

POPEYES.



CREW MEMBER HANDBOOK

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Solicitation and Distribution Rules

Employees may not hand out any non-work related literature or solicit money for non-work related charities or activities at work at any time. Other people in the restaurant for purposes other than business may not loiter, solicit or distribute materials on Popeyes property as well.

Please do not wear any badges, buttons, insignias or anything else attached to your uniform except for those items given to you by your manager for restaurant promotions.

Uniform and Personal Appearance

You should always be aware of how you appear while you work. A polished and professional look will inspire confidence in our business and in you.

Following are our uniform and personal appearance standards:

- **Uniform** standards are as outlined by Popeyes in the Restaurant Operating Manual. Your manager will inform you of these standards.
- **Socks or stockings** must be worn. Multi-colored stocking or socks are not acceptable.
- **Shoes** must be dark in color, sturdy leather or vinyl top, non-slip bottom and closed toe. Suede, fabric, open-toed, open heeled, platform or sandals are not permitted.
- **Rings**- one ring per hand is acceptable.
- **Neck chains or necklaces** should be worn inside the uniform shirt and out of the customer's view. Only one chain is acceptable.
- **Earrings** must be worn in pairs. Only one pair is allowed, one earring per ear. Earrings should be less than one inch in length. Dangling earrings shorter than one inch are allowed. Stud earrings or posts no larger than a quarter inch in diameter are acceptable. No other rings or studs are allowed on any part of the face.
- **Bracelets** are not permitted.
- **Watches**- one watch may be worn.
- **Makeup**- Should be kept light and natural with no excessive colors or designs.
- **Hair** should be neat, clean and professional. It must be off the collar or under the hat, away from the face. Hairnets are to be worn where the Health Department code requires.
- **Mustaches** must be clean and neatly trimmed. No hair below the lip or on the chin is allowed unless medical certification is submitted and approved.
- **Beards** are not allowed. If facial hair is dictated by religious beliefs, a Health Department approved beard net must be worn at all times while on duty.
- **Hands** must be washed and sanitized at the beginning of each shift and after every possible contamination such as sweeping, cleaning, handling of raw product, after restroom visits and upon returning from breaks.
- **Exposed Skin**- If you have an exposed sore on your hand or arm, tell the manager and completely cover all cuts, scrapes and burns with a bandage and wear approved disposable gloves when preparing food.
- **Tattoos** with vulgar, violent or inappropriate content or images may not be visible. You will be required to cover them while at work. Your manager will set restaurant protocol consistent with these standards.
- **Nails** should be no longer than 1/4" from the fingertip and should be neatly trimmed. For safety reasons, colored nail polish is not allowed.
- **Teeth** should be brushed daily. The use of mouthwash is encouraged.
- **Body**- showers/baths should be taken daily and the use of a deodorant/antiperspirant is encouraged.

Attitude

- Practice eye contact and show attentiveness and friendliness to our guests.
- Present a can-do attitude! Express camaraderie, courtesy, and respect to your team members, manager, and guests.

Note: If you have read the above and still are not sure what's acceptable and what's not, just ask. That is what we're here for. Also, any exceptions to our appearance standards must be approved by the District Manager or People Business Partner.

Visitors/Telephone Calls and Mobile Devices in the Workplace

The telephone in your restaurant is for business and emergencies only. We cannot allow personal use of the phones (personal mobile phone or business phones) for personal calls while on duty in the restaurant.

While in the restaurant and on duty, all employees are to have personal mobile phones or other electronic personal communication devices in the "off" or "silent" mode and not visible to guests or other employees.

Personal visits by friends or family members while on duty are not allowed.