

BEC Group, Inc.

Employee Handbook



Purpose of Handbook

The purpose of this Handbook is to provide team members of BEC Group, Inc. (DBA Zaxby's) with general information regarding the personnel guidelines the Company attempts to follow in most cases, but **NEITHER THIS HANDBOOK NOR ANY PROVISION OF THE HANDBOOK IS AN EMPLOYMENT CONTRACT OR OTHER TYPE OF CONTRACT.** Due to the nature of the Company's operations and variations necessary to accommodate individual situations, the guidelines set out in this Handbook may not apply to every team member in every situation. The Company reserves the right to rescind, modify, or deviate from these or other guidelines, policies, practices or procedures relating to employment matters from time to time as it considers necessary in its sole discretion, either in individual or Company-wide situations with or without notice.

All team members are employed for an indefinite term, and employment may be terminated, with or without cause, at any time, at the will of either the team member or the Company. This status can only be altered by a written contract of employment, which is specific as to all material terms and is signed by both the team member and the General Manager.

This handbook is designed to acquaint you with BEC Group, Inc. (DBA Zaxby's) and provide you with information about working conditions, team member benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as a team member and outlines the programs developed by BEC Group, Inc. (DBA Zaxby's) to benefit team members. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

BEC Group, Inc. (DBA Zaxby's) believes that the work conditions, wages, and benefits it offers to its team members are competitive with those offered by other employers in this area and industry. If a team member has concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly with their supervisors.

Our experience has shown that when team members deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that BEC Group, Inc. (DBA Zaxby's) amply demonstrates its commitment to team members by responding effectively to team member concerns.

Equal Employment Opportunity

BEC Group, Inc. (DBA Zaxby's) is committed to equal employment opportunities. We believe in people. We need people. It is our objective to employ well-trained and capable people to operate and manage the company productively, safely, and profitably.

It is our intent to provide team members an avenue for utilizing their skills to the fullest and an opportunity for advancement to the highest available position earned through their skills and efforts and then to compensate them fairly in both their wages and protection for them and their families. This policy also governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Equal Employment Opportunity is an integral part of BEC Group, Inc. (DBA Zaxby's)'s way of life. Since our beginning, we have adhered to a policy of equal opportunity for available positions.

Federal law prohibits discrimination because of race, color, religion, sex, age, national origin, citizenship status, physical or mental disability, or past, present, or future status in the uniformed services of the United States in all employment practices, including conditions of employment. It is our policy and intent to comply with all applicable state and federal laws prohibiting employment discrimination.

Not only are all qualified persons given employment consideration, but also those already employed continue to be assured of opportunities for advancement according to their abilities. BEC Group, Inc. (DBA Zaxby's)'s policy and practices are based on the premise that a person's value is determined by character, loyalty, education, experience, and performance.

It is our pledge to respect the dignity of both team members and prospective team members and to carry out our relationships with them without discrimination because of race, color, religion, sex, age, national origin, citizenship status, physical or mental disability, or past, present, or future status in the uniformed services of the United States.

Any team member with questions or concerns about any type of discrimination in the workplace is encouraged to bring these issues to the attention of their immediate supervisor or the Director of Operations. Team members can raise concerns and make reports without fear of reprisal. Anyone found to be engaged in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Immigration Law Compliance

BEC Group, Inc. (DBA Zaxby's) is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new team member, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former team

members who are rehired must also complete the form if they have not completed an I-9 with BEC GROUP, INC. (DBA ZAXBY'S) within the past three years, or if their previous I-9 is no longer retained or valid.

Team members with questions or seeking more information on immigration law issues are encouraged to contact their District Manager. Team members may raise questions or complaints about immigration law compliance without fear of reprisal.

Disability Accommodation

BEC Group, Inc. (DBA Zaxby's) is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Reasonable accommodation is available to all disabled team members, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all team members on an equal basis.

BEC Group, Inc. (DBA Zaxby's) is also committed to not discriminating against any qualified team members or applicants because they are related to or associated with a person with a disability. BEC Group, Inc. (DBA Zaxby's) will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. BEC Group, Inc. (DBA Zaxby's) is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

Harassment

BEC Group, Inc. (DBA Zaxby's) is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments made by another team member, a supervisor or by any other person (whether employed by BEC Group, Inc. (DBA Zaxby's) or not) on the basis of an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated. BEC Group, Inc. (DBA Zaxby's) provides ongoing sexual harassment training to ensure you the opportunity to work in an environment free of sexual and other unlawful harassment.

