Welcome Letter

We welcome you to the Bojangles’ Team. Our restaurant’s success depends on our people and we understand that you are our most valuable asset. We want you to enjoy your time with us and want you to understand we are committed to helping you succeed.

You have been chosen based on specific criteria of employee that we are looking to follow and engage in our way of doing business. Our way is superior customer service, quality food and beverages, and an experience that will leave them wanting more.

This handbook has been prepared to give you a guide of what to expect and our rules and procedures. Read it thoroughly, if you have any questions ask a member of our management team. Once again, welcome to the Bojangles’ team and a rewarding career.

Sincerely,

Bojangles’ Leadership Team
KOP Enterprises, LLC
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Our Mission

Our Restaurants Mission is to enhance the customer experience while enriching the lives of our employees. To create this experience with our customers we need to give renowned customer service, a consistent and quality product, and a dining atmosphere that makes us the choice to eat every time. Our mission starts with our dedication to providing Star Service. That culture includes five key points of difference that separate us from all the rest and enable us to exceed each and every customers’ expectations.

• **Speak to Me** - Greet/Speak to every customer that you come in contact with - Simply saying Hello can make a difference  
• **Act Like You Care** - This is nothing more than being nice - look at them - pay attention to what they are saying - Smile  
• **Hurry** - This is the ‘Fast’ food business - Move quickly and with a purpose - anticipating and responding to the customer’s need.  
• **Get It Right** - Making sure the order is accurate is critical (75% of meals are eaten away from the restaurant - no chance to correct later) - meet the expectations on Quality  
• **Bring Me Back** - Thank customers - let them know you appreciate their business and genuinely want them to return - Great Tasting Food, Friendly Efficient Service in a Clean Restaurant

At Bojangles’ we strive to create a culture based on trust, effective leadership, and total commitment that is without equal. That’s what makes us the best choice!

Business Philosophy

The success of a restaurant is solely number one on the staff. This is why a family atmosphere is something we strive for. Our restaurant can only prosper and provide opportunities for employment and growth when we continually improve ourselves, and the work we do. We measure our success by
achieving goals while always keeping to our core values. Here are the core values from where we achieve our success:

- **We believe in providing legendary service.** Our goal is to provide the kind of unique and genuine sort of personal care and attention that our customers tell stories about. *Star Service*
- **We believe that good isn’t good enough.** We never stop trying to do it better, no matter how good we are. We constantly strive to "raise the bar."
- **We believe in honesty and trust.** We work to build trust with others in each and every transaction and interaction. We recognize that honesty and trust form the bond that holds organizations and relationships together.
- **We believe in the ongoing training and development of our people.** We see it as a worthy investment in the future of the restaurant and as a way of enabling our people to achieve their potential in whatever career they pursue.
- **We believe our continued success depends on teamwork.** We know that great achievements are only possible from helping and respecting each other.
- **We believe in a clean and orderly restaurant.** From after shift cleaning to the little wipes and cleaning made throughout the day, a clean restaurant is an appetizing restaurant.
- **We believe in doing business in a professional manner.** While we promote a relaxed atmosphere we expect your focus to stay on the job while you are here.
- **We believe in being respectful to others and to ourselves.** We do what we say we are going to do when we say we are going to do it. We believe in personal accountability and avoid blaming others when things don’t turn out as planned.
Employment Policies

Hiring

It is our restaurant’s policy to hire only United States citizens and aliens who are authorized to work in this country. As required by law, employees will be required to provide original documents that establish this authorization within three days of their date of hire. If the documents are not provided within the three day period, we have no choice, under the law, but to terminate the employee until the appropriate documents are provided. Employees and employers are both required to complete a form furnished by the Department of Labor, form I-9. In Section 1 of form I-9, the information provided by the employee must be valid and authentic. If at any time during an employee’s employment, it is discovered that any document used was invalid or not authentic, the employee must, by law, be immediately terminated.

We are an equal opportunity employer. We will not tolerate discrimination based on race, sex, age, national origin, religion, sexual orientation, or disability. Employment decisions, such as hiring, promotion, compensation, training and discipline will be made only for legitimate business reasons based upon qualifications and other nondiscriminatory factors.

