



Los Pollos Hermanos Employee Handbook

Welcome to the Los Pollos Hermanos Family

We are pleased to welcome you to the Los Pollos Hermanos team. We are dedicated to providing our customers with the finest dining experience and strive to create a positive and productive work environment for our employees. This handbook outlines the key policies and procedures that govern your employment with Los Pollos Hermanos.



1. Employment Basics

- At-Will Employment: Employment with Los Pollos Hermanos is considered "at-will," meaning that either you or the company may terminate the employment relationship at any time, with or without cause, and with or without notice, except as otherwise required by applicable law.
- Classification: Your employment classification will be full-time.
- Job Description: Your specific job duties and responsibilities are outlined in your job description, which you received upon hire.

2. Workplace Policies

- **Confidentiality:** As an employee of Los Pollos Hermanos, you will have access to confidential information, including customer data, financial information, and trade secrets. You are obligated to maintain the confidentiality of this information at all times.
- **Harassment and Discrimination:** Los Pollos Hermanos is committed to providing a workplace free from all forms of discrimination and harassment, including but not limited to discrimination based on race, religion, gender, sexual orientation, age, disability, or national origin. Any form of harassment or discrimination will not be tolerated.
- **Drug-Free Workplace:** Los Pollos Hermanos maintains a drug-free workplace. The use, possession, or distribution of illegal drugs or controlled substances on company property or during company time is strictly prohibited.
- **Safety:** Safety is a top priority at Los Pollos Hermanos. All employees are expected to follow safety guidelines and report any safety hazards immediately.

3. Code of Conduct

- *Professionalism:* Maintain a professional and courteous demeanor at all times, especially when interacting with customers and colleagues.
- *Teamwork:* Work collaboratively with your colleagues to achieve common goals.
- *Integrity:* Act with honesty and integrity in all your dealings.
- *Respect:* Treat all customers and colleagues with respect and dignity.
- *Represent the Brand:* Always represent Los Pollos Hermanos in a positive and professional manner.

4. Compensation and Development

- **Wages:** You will be paid \$18 per hour as per your employment agreement.
- **Overtime:** Overtime pay will be calculated in accordance with applicable laws.
- **Performance Reviews:** Regular performance reviews will be conducted to assess your performance and provide feedback for professional development.
- **Training and Development:** Opportunities for professional development may be available, such as training on new equipment or techniques.

5. Benefits and Perks

- **Competitive Compensation:** We offer competitive wages and regular performance reviews to ensure you are rewarded for your hard work and dedication.
- **Employee Meals:** Enjoy complimentary meals during your shifts, crafted with the same care and quality as we offer our valued customers.
- **Flexible Scheduling:** We understand that work-life balance is important. We offer flexible scheduling options to accommodate your personal needs.

This handbook is a fictional representation and does not reflect actual employment practices.

- Exclusive Discounts: Enjoy exclusive discounts on Los Pollos Hermanos products and merchandise.
- Opportunity for Growth: We believe in promoting from within. Dedicated and hardworking employees may have opportunities for advancement within the company.

6. Working Hours, PTO, and Vacation

- Work Schedule: Your regular work schedule will be full-time.
- Paid Time Off (PTO): You will accrue paid time off in accordance with company policy.
- Vacation Time: All full-time employees are eligible for paid vacation time. Part-time employees are eligible for paid vacation time in proportion to their hours worked. Vacation time accrues throughout the year and may be taken at the employee's discretion, subject to approval by management. Employees are required to submit vacation requests in writing to their supervisor at least 2 weeks in advance. Requests will be approved on a first-come, first-served basis and based on operational needs.

7. Employee Resignation and Termination

- Resignation: If you decide to resign from your position, please provide 2 week written notice to your supervisor.
- Termination: Employment may be terminated by either party with or without cause, with or without notice, except as otherwise required by applicable law.

Disclaimer:

This Employee Handbook is intended to provide general information and may not cover all aspects of employment with Los Pollos Hermanos. The company reserves the right to amend this handbook at any time.

Confidentiality Note:

Please note that this handbook contains confidential and proprietary information of Los Pollos Hermanos. You are obligated to maintain the confidentiality of this information.