Sexual harassment is defined as unwanted sexual advance, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations
- Physical conduct that includes touching, assaulting, or impeding or blocking movements

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or the effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

Do not allow an inappropriate situation to continue by not reporting it, regardless of who is creating the situation. No one in this organization is exempt from this policy. Please do not assume that BEC Group, Inc. (DBA Zaxby's) is aware of your problem. It is your responsibility to bring your complaint and concerns to our attention so that we can help resolve them.

If you experience or witness any type of unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact your District Manager. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against any unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise your District Manager so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

Personal Relationships in the Workplace

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and team member morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the team members is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual “romantic” or sexual relationship. This policy applies to all team members without regard to the gender or sexual orientation of the individual involved.

Relatives of team members may not occupy a position that will be working directly for a relative, have direct lines of supervision, or have control over evaluation processes or compensation issues of the team member. Individuals involved in a dating relationship with a team member may also not occupy a position that will be working directly for a relative, have direct lines of supervision, or have control over evaluation processes or compensation issues of the team member. BEC Group, Inc. (DBA Zaxby’s) also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship or dating relationship is established after employment between team members who are in a reporting situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position. If that decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment.

In other cases where a conflict or the potential for a conflict arises because of the relationship between team members, even if there is no line of authority or reporting involved, the team members may be separated by reassignment or terminated from employment. Team members in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

Access to Personnel Files

BEC Group, Inc. (DBA Zaxby’s) maintains a personnel file on each team member. The personnel file includes such information as the team member’s job application, resume, record of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of BEC Group, Inc. (DBA Zaxby's), and access to the information they contain is restricted. Generally, only the supervisors and management personnel of BEC Group, Inc. (DBA Zaxby's) who have a legitimate reason to review information in a file are allowed to do so.

Team members who wish to review their own file should contact their General Manager. With reasonable advance notice, team members may review their own personnel files in BEC Group, Inc. (DBA Zaxby's)'s offices and in the presence of an individual appointed by BEC Group, Inc. (DBA Zaxby's) to maintain the files.

Confidentiality

Those of us working at BEC Group, Inc. (DBA Zaxby's) have a special obligation: To maintain the security of the confidential information entrusted to us.

BEC Group, Inc. (DBA Zaxby's)'s interests dictate the need for security in areas such as recipes, trademark secrets, financial data, purchasing information, and other types of information, which would be considered confidential. In addition, however, our work gives us access to much personal information about team members, such as age, family problems, health history, etc. The confidentiality of this material must also be safeguarded out of respect of a team member's right to privacy.

The following policies apply to the handling of all confidential information:

- Confidential information is not be disclosed or discussed with anyone not authorized to receive such information. If you are not sure who is authorized, check with your supervisor.
- Should a team member contact you with regard to confidential information, tell the team member to contact their supervisor.
- Generally speaking, confidential information is made know to BEC Group, Inc. (DBA Zaxby's)'s team member on a "need-to-know" basis only.
- Personal information is made available to an outsider only with the written authorization of the team member, unless law requires such disclosure.
- Documents containing confidential information are not to be put in the wastebasket; use a shredder.
- Team members must read and understand addendum 1A (Security Policy). For PCI compliance. (Credit Card Data)

It is very important that each and every team member follow these policies. A leak of confidential information undermines the confidence of BEC Group, Inc. (DBA Zaxby's)'s management in the entire company and all of its team members.

Because of the serious nature of the situation, any breach of confidentiality is considered grounds for immediate dismissal.

Disciplinary Procedures

BEC Group, Inc. (DBA Zaxby's) wants to provide a good work environment for all team members. This desire is expressed in many forms: safe working conditions, maintenance of facilities and equipment, equitable wage structures, and progressive benefit programs. In turn, it is reasonable to expect a good productive effort and the recognition of responsibility on the part of team members.

Each of us has the responsibility to our fellow team members to conduct ourselves according to certain rules of good behavior and conduct. In any business, some rules are needed to help everyone work together by letting team members know what they can and cannot do. We expect our team members to follow our company rules and to show good behavior and efficiency. For these reasons, we have included in our handbook a number of work rules. You are expected to read, understand, and follow these rules in your day-to-day work.

