At-Will Employment policy statement in the Handbook, Chick-fil-A of Maple Grove reserves the right to revise, amend, modify, delete and/or add to the provisions of the Team Member Policy Handbook.

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Team Member Name (Print)

---

Team Member Signature

---

Date



**Last Revised: 11/5/2025**

**TEAM MEMBER ACKNOWLEDGMENT OF CIVILITY, EQUAL EMPLOYMENT OPPORTUNITY & NON-HARASSMENT POLICY**

By signing below, I acknowledge I have received, read and understand the Civility & Non-Harassment Policy of Chick-fil-A of Maple Grove provided to me as part of the Team Member Policy Handbook I received on the date indicated below. I understand I am expected to comply with all of the terms of this Policy. I understand I have a responsibility to report immediately any discrimination, harassment, or retaliation I believe I have experienced, witnessed or otherwise become aware of to the leadership individuals identified in this Policy. I further understand any team member determined to have engaged in conduct of any nature that violates this Policy will be subject to appropriate disciplinary action, up to and including suspension or termination of employment.

\_\_\_\_\_  
Team Member Name (Print)

\_\_\_\_\_  
Team Member Signature

\_\_\_\_\_  
Date



**Last Revised: 11/5/2025**

**TEAM MEMBER ACKNOWLEDGMENT OF MARKETING INFORMATION AND EXPECTATIONS**

By signing below, I acknowledge I have received, read and understand the Marketing Information and Policy provided to me as part of the Team Member Policy Handbook I received on the date indicated below. I understand I am expected to comply with all of the terms of this Policy. I understand I have a responsibility to be knowledgeable of promotions and marketing being used in the restaurant. I further understand any team member determined to have engaged in conduct of any nature that violates this Policy will be subject to appropriate disciplinary action, up to and including suspension or termination of employment.

\_\_\_\_\_  
Team Member Name (Print)

\_\_\_\_\_  
Team Member Signature

\_\_\_\_\_  
Date



**TEAM MEMBER ACKNOWLEDGMENT OF CASH & COUPON ACCOUNTABILITY POLICY**

Your job as a cashier is very important. Because you will be handling cash and coupons, it is very important you understand what is expected of you. Please carefully read this policy statement and be certain you fully understand it before you sign it.

- Only you are to use your drawer.
- You will be held accountable for all of your cash overages and shortages and for your irregular keystrokes, e.g., over rings, deletions, and orders cleared.
- If it is necessary to obtain change during your shift, contact a team leader to make change for you. Cashiers should not make change with other cashiers.
- Should it be necessary to skim your drawer, both the cashier and team leader should verify, record and initial the amount of the skim on the Cashier Summary Ticket.
- It is against store policy to undercharge, ring up an unauthorized discount or pass food across the counter without payment. Any such incident may result in immediate termination and possible prosecution.
- Pockets are off limits for cash and coupons.
- In the case you have any cash shortage or overage amount greater than \$3.00 you will be alerted of this through the standard discipline policy write up. If it is a cash shortage the amount will be deducted from your next paycheck.

You are responsible for the cash and coupons you process during your shift. Actions contrary to this policy will result in action up to and including termination. Negligent or purposeful losses may result in forfeiture of pay to the extent allowed by law. Chick-fil-A may investigate all losses for prosecution. All team members, as a condition of employment, are required to cooperate with any investigation conducted by the owner or any authorized agency. Please sign this form indicating you have read and understand this policy. Questions should be directed to your Unit Operator.

\_\_\_\_\_  
Team Member (Print)      Team Member's Signature

Date: \_\_\_\_\_



**Last Revised: 11/5/2025**

**TEAM MEMBER ACKNOWLEDGMENT OF  
AUTO LIABILITY INSURANCE POLICY**

Chick-fil-A provides auto liability insurance when a vehicle is being driven on Chick-fil-A business ONLY. Chick-fil-A CANNOT/DOES NOT provide physical damage (comprehensive or collision) insurance coverage on personal vehicles even while being driven on Chick-fil-A business. Given the above, the following is relevant and should be communicated to each Team Member using their personal automobile on Chick-fil-A business:

