

MVR – Personal Vehicle Manual

Catering Sales Ambassador role will require community outreach to build guest and business relationships. As part of this outreach, CSAs may need to use their personal vehicles to execute Company business. To ensure all safety and brand guidelines are followed, the following procedures must be completed and validated by the management staff for any employee using their personal vehicle.

1.1 Performance Standards

- Follow and obey all road signs and traffic laws while driving for Cracker Barrel Catering
- All state and local laws regarding the use of cell phones must always be obeyed
- Personal vehicles **may not** be used for delivery of any food or product from the store
- CSAs must clock in at the store prior to performing work. Off-the-clock work is strictly prohibited.

2.1 Driver Requirements and Responsibilities

CSAs must adhere to the following:

- Be a Cracker Barrel employee
- Have proof of state minimum insurance
- Agree to a driver's license check through the resident state's Department of Motor Vehicles
- Have a valid driver's license in the state in which they reside
- Be at least 18 years of age, unless otherwise specifically authorized by Cracker Barrel Human Resources
- Comply with all federal and state laws in the operation of their motor vehicle
- Cooperate with law enforcement
- Report all DUI/DWI and moving violations to a manager and Human Resources immediately

2.2 Personal Vehicle Guidelines

It is important to remember your driving performance reflects on you and Cracker Barrel. Following safety and brand guidelines will maximize our efforts to keep everyone safe and ensure our brand standards are met. Please follow the following guidelines:

- Professional appearance. Your vehicle should be in good condition and reflective of someone providing a professional service. Vehicles must be free from any type of stickers or content that could be construed as discriminatory, harassing, or inappropriate, e.g., vulgar or offensive.
- Vehicles must meet state and local safety requirements including proper maintenance of vehicle, as well as any additional standards set forth by Cracker Barrel Catering.

3.1 Travel Reimbursement

When using personal vehicles for approved catering business, employees will be reimbursed for any mileage. The IRS Standard Mileage Rate is 62.5 cents per mile.

- CSAs must complete a Business Expense Report per our Travel and Expense policy. A copy of that Report is located on the Barrel and will be provided by management. All other requirements of that policy must be followed. Note: New versions of the expense report are released each year, management will provide any updated expense reports.
- In addition to submitting a weekly Business Expense Report, CSAs must complete the Catering Driver Log on a weekly basis and submit both to the GM by every Friday.

4.1 Policies

CSAs must follow the below policies when operating their vehicles on Company business:

- **Traffic Laws:** All traffic and parking laws must always be obeyed. Radar detectors are prohibited and cannot be used in personal vehicles when conducting Company business. **Parking and Moving Violations:** The assigned driver of record is responsible for paying any fines for traffic violations and parking tickets. These expenses are not reimbursed.
- **Hitchhiker Policy:** Hitchhikers must not be picked up under any circumstances.
- **Safety Belt Policy:** Seat belts must be worn by drivers and passengers in all vehicles used while on Company business. It is prohibited to turn off any safety devices or air bags.
- **Passengers:** No passengers should accompany you on Company business unless they are also a Cracker Barrel employee who is approved to assist.
- **Tobacco, Alcohol, Drug or Firearm Use:** Cracker Barrel prohibits the manufacturing, transportation, distribution, use and sale of drugs, alcoholic beverages and/or firearms in conjunction with the possession or use of a personal vehicle used for Company business.
 - Under no circumstances should any Cracker Barrel Employee drive a personal vehicle while on Company business if they are under the influence of alcohol and/or any drug (including restricted prescription drugs) as defined by federal and/or state law.
 - If you receive a **citation** or are **arrested or convicted** of a DWI/DUI, you must report it to your immediate manager and Human Resources within 24 hours. Failure to do so will result in disciplinary action up to and including termination.
 - **Smoking is prohibited in any vehicle used while on Company business.**
- **Hazardous Items:** No illegal substances or items of contraband are to be placed in the vehicle at any time. Only a United States Department of Transportation (DOT) approved vessel may be used to transport hazardous chemicals.
- **Cellular Phone and Texting Policy:** To ensure safety, no handheld electronic communication devices shall be used while driving a personal vehicle that is being used for Company business. If you need to use a handheld electronic device, pull into a safe place, and ensure the vehicle is in a parked position prior to usage.
 - **Texting or emailing while driving is strictly prohibited.**
- **Road Rage Policy:** Cracker Barrel will not tolerate road rage behavior. If you encounter road rage from another driver, please adhere to the following recommendations while driving on Company business.
 - Do not challenge aggressive drivers by matching their behaviors
 - Avoid making eye contact with aggressive drivers
 - Ignore obscene gestures made by aggressive drivers
 - Report aggressive driving to authorities, especially when it results in an accident
 - If a Cracker Barrel employee is reported for driving aggressively, it will be investigated and could be subject to disciplinary action up to and including termination.
- **Storage of Samples:** For safety reasons, all Company related samples, supplies, parts, binders, and laptops should be placed in the trunk or storage compartment of a locked vehicle.