Disciplinary action, whether verbal or written, is taken only for the purpose of correcting someone for doing something wrong. Having to dismiss a team member is distasteful for everyone, and we try to work with our team members to avoid such actions. However, failure to follow our work rules is against the best interest of our other team members and our company and usually leads to dismissal. In every case where disciplinary action is being considered, you will be given every opportunity to explain your side of the story. Should you have any questions at all concerning any work rules listed, please see your supervisor.

Our rules are basically common sense, requiring conduct acceptable to a customer-service-oriented employment environment. When these commonsense practices are violated, disciplinary action may be taken. While the following list is not all-inclusive, some of the violations that can result in disciplinary action, including discharge, are as follows:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace

- Excessive absenteeism or any absence without notice
- Unauthorized absence from workstation during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business “secrets” or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

Violations of company policies outlined within other sections of this handbook or habitual offenders of various company rules will be dealt with by written correction to dismissal, depending upon the frequency and nature of offense.

Should you ever be considered for disciplinary action, you may be assured that your case will be fully investigated.

Drug and Alcohol Use

It is BEC Group, Inc. (DBA Zaxby’s)’s desire to provide a drug-free, healthful, and safe workplace. To promote this goal, team members are required to work in an appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on BEC Group, Inc. (DBA Zaxby’s) premises and while conducting business-related activities off BEC Group, Inc. (DBA Zaxby’s) premises, no team members may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair a team member’s ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees of BEC Group, Inc. (DBA Zaxby’s) will be required to undergo an alcohol, drug and/or controlled substance test if the employee is involved in an incident which may have caused personal injury or property damage while working.

Team members with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or their District Manager without fear of reprisal.

Business Hours of Operations

BEC Group, Inc. (DBA Zaxby’s) official workweek for all team members begins at 12:01 A.M. on Monday and ends at 12:00 P.M. the following Sunday. The normal working hours of the company are 8:00 A.M. to 11:00 P.M., Monday thru Sunday; however, to enable some departments to function more efficiently, it may be necessary for management to alter the normal working hours. The workweek of BEC Group, Inc. (DBA Zaxby’s) is based on forty (40) hours. Though the normal scheduled hours may be less than forty (40) hours, no overtime will

be paid unless actual working time exceeds forty hours. Your particular work schedule will depend on your job along with assignments. Your supervisor will explain your work schedule to you. Should you ever have any questions on when you are to be at work, please ask your supervisor. BEC Group, Inc. (DBA Zaxby's) reserves the right to changes hours or operations without notice.

Housekeeping and Cleanliness

We ask that all team members take pride in good housekeeping and make a special effort to keep our company as clean as possible at all times. Good housekeeping is also defined as keeping the restrooms clean and debris free. Safety and sanitation is important for a number of reasons, this is why we ask everyone to "clean the area before you leave" (i.e.: clean any bodily fluids > urine, fecal matter, vomit < that has been splashed on the outside of the rim of the toilet seat, top of the toilet seat, lid of the tank, floors, walls, must be cleaned by the individual using the facility, also clean the water on the counter that is left behind after you wash your hands, throw all necessary trash in the trash can, wipe up any water that may be left on the floor, properly dispose of feminine products).

- Customers and visitors immediately notice the cleanliness of our work areas, including buildings, grounds, restrooms, and other facilities, and obtain a positive impression of the company and its team members when attention to neatness and cleanliness is observed.

Job Posting (Internal / External)

BEC Group, Inc. (DBA Zaxby's) provides team members an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all job openings are posted, although BEC Group, Inc. (DBA Zaxby's) reserves its discretionary right to not post a particular opening.

To be eligible to apply for a posted job, team members must have performed competently for at least 1 year in their current position. Team members who have a written warning on file, or are on suspension, or are not performing effectively in their current position, are not eligible to apply for posted jobs.

To apply for an open position, the following are the steps that must be followed:

1. Interested team member will discuss with supervisor their interest in the internal job posting.
2. Interested team member submits their resume and cover letter to the District Manager.
3. The District Manager will then notify the Director of Operations of the interested internal team member.

BEC Group, Inc. (DBA Zaxby's) recognizes the benefit of developmental experiences and encourages team members to talk with their supervisors about their career plans. Supervisors are encouraged to support team member efforts to gain experience and advance within the organization.

An applicant's Supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

Other internal or external recruiting sources may also be used to fill open positions in the best interest of the organization.