- Chick-fil-A’s auto liability coverage will apply primary (prior to a Team Member/Operator’s personal auto liability coverage) on any business-related accident.
- Chick-fil-A’s auto policy will not respond to accidents involving the Team Member or Operator’s personal automobile while being driven on personal time.
- A copy of Chick-fil-A’s auto liability insurance card should be carried during each delivery. In the event of an accident, this card should be presented to the responding police officer. This card should be returned to the Unit upon completion of the delivery.
- Given the fact each personal auto policy is different, the Team Member or Operator should determine if their personal auto policy will provide coverage when their vehicle is being driven on company business (specifically the delivery of food). There may be an exclusion under the policy for this type of usage.

I have discussed the above with my Operator/Operating Partner and understand the insurance that is and is not being afforded to me under Chick-fil-A’s auto liability policy when using my personal automobile on Chick-fil-A business.

\_\_\_\_\_  
Team Member Signature      Date

\_\_\_\_\_  
Vehicle Owner Signature      Date  
(If different than Team Member)

\_\_\_\_\_  
Operator/leadership Signature      Date

**TEAM MEMBER ACKNOWLEDGEMENT OF EMPLOYEE HEALTH POLICY**



**Last Revised: 11/5/2025**

**I AGREE TO REPORT TO THE PERSON IN CHARGE:**

Any Onset of the Following Symptoms, While Either at Work or Outside of Work, Including the Date of Onset:

1. Diarrhea
2. Vomiting
3. Jaundice
4. Sore throat with fever
5. Infected cuts or wounds, or lesions containing pus on the hand, wrist, an exposed body part, or other body part and the cuts, wounds, or lesions are not properly covered (such as boils and infected wounds, however small)

**Future Medical Diagnosis:**

Whenever diagnosed as being ill with Norovirus, typhoid fever (Salmonella Typhi), shigellosis (Shigella spp. infection), Escherichia coli O157:H7 or other EHEC/STEC infection, or hepatitis A (hepatitis A virus infection)

**Future Exposure to Foodborne Pathogens:**

1. Exposure to or suspicion of causing any confirmed disease outbreak of Norovirus, typhoid fever, shigellosis, E. coli O157:H7 or other EHEC/STEC infection, or hepatitis A.
2. A household member diagnosed with Norovirus, typhoid fever, shigellosis, illness due to EHEC/STEC, or hepatitis A.
3. A household member attending or working in a setting experiencing a confirmed disease outbreak of Norovirus, typhoid fever, shigellosis, E. coli O157:H7 or other EHEC/STEC infection, or hepatitis A.

I have read (or had explained to me) and understand the requirements concerning my responsibilities under the Food Code and this agreement to comply with:

1. Reporting requirements specified above involving symptoms, diagnoses, and exposure specified;
2. Work restrictions or exclusions imposed upon me; and
3. Good hygienic practices.
4. Regular Handwashing

I understand failure to comply with the terms of this agreement could lead to action by the food establishment or the food regulatory authority may jeopardize my employment and may involve legal action against me.

Team Member Name (please print) \_\_\_\_\_

Signature of Team Member \_\_\_\_\_ Date \_\_\_\_\_

Signature of Permit Holder or Representative \_\_\_\_\_ Date \_\_\_\_\_

## Earned sick and safe time employee notice

Employees in Minnesota are entitled to earned sick and safe time, a form of paid leave. Employees must accrue at least one hour of earned sick and safe time for every 30 hours they work, up to at least 48 hours in a year. A year for purposes of the employee's earned sick and safe time accrual is: **Calendar year, January through December.**

The earned sick and safe time hours the employee has available, as well as those that have been used in the most recent pay period, must be indicated on the employee's earnings statement that they receive at the end of each pay period. Earned sick and safe time must be paid at the same hourly rate employees earn from employment. Employees are not required to seek or find a replacement for their shift to use earned sick and safe time. They may use earned sick and safe time for all or part of a shift, depending on their need.

Earned sick and safe time can be used for:

- an employee's mental or physical illness, treatment or preventive care;
- the mental or physical illness, treatment or preventive care of an employee's family member;
- absence due to domestic abuse, sexual assault or stalking of an employee or their family member;
- closure of an employee's workplace due to weather or public emergency or closure of their family member's school or care facility due to weather or public emergency; and
- when determined by a health authority or health care professional that an employee or their family member is at risk of infecting others with a communicable disease.

