



**2021 NTF Handbook**

**North Texas Family**





Welcome to our North Texas Family, my name is Troy Morrison. Whether you joined our Taco Bell or Wingstop family, we are excited that you chose to be part of our family.

My dream to own restaurants became a reality on December 21, 2011; I built this company with a purpose to *Build Know-How & Create Opportunities for Others*. We do this by focusing on our *Core Values: Integrity, Guest Focus, Recognition, Accountability, Servant Leadership, and Positive Energy*; an easy way to remember this is using the acronym "IGRASP".

Our core values are important in helping us create a great work environment.

- Integrity means we value truth and encourage honesty.
- Guest Focus is consistently giving customers great food and a great experience.
- Recognition is celebrating individuals that help us win and achieve company goals.
- Accountability means we do what is expected in our role.
- Servant Leadership is showing our people we care for them and service the people we lead.
- Positive Energy is raising the energy level when we engage with others.

These Core Values help us win and achieve our mission of being *Consistently, Best on Block*.

*Troy Morrison*

Welcome to the North Texas Family

**Important Names & Phone Numbers**

**Your location address:** \_\_\_\_\_

Phone: \_\_\_\_\_

**Your Manager:** \_\_\_\_\_

Phone: \_\_\_\_\_

**Your Assistant Manager:** \_\_\_\_\_

Phone: \_\_\_\_\_

**Your Area Coach:** \_\_\_\_\_

Phone: \_\_\_\_\_

**Your Director of Operations:**

\_\_\_\_\_ Phone: \_\_\_\_\_

**Your Human Resources Contact:**

Mario Valladares \_\_\_\_\_ Email: [mvalladares@ntbells.com](mailto:mvalladares@ntbells.com)

Phone: 817-328-1921

**Your Payroll Contact:** - for all questions regarding your pay:

Necole Berger \_\_\_\_\_ Email: [payroll@ntbells.com](mailto:payroll@ntbells.com)

Phone: 817-328-1951

**View your electronic pay stubs, balance, & registry:**

www.paycor.com \_\_\_\_\_ Phone: 1-800-381-0053



**1207 Hall Johnson Rd.  
Colleyville, TX 76034**

**Phone: 817-328-1978  
Fax: 817-865-7006**

### **Conflict of Interest**

All employees must ethically conduct themselves in a manner that prevents conflict of interest, either real or implied. A conflict of interest exists whenever an employee, or a relative of an employee, has a financial interest, direct or indirect, with a client, vendor, or other principal dealing with North Texas Family which interest is of such an extent that it might affect an employee's judgment or decisions exercised on behalf North Texas Family. For the purposes of this policy, a relative is any person who is by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which North Texas Family does business but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving North Texas Family.

In addition, business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, and other windfalls designed to ultimately benefit the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

Please do not accept gifts, payments, favors, special considerations, discounts, or entertainment from clients or vendors beyond the common courtesies of accepted business practices. As a guideline, do not accept gifts totaling more than \$50.00 in value during a 12-month period. Cash gifts of any kind should never be accepted. If presented with a cash gift, politely decline by explaining that North Texas Family policies make it impossible to accept.

## **WELCOME TO THE FAMILY!**

### **YOUR TEAM MEMBER HANDBOOK**

#### *Policies and Practices*

Your Team Member Handbook is designed to provide you with an outline of key personnel policies and practices, work standards, and benefits information. We believe clearly communicated policies increase efficiency and reduce confusion. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

The information in this handbook applies to all employees of North Texas Bells, LLC. / North Texas Wings, LLC. It is not a contract.

Our policies and practices are subject to change and will evolve over time to meet North Texas Family needs.

#### *Your Questions and Comments*

Please read on and enjoy your employment at North Texas Family. We are unable to anticipate and address every employment situation or question in this handbook, so if you have questions, please contact your manager.

We welcome your comments and suggestions.