Once you have made a career change and/or transfer into another department, you will be required to work within that department a minimum of 12 months (one year) before being allowed to apply for another internal position.

No Solicitation and No Distribution

To avoid disruption of BEC Group, Inc. (DBA Zaxby's)'s operations, interference with work and inconvenience to other team members, the follow rules apply to solicitation and distribution of literature on Company property.

Outsiders:

Persons not employed by the Company may not solicit or distribute literature on Company property at any time, for any purpose.

Team Members of BEC Group, Inc. (DBA Zaxby's):

Team Members of the Company may not solicit or distribute literature during working time for any purpose. Working time does not include break periods or meal times, or other periods during the workday when team members are not properly engaged in performing their work tasks. Working time includes the working time of both the team member doing the soliciting or distributing and the team member to whom the soliciting and distributing is directed.

Team members may not solicit or distribute literature at any time for any purpose in working areas including offices, corridors in office areas and conference rooms. Working areas are all areas where team members are performing work, except cafeterias, team member lounges, and parking areas.

Acceptable: Sending e-mail within the corporate system for any special announcement (e.g. birthday, anniversary, wedding, baby/bridal shower).

Unacceptable: Selling and/or buying of any outside products. Sending e-mail within the corporate system of sexually explicit and/or offensive information of any kind. Distribution of religious materials.

Parking

BEC Group, Inc. (DBA Zaxby's) provides you with parking facilities. However, we cannot be liable for fire, theft, damage, or personal injury involving team members' automobiles. Protect your property by locking your car doors. Courtesy and common sense in parking and driving will avoid accidents, personal injuries, and damage to your car and to others.

Adequate parking is provided for all team members in the parking lot. During light hours, team members may park in the back of the parking lot. During dark hours, team members may park toward the front of the parking lot.

Problem Resolution

BEC Group, Inc. (DBA Zaxby's) is committed to providing the best possible working conditions for its active team members. Part of this commitment is encouraging an open and frank atmosphere in which a problem, complaint, suggestion, or question receives a timely response from BEC Group, Inc. (DBA Zaxby's) supervisors and management.

BEC Group, Inc. (DBA Zaxby's) strives to ensure fair and honest treatment of all active team members. Supervisors, managers, and team members are expected to treat each other with mutual respect. Team members are encouraged to offer positive and constructive criticism.

If an active team member disagrees with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No team member will be penalized, formally or informally, for voicing a complaint with BEC Group, Inc. (DBA Zaxby's) in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when active team members believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The active team member may discontinue the procedure at any step.

1. Active team member presents problem to immediate supervisor after incident occurs. If supervisor is unavailable or team member believes it would be inappropriate to contact that person, team member may present problem to their General Manager or any other member of management.
2. If problem is presented to the Supervisor and not their General Manager, the Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
3. In the event that the problem is still unresolved, the active team member presents problem to their District Manager.
4. The District Manager counsels and advises team member, assists in putting problem in writing, visits with team member's manager(s)/supervisor.

5. If problem cannot be resolved, the District Manager reviews the issue with the Director of Operations. The Director of Operations reviews the information and makes the final decision as to what is deemed appropriate to resolve the problem.
6. Once the final decision has been made, the District Manager communicates the decision to the active team member and their supervisor.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can team members and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

Progressive Discipline

The purpose of this policy is to state BEC Group, Inc. (DBA Zaxby's)'s position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

BEC Group, Inc. (DBA Zaxby's)'s own best interest lies in ensuring fair treatment of all team members and in making certain that disciplinary actions are prompt, uniform and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the member for satisfactory service in the future.

Although employment with BEC Group, Inc. (DBA Zaxby's) is based on mutual consent and both the team member and BEC Group, Inc. (DBA Zaxby's) have the right to terminate employment at will, with or without cause or advance notice, BEC Group, Inc. (DBA Zaxby's) may use progressive discipline at its discretion.

Disciplinary action may call for any of the four steps – verbal warning, written warning, suspension without pay, or termination of employment – depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

BEC Group, Inc. (DBA Zaxby's) recognizes that there are certain types of team member problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

By using progressive discipline, we hope that most team member problems can be corrected at an early stage, benefiting both the team member and BEC Group, Inc. (DBA Zaxby's)

Referrals and References

BEC Group, Inc. (DBA Zaxby's) encourages team members to identify friends or acquaintances that are interested in employment opportunities and refer qualified outside applicants for posted jobs. Team members should obtain permission from the individual

before making a referral, share their knowledge of the organization, and not make commitments or oral promises of employment.