## Notifying employer, documentation

An employer can require their employees to provide up to seven days of advance notice when possible (for example, when an employee has a medical appointment scheduled in advance) before using sick and safe time. An employer can also require their employees to provide certain documentation regarding the reason for their use of earned sick and safe time if they use it for more than three consecutive days.

If an employee plans to use earned sick and safe time for an appointment, preventive care or another permissible reason they know of in advance, inform **Billy** by **direct message** as far in advance as possible, but at least





## Minnesota Paid Leave Notice

Minnesota Paid Leave provides payments and job protections when you need time off to care for yourself or your family.

You can take leave for the following qualifying events:

### Medical Leave:

- To care for your own serious health condition, including care related to pregnancy, childbirth, and recovery

### Family Leave:

- Bonding Leave – to care for and bond with a child welcomed through birth, adoption, or foster placement
- Caring Leave – to care for a family member with a serious health condition
- Military Family Leave – to support a family member called to active duty
- Safety Leave – to respond to issues related to domestic violence, sexual assault, or stalking for yourself or a family member

### Am I covered by Paid Leave?

Most workers in Minnesota are covered by Paid Leave. You are covered no matter the size of your employer, or the hours or days you work. Independent contractors and self-employed individuals are not automatically covered, but may opt in. You may qualify for payments if you've been paid a minimum amount for work in Minnesota in the last year (\$3,900 for the start of Paid Leave in 2026).

### What are my employment protections?

- **Job protections:** Generally, you must be restored to your job or an equivalent position when returning from leave. Job protections take effect 90 days after your date of hire.
- **Health insurance continuation:** Generally, employers must continue to fund their portion of healthcare insurance and other group insurance premiums while you are on leave. You will be responsible for any portion of health insurance and other group insurance premiums that you pay.
- **No retaliation or interference:** Employers must not interfere with or retaliate against you if you apply for or use Paid Leave. Employers cannot take your Paid Leave payments.



For inquiries related to Paid Leave, please contact Minnesota Paid Leave at 651-556-7777 or visit our website. If you think your employer is violating employment protections, contact the Labor Standards Division at the Minnesota Department of Labor and Industry.

## Who pays for Paid Leave?

Paid Leave is funded by premiums paid by employees and employers. **The initial premium rate is 0.88% of wages** up to the cap set by Social Security's Old-Age, Survivors, and Disability Insurance program (currently \$176,000). Your employer **may deduct up to 0.44% of your wages** to fund your portion of the premium. This total premium covers both Medical Leave (0.61%) and Family Leave (0.27%).

Employers are responsible for sending premiums to Paid Leave on behalf of all employees.



## How do I take Paid Leave?

1. Notify your employer.
2. Apply with Paid Leave. You will be able to apply for Paid Leave at [paidleave.mn.gov](https://paidleave.mn.gov). You can also apply over the phone if needed.

After you apply, you will receive a determination from Paid Leave, which is the official decision from the program about whether your application was approved or denied.

If you are approved for Paid Leave payments, they will be sent to the bank account or prepaid debit card selected in your application.

## Learn more

Visit [paidleave.mn.gov](https://paidleave.mn.gov) to apply or for more information about Paid Leave, including calculators to help you estimate your premium costs and the payments you could receive under Paid Leave.

## Other ways to reach us

Phone: 651-556-7777 or 844-556-0444 (toll free).

E-mail: [paidleave@state.mn.us](mailto:paidleave@state.mn.us)

Mail: Department of Employment and Economic Development, Paid Leave Division  
180 E 5<sup>th</sup> Street, 12<sup>th</sup> Floor, Saint Paul, MN

*Information is available in alternative formats for people with disabilities by using the contact information listed above.*

## Employer Information:

<b>Employer Name:</b>	Grace Coop LLC dba Chick-fil-A Maple Grove
<b>Mailing Address:</b>	11820 Fountains Way Maple Grove, MN 55369
<b>Employer Identification Number (FEIN):</b>	47-4934241