**Table of Contents**

**About your Employee Handbook** 1  
**Welcome!** 2  
**Employment at North Family**  
Statement of Discrimination 4  
Employment Eligibility & Categories 4  
Equal Employment Opportunity 5  
Unlawful Harassment 5  
Dress Code 6  
Drug-Free Environment 6  
Smoking Policy 6  
Cash Handling 7  
Credit Card Transactions 7  
Company & Personal Phone Use 7  
Attendance & Punctuality 8  
Safety & Security 8  
Injury Claims / Worker’s Comp 8  
**Work & Pay**  
Payroll 9  
Work Hours & Pay Changes 9  
Benefits 9  
Transfers & Promotions 10  
**Leaves** 10  
**Separation of Employment** 12  
**Conflict of Interest** 13  
**Location Info and Contacts** 14

e. Compensation during Leave  
Generally, FMLA Leave is unpaid. However, you may be eligible to receive benefits through North Texas Family-sponsored wage-replacement benefit programs. If you are eligible to receive these benefits, you may also choose to supplement these benefits with the use of accrued vacation and sick leave, to the extent permitted by law. All such payments will be integrated so that you will receive no more than your regular compensation during this period. If you are not eligible to receive any of these wage-replacement benefits, North Texas Family may require you to use accrued vacation and sick leave to cover some or all of the FMLA Leave. The use of paid benefits will not extend the length of a FMLA Leave.

f. Benefits During Leave  
North Texas Family will continue making contributions for your group health benefits during your leave on the same terms as if you had continued to work. This means that if you want your benefit coverage to continue during your leave, you must also continue to make any premium payments that you are now required to make for yourself or your dependents. In some instances, the North Texas Family may recover premiums it paid to maintain health coverage if you fail to return to work following a FMLA Leave.

**Separation of Employment**

**All employees are encouraged to communicate with the company whenever they believe working conditions may become intolerable.**

**Voluntary Resignation**

We request that you give at least two weeks advance, written notice upon resignation. Provide your manager with a written, signed statement that includes your reasoning and date of last day.

**Dismissal**

Employees are warned about performance concerns—verbally or written. However, circumstances and failure to abide by certain policies may warrant immediate termination.

**Final Pay**

You will receive all compensation owed to you including salary, overtime, and expense reimbursements.

**Benefits**

Employee benefits will be affected by employment termination.

a. Employee Eligibility

To be eligible for FMLA Leave benefits, you must: (1) have worked for North Texas Family for a total of at least 12 months and (2) have worked at least 1,250 hours over the previous 12 months as of the start of the leave.

b. Reasons for Leave

Federal law allows FMLA Leave for various reasons. All employees who meet the applicable time off service requirements may be granted family or medical leave consisting of appropriate accrued paid leave and unpaid leave for a period of twelve (12) weeks (during any 12-month period) .

c. Length of Leave

The maximum amount of FMLA Leave will be twelve (12) workweeks in any 12-month period when the leave is taken for: (1) Bonding Leave; (2) Family Care Leave; (3) Serious Health Condition Leave; and/or (4) Military Emergency Leave. However, if both spouses work for North Texas Family and are eligible for leave under this policy, the spouses will be limited to a total of 12 workweeks off between the two of them when the leave is for Bonding Leave or to care for a parent using Family Care Leave. A 12-month period begins on the date of your first use of FMLA Leave. Successive 12-month periods commence on the date of your first use of such leave after the preceding 12-month period has ended.

d. Notice and Certification

1. Provide 30 days advance notice or such notice as is both possible and practical if the leave must begin in less than 30 days normally this would be the same day the employee becomes aware of the need for leave or the next business day).
2. Notice within the time prescribed by North Texas Family' normal absence reporting policy, unless unusual circumstances prevent compliance, in which case notice is required as soon as it is otherwise possible and practical.
3. When the leave relates to medical issues, a completed Certification of Health-Care Provider form within 15 calendar days (for Military Caregiver Leave, an invitational travel order or invitational travel authorization may be submitted in lieu of a Certification of Health-Care Provider form).
4. Periodic recertification (upon request).
5. Periodic reports during the leave.

**Statement of Discrimination**

The North Texas Family is an Equal Opportunity Employer and we value diversity in all forms. This means that we will extend equal opportunity to all individuals without regard for race, religion, color, sex, sexual orientation, national origin, age, mental and/or physical disability, veteran status, marital status, parental status, genetic information, gender identity or expression, or any other basis protected by state, federal, or local law. North Texas Family does not tolerate any type of discrimination against any individual.

**Employment Eligibility**

North Texas Bells is committed to full compliance with federal immigration laws. These laws require that North Texas Bells hire only individuals who are eligible to work in the United States. All new employees must complete an I9 form accompanied by verification of their identity and legal authority to work in the United States at the onset of employment. Inability to turn in identification within 3 business days of your start date is cause for termination.