A referral's resume and completed application form should be submitted to the District Manager for a posted job. False or purposely misleading information could result in disciplinary action up to and possible termination.

In giving references for team member or former team members, the policy is that the person or business entity that is requesting a reference must be directed to the General Manager. The only information that will be released is dates of employment and title. Only upon receipt of written permission, we will release salary information.

Smoking

In keeping with BEC Group, Inc. (DBA Zaxby's)'s intent to provide a safe and healthy work environment, smoking in the workplace will be limited to the team member's break.

Use of Equipment

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, team members are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify your supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to team members or others. The supervisor can answer any questions about a team member's responsibility for maintenance and care of equipment used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment. All equipment repairs are to be approved by the Maintenance Director.

Use of Phone and Mail Systems

Personal use of the telephone for long-distance and toll calls is not permitted. Team members should practice discretion when making local personal calls and will be required to reimburse BEC Group, Inc. (DBA Zaxby's) for any charges resulting from their personal use of the telephone.

To ensure effective telephone communications, team members should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hung up only after the caller has done so.

The approved greeting for BEC Group, Inc. (DBA Zaxby's) is, "Thank you for calling Zaxby's on (road), this is (name) speaking, how may I help you?"

The use of BEC Group, Inc. (DBA Zaxby's) postage for personal correspondence is not permitted.

Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, BEC Group, Inc. (DBA Zaxby's) expects team members to follow rules of conduct that will protect the interests and safety of all team members and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking on property
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from workstation during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

Employment Termination

Since employment with BEC Group, Inc. (DBA Zaxby's) is based upon continuing mutual consent, either the team member or the employer is privileged to terminate employment at any time with or without cause or notice.

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation – voluntary employment termination initiated by a team member.

- Discharge – involuntary employment termination initiated by the organization.

BEC Group, Inc. (DBA Zaxby's) will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as team member, conversion privileges, repayment of outstanding debts to BEC Group, Inc. (DBA Zaxby's), or return of BEC Group, Inc. (DBA Zaxby's)-owned property. Suggestions, complaints, and questions can also be voiced.

Job Descriptions

BEC Group, Inc. (DBA Zaxby's) makes every effort to create and maintain accurate job descriptions for all positions within the organization. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), essential duties and responsibilities section (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required), a physical demands section, and a work environment section.

BEC Group, Inc. (DBA Zaxby's) maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for team member performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The Training Director and the Director of Operations prepare the job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All team members will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Team members should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact your District Manager if you have any questions or concerns about your job description.

Performance Evaluation

All of us like to know how we are doing on the job. Day-to-day comments and communication from supervisors and department managers help, but now and then there is a need to review all phases of your work performance. At BEC Group, Inc. (DBA Zaxby's), you will receive performance reviews quarterly.

The purpose of these written reviews is to provide each of us with a periodic evaluation of your performance on the job and to identify any areas where you can improve your performance. Additionally, these written reviews give supervisors that opportunity to encourage and recognize their team members' strengths. It also allows you to discuss your goals and express your comments and any concerns regarding your job or the company. Some of the items listed below will be covered in your review:

- The amount of work you have accomplished.
- The accuracy and thoroughness of your work.
- Your dependability and attendance on the job.
- Your attitude and behaviors toward your job, fellow team members, the company, and our customers.
- Your ability to organize and plan your work.
- Your knowledge of your job duties.
- The enthusiasm and initiative you demonstrate in your work.
- Your courtesy and cooperation toward fellow team members and customers.
- Your personal appearance.
- Your comments and concerns.

Our performance review program will give you valuable information to use when considering team members for promotion. In addition, our performance review gives you an opportunity to have a personal discussion with your supervisor to learn how you can improve your on-the-job performance and what we can do to help.

Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all team members and affect the business image BEC Group, Inc. (DBA Zaxby's) presents to customers and visitors.

During business hours or when representing BEC Group, Inc. (DBA Zaxby's), you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your Director of Operations is responsible for establishing a reasonable dress code appropriate for the job you perform. Personal hygiene is crucial for all departments. Offensive body odor and personal hygiene is not professionally acceptable. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

Rumors and Gossip

During the course of anyone's employment, much information travels through the grapevine. BEC Group, Inc. (DBA Zaxby's) is no exception. Traditionally, this information is more misleading than informative, often causing team members to become upset unnecessarily. Rumors and gossip are always destructive to all concerned and benefit no one. To avoid this, always obtain accurate information from your supervisor, District Manager, or Director of Operations about any rule or job-related issue. If you have a question, please ask management. If we don't know, we'll find out for you. Accurate information is important and

useful. Misinformation is useless and can lead to unnecessary problems, which takes away from work harmony.