Training

As with any new job, you will have to be trained to do duties our way. There are multiple stations you can be trained on. A manager and/or another staff member will closely work side by side making sure the training process is thorough and easy to understand. You will not be required to know all stations of the restaurant but to move up into management the knowledge and ability to perform all stations in a solid manner is required. As training comes to a close in specific stations a member of the management team will have meetings and will test you on your understanding of the stations. To
understand more about the evaluation of employees refer to the employee evaluations section.

## Customer Service

It needs to be understood that customers are the reason we are here and the reason why we get a paycheck. This being known, customer service is the most important aspect of our restaurant. We know we have a great product to give to our customers. What really wins them over is the experience we provide with our great product. Great service is what people remember most. We want our customers to choose to eat with us for two reasons; #1 they know they enjoy our food and #2 because we will treat them with respect and make sure their experience is a great one! Every time a customer walks in the door, even repeat customers, we are trying to show them we care about them.

Customer complaints happen. Complaints can be seen as positive as long as we address the problem and come up with ways for it to not happen again. When complaints happen, immediately apologize for the problem. Next explain that you will correct the problem and go get a manager. We always want to avoid complaints, but when they happen and we correct the action in a timely and polite manner, customer loyalties grow stronger.

## Employee Evaluations

All employees will receive written and verbal evaluations. Evaluations will be more frequent during training periods for us to assure the duties are being done correctly. The evaluation process is an opportunity to identify accomplishments and strengths, as well as openly discuss areas and goals for any improvements. Depending on your position and performance, you may be eligible for a pay increase. Evaluations will be done by one of your superiors at least once every 2-3 months for all members including management. Test will be given periodically on different stations in the restaurant. We want our managers and staff to have a close relationship to where they feel
comfortable with explaining situations that may arise or explain possible ways of improving on standards we follow in our procedures.

Company Evaluations

Company Evaluations will be done periodically throughout the year by our business consultant from corporate. Our scores reflect the situation that the store is in. These scores have a direct correlation of the performance of employees and management. Our business consultant is there to show us ways to improve our restaurant. Final grades are done twice a year. Low scores will not be tolerated. In the event scores rank high in the company, there are bonuses in play to be earned for individual employees.

Incentives/Bonus

Bonuses and employee rewards for hard work and good evaluation scores will always be apart of our organization. Our ownership believes that if the restaurant is well maintained and is running smoothly the employees should be given rewards for such hard work. Our employees are what makes our restaurant great and you will be shown how greatly your hard work is appreciated.

There are company competitions that are available as well. SHOW-BO and Master Biscuit Maker Competitions. SHOWBO is based on the restaurant evaluation scores. If top scores are reached the restaurant can earn substantial bonus dollars that are distributed to the employees that achieve those scores. Also, each year Bojangles’ Corporate holds a Master Biscuit Maker Competition. This competition rewards the very best biscuit makers in the company with a cash prize.

Wages

Paychecks will be sent every two weeks. You may set up an automatic deposit to your existing checking account, set up a new checking account,
or you can elect to receive your money on a global cash card. The work week begins at 12:01 a.m. on Monday and ends at midnight on Sunday. The pay period is two work weeks, with 26 pay periods per year. Ask management about banking relations and any additional details.

**Overtime**

In accordance with Federal Minimum Wage Law, employees are paid overtime when they work more than 40 hours in one week. Hourly employees are paid at one and one-half times their basic straight time rate for all overtime hours worked.

**Benefits**

Benefits packages are based on level of employment in the company. Benefits are different at each level and will be explained as you are hired and/or promoted in the company.

**Workers Compensation**

All employees are covered under the workers compensation insurance policy and are eligible for benefits in the event of a job-related accident/injury in accordance with applicable law. You are responsible for immediately notifying your supervisor or a member of management in the event of an accident.

**Unemployment Compensation**
If your employment is terminated through no fault of your own then you will have the right to apply for unemployment benefits through your local Employment Security Commission.