**Employment Categories**

**Regular full-time exempt employees:**

- These employees include Office Administration, Above Store Leaders, RGM, and AGM.
- Exempt from the overtime provisions of the Fair Labor Standards Act & Texas law.
- Paid based on a bi-weekly salary.
- Eligible for the full benefit package; subject to the terms, conditions and limitations of each benefit program.

**Regular part-time non-exempt employees:**

- These employees include Crew and Shift Managers.
- Employees who are regularly scheduled to work less than the full time schedule, but at least 20 hours each week.
- Covered by the overtime provisions of the Fair Labor Standards Act & Texas Law.
- Non-exempt employees are paid based on an hourly rate.

**Temporary employees:**

- Exempt or non-exempt employees hired to work either full or part time for a specified period as interim replacements, to temporarily supplement the work force, or to assist in a completion.

### **Equal Employment Opportunity**

The policy of equal employment opportunity and anti-discrimination applies to all aspects of the relationship between North Texas Bells and its employees, including but not limited to:

- Recruitment
- Training
- Employment
- Benefits & Policies
- Promotion
- Working Conditions
- Transfer
- Wages
- Protected classes

### **Unlawful Harassment**

North Texas Bells policy prohibits sexual harassment and harassment based on sex, race, religion, color, gender, national origin, disability, age or any other basis protected by federal, state, or local law.

**Prohibited harassment includes, but is not limited to, the following behavior:**

- Sexual advances, requests for sexual favors, or verbal or physical contact of a sexual nature.
- Verbal actions including the use of vulgar or demeaning language, epithets, slurs, excessive profanity or obscenities, and offensive jokes.
- Visual actions including circulating pictures, graffiti, letters, photography, drawings, or gestures that belittle or show hostility.
- Physical conduct such as assault, intentionally blocking normal movement or interfering with work because of sex, race, or any other protected basis.

**Reporting:** If you observe, become aware of, or encounter any of the above listed actions or behavior by an employee, customer, consultant, visitor, or anyone else, you should notify your Above Store Leader and/or RGM within 48 hours

**Investigation:** All reports of sexual harassment will be taken seriously and will be investigated promptly, objectively, and thoroughly.

**Discipline:** Appropriate discipline will be imposed on the offending employee(s), up to and including termination of employment.

### **Transfer and Promotional Opportunities**

Employees must work six months in their current position before requesting a transfer or promotion. However, North Texas Family may elect to offer a promotion or transfer to an employee prior to six months at management discretion or as business needs arise.. The selection criteria of transfers and promotions include an employee's job-related skills, performance, and job specific knowledge,

**\*\*Please discuss transfer or promotion opportunities with your manager\*\***

### **Leaves of Absence**

#### **Jury Duty & Witness Leave**

Regular full-time and part-time employees required serving as jurors or witnesses are eligible for a jury duty or witness leave of absence. You will be paid for the time that you are off as long as you submit your juror summons notice. Proof of scheduled Jury Duty is required.

#### **Crime Victims Leave**

With proof of notice and manager approval, you will be allowed to be absent from work in order to attend judicial proceedings related to a crime, if you are:

- A victim of a crime
- An immediate family member of a victim
- A registered domestic partner of a victim or
- The child of a registered domestic partner of a victim

#### **Military Leave**

Regular full-time and part-time employees who are members of any branch of the United States Armed Forces may request an unpaid military leave of up to five years.

### **Family & Medical Leave**

North Texas Family will grant family and medical leave in accordance with the requirements of federal law in effect at the time the leave is granted.

Please contact your manager or Above Store Leader as soon as you become aware of the need for a FMLA Leave. Employees are expected to provide prompt notice to North Texas Family of any change(s) to an employee's return to work date.

### **Payroll**

- Employees are paid bi-weekly on Wednesdays.
- Employees have the option to choose between direct deposit or a pay card.
- Each paycheck will include earnings for all work performed through the end of the previous payroll period.
- If you have questions regarding your paycheck, immediately notify your manager or payroll department at [payroll@ntbells.com](mailto:payroll@ntbells.com)

### **Work Hours and Payroll Changes**

- Non-exempt and hourly workers are required to accurately record their work hours via clocking in on the registers.
- Non-exempt employees: Include hours worked, overtime, and vacation hours.
- Non-exempt overtime assignments will be distributed to employees qualified to perform the required work.
- Overtime will be authorized upon manager approval.
- Overtime is a rate of time and a half of the regular rate of pay when worked in excess of 40 hours in one workweek.