You are expected to discourage the practice of starting or spreading rumors and gossip and to refrain from being a party to such actions. This type of unacceptable behavior will not be tolerated and could lead to dismissal.

A point to ponder from an unknown author:

**“Great minds discuss ideas,
Average minds discuss events,
And small minds discuss people.”**

Administrative Payroll Corrections

BEC Group, Inc. (DBA Zaxby's) takes all reasonable steps to ensure that team members receive the correct amount of pay in each paycheck and that team members are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the team member should promptly bring the discrepancy to the attention to their supervisor so that corrections can be made as quickly as possible.

Overtime

From time to time, there may be a need for our non-exempt team members to work overtime. However, before our team members will be allowed to work any overtime, they **must** first receive approval from their General Manager. Overtime assignments will be distributed as equitably as practical to all team members qualified to perform the required work.

Overtime compensation is paid to all non-exempt team members in accordance with federal and state wage and hour restrictions (one and one-half times their hourly rate for any time worked in excess of 40 hours within a week). Overtime pay is based on actual hours worked. The course of action for team members who incur unauthorized overtime is subject to discipline up to termination. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Paydays

All team members are paid bi-weekly on every other Tuesday. Dispersal or paychecks during peak hours is prohibited. Each paycheck will include earnings for all work performed through the end of the previous payroll period. In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will be paid on the first day of work

following the regularly scheduled payday. If a regular payday falls during a team member's vacation, the employee's paycheck will be available upon his or her return from vacation.

Any team member that would like to enroll in direct deposit via electronic funds transfer may do so. Paycheck amounts may be deposited into team member's checking account prior to the scheduled payday but no later than the scheduled payday.

If there is any information regarding your personal account information (address change, change of bank routing numbers, name change, etc.), it is the responsibility of the team member to immediately notify the General Manager, in writing, of the change.

Payroll Deductions

The law requires that BEC Group, Inc. (DBA Zaxby's) make certain deductions from every team member's compensation. Among these are applicable federal, state, and local income taxes. BEC Group, Inc. (DBA Zaxby's) also must deduct Social Security taxes on each team member's earnings up to a specified limit that is called the Social Security "wage base." BEC Group, Inc. (DBA Zaxby's) matches the amount of Social Security taxes paid by each team member.

BEC Group, Inc. (DBA Zaxby's) offers programs and benefits beyond those required by law. Eligible team members may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, your supervisor can assist in having your questions answered.

Timekeeping

Accurately recording time worked is the responsibility of every non-exempt team members. Federal and state laws require BEC Group, Inc. (DBA Zaxby's) to keep an accurate record of time worked in order to calculate a team member's pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Altering, falsifying, tampering with time records, or recording time on another team member's time record may result in disciplinary action, up to and including termination of employment.

Non-exempt team members should report to work no more than 30 minutes prior to their scheduled starting time nor stay more than 30 minutes after their scheduled start time **without expressed, prior authorization from their supervisor.**

It is the team member's responsibility to certify the accuracy of all time recorded. The supervisor will review the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record both the team member and the supervisor must verify the accuracy of the changes by initialing the time record.

Attendance and Absenteeism

Absence from your job, as well as tardiness, creates problems in scheduling work in many cases it means someone else will have to do your work as well as their own assignments. Management recognizes that some absence cannot be avoided, but you as a team member have a responsibility to be on the job.

In the event you must be absent from your job for any reason, your immediate supervisor must be contacted for approval and given an explanation of the circumstances requiring your absence. You should notify your supervisor as soon as you know you will be absent, giving at least two hours' notice. A Doctors note is required for all absences due to illness.

If your absence is prolonged, keep in touch with your supervisor daily so that work will be properly scheduled.

It is important that you remember that you were hired to do a job that is considered important and necessary, and you should be on the job each day.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

Family and Medical Leave

Policy

In compliance with the Family and Medical Leave Act of 1993. All team members who have

- * Completed twelve months of continuous service and
- * Worked at least 1,250 hours during the twelve months prior to the requested leave

Are eligible for twelve-week unpaid leave during a twelve-month period of the following reasons:

- * The birth or placement for adoption or foster care of a child;
- * The serious health condition of a spouse, child, or parent; or
- * The team member's own serious health condition.