**Disciplinary Procedures**

Disciplinary actions are conducted in two different manners. There is the immediate termination procedure and the four to the door procedure. The immediate termination procedure is a list of actions that if done by the employee are liable for automatic termination. The list is as follows:

**Immediate Termination:**
1. Invalid Work Authorization (I-9 form)
2. Supplying false or misleading information to the Restaurant, including information at the time of application for employment, leave of absence or sick pay.
3. Not showing up for a shift without notifying the manager on duty. (No call, no show, no job)
4. Clocking another employee “in” or “out” on the Restaurant time-keeping system or having another employee clock you either “in” or “out.”
5. Leaving your job before the scheduled time without the permission of the manager on duty.
6. Having a cell phone in use in the building during your shift hours. Except for breaks.
7. Use of foul or abusive language. Remember we serve a variety of people including children
8. Disorderly or indecent conduct.
9. Gambling on Restaurant property.
10. Theft of customer, employee or Restaurant property including items found on restaurant premises.
11. Theft, dishonesty or mishandling of Restaurant funds. Failure to follow cash, guest check, or credit card processing procedures.
12. Refusal to follow instructions.
13. Engaging in harassment of any kind toward another employee or customer.
14. Use, distribution or possession of illegal drugs on restaurant property or being under the influence of these substances when reporting to work or during work hours.
15. Failure of a drug test or refusal to take a drug test.
16. Waste or destruction of Restaurant property.
17. Actions or threats of violence or abusive language directed toward a customer or another staff member.
18. Habitual failure to punch in or out.
19. Disclosing confidential information including policies, procedures, recipes, manuals or any propriety information to anyone outside the restaurant.
20. Smoking or eating in unapproved areas or during unauthorized breaks.
21. Not parking in employee designated parking area.
22. Not entering and exiting the restaurant through approved entrance.
23. Unauthorized operation, repair or attempt to repair machines, tools or equipment.
24. Failure to report safety hazards, equipment defects, accidents or injuries immediately to management.

**Four-to-the-Door Procedures**

This policy describes getting three chances till you are terminated on your fourth violation. Offenses can be removed over time.

- 1st Chance - Verbal Warning (must be documented on paper)
- 2nd Chance - Written Reprimand
- 3rd Chance - 3 Day Suspension
- 4th Chance - Termination

Violations under the Four-to-the-Door policy are as follows:

1. Tardiness and/or call-in without being an excused absence.
2. Customer complaints.
3. Failure to wear approved uniform and/or follow company tattoo/piercing policy.
4. Taking extended brakes without approval by management.
5. Clocking-in under 30 minute required break time for a lunch and/or clocking-in early for shift without management approval.
6. Disobeying a manager.
7. Not completing cleaning procedures.
8. Not properly washing hands before and after breaks, restroom visits, and certain stations.

**Restaurant Policies**

**Safety Procedures**

Proper safety procedures and common sense should be used at all times. Before you start any station inside the restaurant you will be instructed on the safety procedures. The safety procedures will also be posted next
to each station to make sure you understand. Safety is very important in a restaurant because there are many safety hazards. Never try to create loopholes or ways around steps to procedures. They are there for your safety. **Automatic termination** can be enforced on anyone who refuses to follow the safety procedures. Here are some simple steps to follow:

1. Wipe up spills immediately.
2. Never run in hallways or the kitchen, always walk carefully. Even when it’s busy, take small steps and pay attention.
3. Wear shoes with non-slip soles. They cost no more than standard shoes. Ask your manager about where to purchase them.
4. Report defective equipment or tools to a manager immediately.
5. Never operate equipment unless you have been trained how to use it properly.

