

Community Care Event Guidelines

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When: Ongoing

Where: Lebanon & Tollway, Eldorado & Tollway

What: Procedures and Rules Regarding Community Care Events

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Information: Community Care Events serve one of our core purposes as a business as a way to connect with and invest in our local community.

Effective June 1, 2023, all Community Care Events will be hosted via the Chick-fil-A app. Guests will have the option of opting in to have their orders credited to the organization being sponsored. Community Care Events last from 5:00 p.m. – 8:00 p.m. on the scheduled date.

In order to ensure the event is mutually beneficial for both the organization and the business, the following rules exist to govern Community Care Events:

- 1) Community Care Events may only be for the benefit of a non-profit organization or a local individual or family. Community Care Events may not be used to benefit a for-profit entity. Political organizations or entities engaging in overtly political activity are not permitted to host a Community Care Event at these locations.
- 2) Community Care Event revenues are calculated by taking 15% of the total amount of marked mobile orders and donating that amount to the organization.
- 3) Community Care Event hosts are permitted to stand on the sidewalk adjacent to the street in front of the store holding signage promoting their organization and the Community Care Event.
- 4) For safety reasons, Community Care Event hosts are not permitted to approach cars in the drive-thru line.
- 5) Community Care Event hosts are not permitted to encourage or bribe team members to mark orders for the Community Care Event that the guest has not requested.
- 6) Community Care Event hosts are expected to follow the instructions of Chick-fil-A team members and leaders.

- 7) Community Care Event hosts are required to treat Chick-fil-A team members and leaders with honor, dignity, and respect at all times.
- 8) Community Care Event hosts are not permitted to use any profanity or crude/insensitive language either verbally or in writing. This includes any clothing that may have an offensive or political message of any kind.
- 9) All Community Care Event advertising must adhere to Chick-fil-A's Visual Identity Standard available on @CFA.
- 10) Information regarding all Community Care Events is made available on our various social media channels.
- 11) Violation of any of these rules or any fraudulent activity related to Community Care Events may result in disciplinary action for team members, loss of Community Care Event revenues for the participating organization, and/or a permanent ban on Community Care Events for the organization.