Intermittent / Reduced Hours Leave

BEC Group, Inc. (DBA Zaxby's) usually will not allow leave to be taken on an intermittent basis for the birth or adoption of a child; however, based upon business needs, and managerial discretion, intermittent leave may be granted.

Leave for a serious health condition of either you or a member of your family may be taken intermittently or on a reduced schedule if it is medically necessary.

If you request intermittent or reduced hours leave, it may be necessary to transfer you temporarily to an alternate position.

Receiving Authorization for Leave

You must give notice at least 30 days before “foreseeable” leave is scheduled to begin. If this is not possible, you must give notice as soon as practical.

You are expected to make a reasonable effort to schedule planned medical treatments so as not to unduly disrupt the company’s business operations, subject to the approval of the health care provider of the individual with the serious health condition.

Authorization of Family and Medical Leave includes coordination with your District Manager.

Note: A team member’s eligibility to receive Family and Medical Leave for the birth or placement of a child ceases 12 months after the birth or placement of that child.

Continuation of Benefits

BEC Group, Inc. (DBA Zaxby’s) will continue group health benefits during the leave period at the same level and conditions as if you had been actively at work with no loss of credited service or benefits.

Certification of Serious Health Condition

BEC Group, Inc. (DBA Zaxby’s) reserves the right to require reasonable documentation of a serious medical condition from a medical doctor.

If you are requesting leave for your own serious health condition, then the medical documentation needed is:

- * Date when the condition began,
- * Anticipated duration of the condition,
- * Appropriate medical facts about the condition, and
- * A physician’s statement that you are unable to perform your functions.

If you are requesting leave for an immediate family member’s serious health condition:

- * Date when the condition began,
- * Anticipated duration of the condition,
- * Appropriate medical facts about the condition, and
- * A physician’s statement that you are needed to care for the family member.

If you are requesting an intermittent leave, the dates and duration of treatment must also be given.

- * If a second opinion is necessary, a physical examination by a medical doctor selected by BEC Group, Inc. (DBA Zaxby’s) at its own expense may be required.

Note: In the event of conflicting opinions, BEC Group, Inc. (DBA Zaxby's) may pay for a third and final doctor to offer a binding decision.

* BEC Group, Inc. (DBA Zaxby's) may require subsequent recertification throughout the leave.

Reinstatement

When you return from a Family and Medical Leave you will be reinstated to

- * The same position you had before the leave or
- * An equivalent position in terms of pay, benefits and other conditions of employment.

Failure to return to your job on the expiration date of the leave of absence will be considered voluntary resignation from your job.

Definitions

Spouse is defined as a legal spouse in the state in which the team member lives. Domestic partners and common law spouses, to the extent Georgia law does not recognize such marriages, are not covered under the law.

Child means a biological, adopted, foster son or daughter, a stepchild, or legal ward that is

- * Under 18 years of age, or
- * 18 years of age or older and incapable of self-care because of a mental or physical disability.

Parent is defined as the biological parent of a team member or an individual who is charged with parental rights and responsibilities. The term excludes in-laws.

Immediate family members include, but are not limited to, spouse, child and parent.

Health care provider refers to a Doctor of Medicine or Osteopathy who is authorized to practice medicine or surgery (as appropriate) by the state in which the doctor practices; or any other person determined by the Secretary of Labor to be capable of providing health care services such as nurse practitioner or psychologist.

Serious health condition is defined as a health condition that involves

- * Inpatient care in a hospital, hospice, or residential medical care facility, or
- * Continuing treatment by a health care provider.

Examples of serious health conditions are

- * Heart attacks,
- * Surgery,
- * Most cancers,
- * Severe accident-related injuries, and
- * Pregnancy-related illnesses.

Family and Medical Leave Act and State and Local Laws

The Family and Medical Leave Act of 1993 does not supersede any provision of a state or local law that provides greater family or medical leave rights than the Act provides

Holidays

BEC Group, Inc. (DBA Zaxby's) will grant holiday time off to all team members on the holidays listed below:

- Easter
- Thanksgiving Day (fourth Thursday in November)
- Christmas Day (December 25)

Jury Duty / Witness Duty

BEC Group, Inc. (DBA Zaxby's) encourages team members to fulfill their civic responsibilities by serving jury duty when required.

