

Taco Bell Manager Code of Conduct

The manager Code of Conduct describes the expectations and responsibilities of all RGMs, AGMs, and Shift Leaders working at Taco Bell restaurants. All managers must read, sign, and follow the Manager Code of Conduct. Any infraction of the Code is grounds for disciplinary action, up to and including immediate termination.

Responsibilities

- RGMs, AGMs, and Shift Leaders are responsible for reading and understanding the Manager Code of Conduct form, and following all rules and procedures.
- RGMs are responsible for providing a copy of the Manager Code of Conduct to new AGMs and Shift Leaders; answering questions as needed; and ensuring that the individual understands and signs the Code.
- RGMs are responsible for implementing any disciplinary measures required for Managers who violate the Code of Conduct.
- Area Coaches and DMA Leaders are responsible for:
 - Reviewing the Manager Code of Conduct with all new Managers.
 - Ensuring that Managers understand the Code and their responsibilities.
 - Sending a signed copy to the Office for placement in the RGMs Personnel File.

Manager Code of Conduct

At Taco Bell, we believe in creating positive work environments for employees and guests. We start by hiring people who like the restaurant business, like working with people, who treat others with respect, and who are honest and hard working. In addition, we insist that Taco Bell employees and Managers demonstrate the “Taco Bell Way” by following basic work rules, which are outlined in the Answer System, the Team Member Code of Conduct and, this Manager Code of Conduct. As a Taco Bell Manager or Shift Leader, it is your responsibility to help create a great place for our employees to work and our guests to visit. Following the rules in this Code of Conduct and leading by example will give you a head start in accomplishing this important objective.

1. **Team Member Code of Conduct:** Follow and consistently enforce the Team Member Code of Conduct.
2. **Back Door Policy:** Do not open the back door after dark or require others to violate this important security rule. Never forget, lives are at risk and it's your responsibility to protect our employees and guests.
3. **Access to Restaurant After Close:** Never allow any unauthorized person in the restaurant after closing the dining room. This includes friends, relatives, former employees, and unscheduled current employees. Only authorized Taco Bell

employees (including DMA Leaders, Area Coaches, and Owners upon the display of proper identification), and regularly scheduled vendors who have legitimate scheduled work in the unit are permitted to enter.

4. **Using the Safe:** Utilize the safe properly. This includes using the time lock and or time delay feature properly. Follow the safe procedures listed in the Answer System.
5. **Following Wage and Hour Policies:** Always pay employees all wages due for every hour worked, including any overtime premium to which the law entitles them, and compensate employees for all hours worked in the pay period in which the wages were earned. The fact that Taco Bell sometimes sets strict labor management goals, does not, in any way, suggest that it is appropriate to engage in wage and hour violations. Maintain accurate pay records, minimize manual changes to the time and attendance records. Give employees breaks in accordance with state laws and Taco Bell policies. Know your state's child labor laws and comply with them to the letter. If you have any doubt as to how to apply these policies, call HR or your supervisor.
6. **Providing Accurate Business Information:** Always report business information truthfully, accurately, and completely. Including, but not limited to, information regarding payroll records, inventory counts, bank deposits, collection canister funds, etc.
7. **Business Reputation:** Protect your business reputation by always acting with integrity when dealing with outside business partners. Never accept gifts, bribes, kickbacks, or unusual favorable treatment as compensation for awarding contracts to vendors.
8. **Equal Employment Opportunity:** Treat every employee consistently and in accordance with Taco Bell policy. Judge employees by how well they perform on the job and not on the basis of any discriminatory bias. Never intentionally engage in discrimination prohibited under the Civil Rights Laws. Post the required EEO Posters in your restaurant and ensure that you and your management team understand the policy and act in accordance with it.
9. **Anti-Harassment Policy:** Never engage in, ignore, or condone harassing behavior, including but not limited to, sexual, racial, or other harassment based upon other protected status. Read and understand the Anti-Harassment policy set forth by ColCal, Inc., and the Answer System Book 6, adhere to it, and strictly enforce it in your restaurant. Post all required anti-harassment policies in the restaurant. Initiate an immediate investigation if you become aware of the possibility that sexual harassment or any other harassment is occurring in your restaurant.
10. **Reference and Background Checks:** Complete timely Background Request forms on all management staff and Shift Leaders. When an employee completing a request form admits to criminal activity on their form, contact your Area Coach.

11. **Maintain Commitment to the “Open Door” Policy:** Advise and demonstrate to employees that they can always come to you with a problem, concern, or disagreement. If you can not resolve an issue, encourage employees to take the matter to their Area Coach and/or Human Resources. Never retaliate against anyone because they have raised a concern in accordance with the Open Door policy, or used any legitimate dispute resolution process.
12. **Setting the Alarm:** Always set the alarm system at close and do not circumvent any security device. Never set off a false alarm.
13. **Authorized Hours of Operation:** Unless authorized by an Area Coach, DMA Leader, or other senior company official, maintain the established hours of operation for your restaurant. Do not close the restaurant before regularly scheduled hours without permission from the Area Coach or other authorized personnel.
14. **Food Safety Standards:** Follow all food safety rules and procedures. Maintain high standards of product quality, cleanliness, and hygiene in the restaurant. Strive to meet and exceed the standards prescribed in the company’s food safety assessment program. Avoid repetitive failures of food safety assessments.
15. **Dating Policy:** Never date or engage in an intimate relationship with any subordinate. Such relationships create a conflict of interest, give the appearance of favoritism, and can expose the company and you to the risk of sexual harassment charges. The subordinate’s consensual or voluntary participation in the relationship does not excuse violations of this rule. The only possible basis for leniency in the event a Manager violates this rule is to immediately report the relationship to a supervisor very soon after the intimate relationship commenced. In such circumstances, the company may take action short of termination of the Manager if the circumstances justify such treatment.
16. **Employment of Relatives:** Do not hire or supervise family members such as spouses, siblings, parents, sons, daughters, grandparents, or in-laws. This creates the appearance of a conflict of interest. It is the supervisor’s responsibility to avoid violation of this policy, to report any conflict with this policy, and to resolve any conflicts that may arise.
17. **Schedules:** Always post schedules the Thursday before the schedule goes into effect.

We are confident that if you follow this Code of Conduct, Taco Bell will be a great place to work for our employees and a great place to visit for our guests. These rules are important to us. If you do not conduct yourself in accordance with the Manager and Team Member Codes of Conduct (and other policies set forth by the company and in the Answer System), you will be subject to discipline, up to and including termination. We’ve hired you to be a leader in establishing a quality environment for our employees and guests. We’re counting on you!

I have read the Manager Code of Conduct. I understand and agree to follow the Taco Bell way.

Employee Signature: _____ Date: _____