### **Benefits**

All NTF hourly employees that obtain a weekly **average of 35 hours** or more are eligible to receive the following benefits AFTER one year of employment:

- Health
- Life Insurance
- Dental
- Vision
- Accident
- Critical Illness

**\*\*Please refer to your benefits booklet provided at time of hire\*\***

**PTO Policy hourly employees:** All employees averaging 35 hours per week or more and/or working more than 1820 hours per year will be eligible for PTO. All PTO awarded must be used within fiscal year awarded, no PTO will roll over into next year. All PTO is forfeited if individual leaves the company.

### **Dress Code**

North Texas Family employees work attire should appear business casual. The following is required with accommodations in reason:

- Management and Team Members wear Taco Bell/Wingstop approved shirt, pants, belt, and shoes.
- Well groomed - clean shaven, neat hair, clean nails.
- Long hair should be tied back and be secured with a hair net.
- Production workers may not wear loose-fitting clothing.

Employees who appear for work inappropriately dressed will be sent home and directed to return to work in proper attire. Time left will not include pay.

### **Drug-Free Workplace**

North Texas Family is committed to providing employees with a safe, drug-free work environment.

The following rules and standards of conduct apply to all employees and are strictly prohibited and may result in termination if breached:

- Distribution, sale, or purchase of alcohol, while on the job unless sanctioned by North Texas Family.
- Distribution, sale, or purchase of illegal or controlled substances while on the job.
- Being under the influence of alcohol, illegal or controlled substances while on the job.
- Driving a North Texas Family vehicle under the influence of alcohol or illegal or controlled substances.
- Driving under the influence without taking necessary pre-cautions to arrive safely at your destination after leaving a North Texas Bells function.

### **Smoking on the Job**

- Employees may smoke on breaks only.
- Please smoke in the designated dumpster area away from the building.

### **Cash Handling**

If you are assigned to work on a cash register, you must:

1. Count your cash drawer before and after your shift.
2. Others may not use your register. Report to manager on duty if this occurs.
3. Keep the cash register drawer closed, except when making any change.
4. Ring each sale separately. Close the drawer after each transaction.
5. Do not hide cash shortages or falsify any North Texas Bells paperwork.
6. Ring each sale right away. Never put money aside to be rung up later.
7. Do not make change for yourself. Ask the manager on duty to do it for you.
8. Manager on duty must approve refunds.
9. Never cash paychecks or personal checks at the restaurant.
10. Never share your personal code for making cash pulls, ringing employee meals, or making false over rings.
11. Managers on duty must count the safe at beginning of their shift to ensure North Texas Family funds.
12. Managers on duty must keep drawers under \$150 at all times during business hours.
13. No bills larger than \$20.00 are allowed in cash register. All large bills must be dropped into Brinks safe.
14. Any cash shortages or questionable overring activity may result in termination.
15. No North Texas Bells Family should be borrowed for personal usage.
16. Any excess funds more than \$150.00 must be kept in time delay safe lock.
17. Safe delay lock must be locked at all times. Failure to do so will result in immediate termination.

### **Credit Card Transaction Policy**

- Customer must sign credit card slip with amounts over \$50.00
- Save store copy & attach to closing paperwork.

### **Company & Personal Phone Use**

- Company phones are intended for business use only.
- Long distance calls are prohibited .
- Cell phone use is prohibited during work hours if not business related.
- North Texas Family will not be liable for loss of personal phones.

### **Attendance & Punctuality**

You are critical and valuable to North Texas Family and the functioning of the restaurants. Expectation are as followed:

Report to work promptly.

Excessive absenteeism and tardiness will not be tolerated.

If you will be late to work or absent, contact your manager at least four (2) hours before your shift .

Unexcused late arrivals or unscheduled absences in excess of one (1) per calendar month will be cause for disciplinary action,.

Three (3) consecutive workdays of unexcused absences constitutes job abandonment.

### **Safety and Security**

Employees and Managers receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Our office will provide all safety equipment. Employees are responsible for the reasonable upkeep of this equipment. Any problems with or defects in equipment should be reported immediately to your manager.

### **Injury Claims / Worker's Compensation**

At no cost to you, all employees are protected by workers' compensation insurance while an employee at North Texas Bells. The policy covers you in case of an occupational injury or illness.

**All employees must report work-related injuries or illnesses within a 24-hour period.**

To ensure you receive any workers' compensation benefits to which you may be entitled, employees need to:

- Immediately report any work-related injuries to your supervisor.
- Complete the necessary form provided at the store.
- Seek medical treatment and follow-up care if required.