If you are called to serve on a jury, subpoenaed as a witness or otherwise required to attend a judicial proceeding, then you must submit written evidence to your supervisor as soon as possible. That way, proper arrangements can be made to cover for you in your absence.

If you are a full time, hourly team member, you will be paid the difference between the court fee and your current straight time earnings, which you would lose as a result of court appearance. If you are a part time team member, you will be eligible for time off without pay. To qualify for the jury/witness duty payment differential, however, you must supply a statement from the court certifying the time you spent on jury duty or served as a witness and the fees received.

This policy does not apply to any team member who is charged with a crime and is absent to answer to criminal charges.

All team members are expected to report to work on any day that their jury duty service or the schedule of the judicial proceeding reasonably permits.

BEC Group, Inc. (DBA Zaxby's) will continue to provide health insurance benefits for the full term of the jury absence.

Military Leave

A military leave of absence will be granted to team members who are absent from work because of services in the United States uniformed services in accordance with the Uniformed

Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

Team members may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the team member is otherwise eligible.

Team members on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Team members on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Team members returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the District Manager for more information or questions about military leave.

Pregnancy-Related Absences

BEC Group, Inc. (DBA Zaxby's) will not discriminate against any team member who requests an excused absence for medical disabilities associated with pregnancy. Such leave requests will be evaluated according to the medical leave policy provisions outlined in this handbook and all applicable federal and state laws.

Requests for time off associated with pregnancy and/or childbirth, such as bonding and childcare, not related to medical disabilities for those conditions will be considered in the same manner as other requests for unpaid family or personal leave.

Time Off to Vote

BEC Group, Inc. (DBA Zaxby's) encourages team members to fulfill their civic responsibilities by participating in elections. Generally, team members are able to find time to vote either before or after their regular work scheduled. When a team member's shift does not allow at least two hours to vote while the polls are open, BEC Group, Inc. (DBA Zaxby's) will grant up to two hours of unpaid time off to vote, if necessary.

Team members should request time off to vote from their supervisor at least seven working days prior to the Election Day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift whichever provides the least disruption to the normal work schedule.

Employment Status

It is the intent of BEC Group, Inc. (DBA Zaxby's) to clarify the definitions of employment classifications so that team members understand their employment status and benefit eligibility. In addition to the above categories, each team member will belong to one other employment category:

REGULAR FULL-TIME team members are those who are not in a temporary or introductory status and who are regularly scheduled to work BEC Group, Inc. (DBA Zaxby's)'s full-time schedule. Generally, they are eligible for BEC Group, Inc. (DBA Zaxby's)'s benefit package, subject to the terms, conditions, and limitations of each benefit program.

PART-TIME team members are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 30 hours per week. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of BEC Group, Inc. (DBA Zaxby's)'s other benefit program.

Meal Discount

BEC Group, Inc. (DBA Zaxby's) is proud to make available to our team members a 50% meal discount program. This program is available on the clock only. A 25% discount is available when off the clock, however, only one discount is allowed per day for the individual team member only. The team member must be present to receive discount.

Emergency Closings

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

Safety in the Workplace

To assist in providing a safe and healthful work environment for team members, customers, and visitors, BEC Group, Inc. (DBA Zaxby's) has established a workplace safety program. This program is a top priority for BEC Group, Inc. (DBA Zaxby's) The Director of Operations has the responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

BEC Group, Inc. (DBA Zaxby's) provides information to team members about workplace safety and health issues through regular internal communication channels such as a supervisor – team member meetings, bulletin board postings, memos, or other written communications.

Each team member is expected to obey safety rules and to exercise caution in all work activities. Team members must immediately report any unsafe condition to the appropriate supervisor. Team members who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, team members should immediately notify the General Manager or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

BEC Group, Inc. (DBA Zaxby's) provides a comprehensive workers' compensation insurance program at no cost to team members. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Team members who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible team member to qualify for coverage as quickly as possible.

Visitors in the Workplace

To provide for the safety and security of team members and the facilities at BEC Group, Inc. (DBA Zaxby's), only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter through the lobby area of each BEC Group, Inc. (DBA Zaxby's) building. **BEC GROUP, INC. (DBA ZAXBY'S) team members will be responsible for escorting all authorized visitors to and from their destination.**