**Food Sanitation**

Food Sanitation tips will be posted at each station as well with the safety procedures. We are obsessed with sanitation and food safety! Due to the nature of the restaurant business, it is absolutely essential that everyone follows safe food handling procedures. This is one area of the Restaurant where there is absolutely no compromise. Never take shortcuts on food safety and handling. Every day we are entrusted with the health and even lives of our customers. This is a huge responsibility, one that we must never take lightly. While you will receive additional and ongoing training on food safety issues following are some of the basic rules we always follow and enforce: Keep your hands washed. Always wash your hands after using the restroom, smoking, touching your hair, eating, sneezing or coughing. If you use latex gloves, change them frequently. Sanitize everything. Besides clean hands, use sanitizing solution to constantly keep counters, cutting surfaces, and utensils. This helps to keep food handling areas and preparation tools free of bacteria. Prevent cross-contamination. Cross-contamination occurs when raw meat comes in contact with other food that will be served without further cooking.
Dress Code

Dress Code is very important and needs to be understood. We have the policy for safety as well as commonly accepted norms of decency.

- Shoes - Black and slip resistant.
- Pants - Black, no jeans and no holes.
- Tattoos - Must not be visible.
- Shirts - Company shirts will be provided.
- Facial hair - Well trimmed and neat.
- Piercings - No piercings on the face.
- Hair - Must be neat and pulled off the shoulders.

Personal Appearance

Good grooming and a neat personal appearance are extremely important and reflect pride in your work in the restaurant. They also project a positive image to our customers. Therefore, you should always present a clean and professional appearance.

Hair should be clean, combed/brushed, and neat and under control at all times. Rubber bands, hair bands, bows, a hairnet, etc. may be necessary to properly secure the hair and all team members’ hair must be covered by a hat. Managers must meet the same requirements when working in food preparation positions. Men may have a mustache and/or goatee. However, both must be neat and trimmed regularly.

Excessive makeup or jewelry should not be worn. Watches, wedding rings, engagement rings or class rings are permitted, but not recommended. No bracelets are allowed other than medical ID’s. Necklaces may be worn inside your uniform. Dime sized hoop earrings and/or small stud post earrings may be worn and no
more than two per ear at a time. Gauge earrings, nose, lip, eyebrow, tongue, etc. rings are no permitted.

**Fingernails** must be neatly trimmed and clean. Artificial nails (including acrylic or sculptured nails) and/or nail polish may not be worn in food preparation areas. Otherwise, nails may not be longer than 1/4 inch beyond the fingertip and may not include jewels. Employees should use good judgement when selecting nail color.

**Tattoos** must be in good taste. The manager will determine if the tattoo should be covered because the design or slogan may be offensive to customers.

**Hygiene**- personal hygiene is extremely important in the food service industry. Harmful bacteria are easily transferred when good personal hygiene is not practiced. one sick or infected employee who does not follow good hygiene habits could be responsible for the outbreak of disease or food borne illness that could affect many customers and employees. Good personal hygiene starts at home before the work day begins. A personal hygiene regime should include:

* bathing daily and using deodorant
* brushed teeth
* clean hands and nails
* clean-shaven
* clean pressed clothing

*Washing your hands is mandatory before preparing and handling food, or after any of the following activities:*  
* Breaks and smoking
* Visiting the restroom
* Handling money
* Performing maintenance or cleaning duties

To Avoid possible contamination of food products, you should also wash your hand if you cough or sneeze on them; put your hands in your pockets; or touch them to any part of your body, including your face or hair.

**Telephone/Cell Phone Usage**

The telephone in the restaurant is provided for business and emergency use only. Personal calls are not to be made or received during business hours except in cases of emergency or to notify someone of a change in your work schedule.
Cell phones will not be permitted in the building while on the clock. When on breaks or coming into the areas of the restaurant that is not the dining room you are prohibited from taking photos or videos.

Social Media

Social media can be defined as any website or medium (including video) that allows communications in the open and without restriction. Social media is not only a way for the Company to reach consumers and market our brand but it is also a source of networking and communication between people. Common, well-known social networking sites include MySpace, LinkedIn, Facebook, Foursquare, Instagram, Pinterest and Twitter.

While the company recognizes your right to interact socially on the internet through blogging and social media, you are expected to protect the privacy, confidentiality, reputation and interests of the Company and its current and future employees, partners and customers.

If you are developing a website or a blog that will mention the company and/or our current products, employees, owners, customers or competitors, you must obtain prior approval from ownership.

Confidential Information

Bojangles’ has devoted substantial time and effort to developing unique methods of preparing our products. Therefore, all informations pertaining to the restaurant, operations, equipment, products, management, business plans, strategies, processes, forecasts, financial information, customer information, personnel or employee information, development plans or marketing is confidential and should be treated as such. If someone asks you questions regarding Bojangles’ methods of operations, please refer that person to the Manager In Charge (M.I.C).

Employees’ obligation to maintain the confidentiality of Bojangles confidential, proprietary and/or trade secret information survives termination of employment.

Meals and Breaks
The company will extend breaks to employees in accordance with the Department of Labor. Discounted meals will be available at a rate of $4 off your purchase once a day on days that you work.

Leave of Absence

Military Reserve Training, Military Leave, Family and Medical Leave are qualified reasons for a leave of absence. A 30 day notice is required if possible for the benefit of the restaurant.

Smoking

Bojangles’ is a smoke free facility. Employees may only smoke in the designated area that has been designated. Cigarettes should be discarded properly.

Work Schedules

Schedules will be posted on the bulletin board the Thursday before the following week. Schedule is subject to change at any time based on the needs of the restaurant. Be responsible and know your schedule and show up on time.

Management/Employee Relations

Our managers are committed and trained to provide you with the tools and positive working environment for you to do your job to the best of your ability with minimal distractions. You will be treated with respect and dignity by all of our management personnel and we will try our best to reward your hard work. We recognize there may be occasions for misunderstandings and problems to come up. We want to clear up these types of situations in a fair and timely manner. In order to do this we need your help in bringing them to our attention. We want you to know that “management is never too busy to be informed of work-related problems, complaints or disputes of
any employee.” If you have such a problem, you should promptly talk to a manager. They will listen in an open, objective and courteous manner.

**Accidents and Emergency Situations**

Report all accidents, no matter how minor they seem, to the manager on duty. In the event of an emergency, like an apparent injury or choking situation, notify a manager immediately. Managers are responsible for administering CPR, choking procedures or appropriate first aid.

**Crime and Robbery**

If you are ever involved in a robbery, Do Not Resist. Statistics show that people, who resist, are three times more likely to be injured than people who do not resist. The safety of you, your fellow employees and customers are our highest priority. Don’t be a hero, always cooperate fully and do not resist! The law will punish criminals.

**Solicitation**

There should be no solicitation or distribution of literature of any kind by any employee during actual working time of the employee soliciting or the employee being solicited. Working time does not include lunch and rest breaks. Any employee who violates any part of this policy will be subject to counseling and disciplinary action up to and including dismissal. Non-employees are prohibited from soliciting and distributing literature at all times anywhere on Company property. Non-employees have no right of access to any area of the premises other than areas open to the public, and then only in conjunction with the area’s public use.
Handbook Receipt

This Employee Handbook does not constitute a contract of employment either in whole or in part. The Company, reserves the right to add, delete, or change any portion of the Employee Handbook.

Your position title: _______________________________________________________
Unit Directors Name: _____________________________________________________
Starting date: ____________________________________________________________

I acknowledge receipt of, and have read, the Employee Handbook that outlines my benefits and obligations as an employee of KOP Enterprises, LLC - DBA Bojangles’. I understand the standards of conduct and each of the rules and regulations which I am expected to follow, as well as the additional policies. I agree to abide by all of them. All employees are expected to conform their conduct to the rules and regulations as set out in this handbook. The contents of any Employee Handbook, including this one, that may be distributed during the course of an individuals employment shall not be construed to be a contract or in any way binding. The Company reserves the right to change, at its discretion, the contents of this handbook.

POLICY STATEMENT

This handbook is a general guide and provisions of this handbook do not constitute an employment agreement (contract) or a guarantee of continued employment. It is simply intended to outline the benefits and work requirements for all employees. It is further understood that the Company reserves the right to change the provisions in this handbook at any time.

Printed Name ________________________________ Date _______________
Employee Signature ________________________________ Date _______________
Manager Signature ________________________________ Date _______________