5.1 If you are involved in an accident:

DO:

- STAY CALM.
- Assess the situation: Are you injured? Is it safe to exit the vehicle?
- Obtain medical attention, as necessary.
- Ensure your personal safety.

- Call the Police immediately; you are required to make a police report of any accident. If necessary, explain that our corporate policy requires that a police report be made. Try to obtain a copy of that police report.
- Secure the vehicle and its contents.
- Contact your manager; contact the Guest, if applicable
- Wait for the police and complete the accident report. The only exception to this procedure is when the vehicle is damaged while parked/unattended and the other party is unknown.
- Partner with your Manager to complete an incident report upon return to the store

DO NOT:

- Argue with the parties involved or with bystanders.
- Admit any negligence or fault.
- Make any verbal agreements or sign anything, except if requested to sign a ticket by a police officer.
- Express or assume any obligations or pay any expenses of others.
- Discuss the limits of insurance coverage.
- Discuss the accident with anyone except for:
 - Cracker Barrel's Human Resources Department
 - Corporate Risk Management/Insurance Department
 - Cracker Barrel's Legal Department
 - Your manager

5.2 At the scene of an accident, document the following information as applicable:

- Driver's name, address, telephone number
- Name of vehicle owner
- Name of insurance company
- Vehicle license plate and registration number
- Date, time, and location of accident
- Weather conditions
- Names of injured, if applicable
- Name and badge number(s) of investigation officer(s)
- Name and address for any witnesses or occupants of other vehicle(s) involved
 - If you, or any other Cracker Barrel Employee, are injured in an accident, you must notify your supervisor immediately. This reporting is required to enable Cracker Barrel to comply with Worker's Compensation and OSHA regulations.
 - If an accident involves any of these issues: alcohol/drugs, fatality, head injury, brain injury, paralysis, loss of limb, loss of use of a body part or function, disfigurement, a minor, a pregnant woman, or a pedestrian, then you must also contact Cracker Barrel's Legal Department at 1-800-333-9566.

5.3 Post- Accident Drug Testing:

- Immediately notify your supervisor of the details of the accident. If you were injured, your supervisor will need to complete an incident report via secured applications.
- You must submit to a post-accident drug test within 32 hours after an accident on the job if you seek medical treatment or miss time from work (failure to do so may result in termination) unless applicable law otherwise prohibits such testing.
- Upon return to work, you must provide documentation that the post-accident drug test has been completed unless state or local law otherwise prohibits such testing

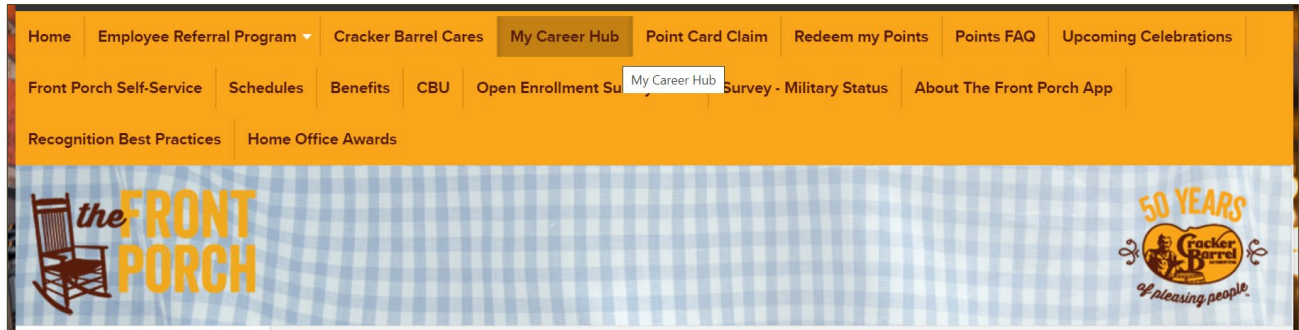
6.1 Inclement Weather

Employee safety is a top priority. When inclement weather impacts safe travel, the manager on duty is responsible for deciding when and if personal vehicles can be used.

If a Guest is already expecting to meet with you, call the Guest, use STARS, and make other arrangements for a future day.

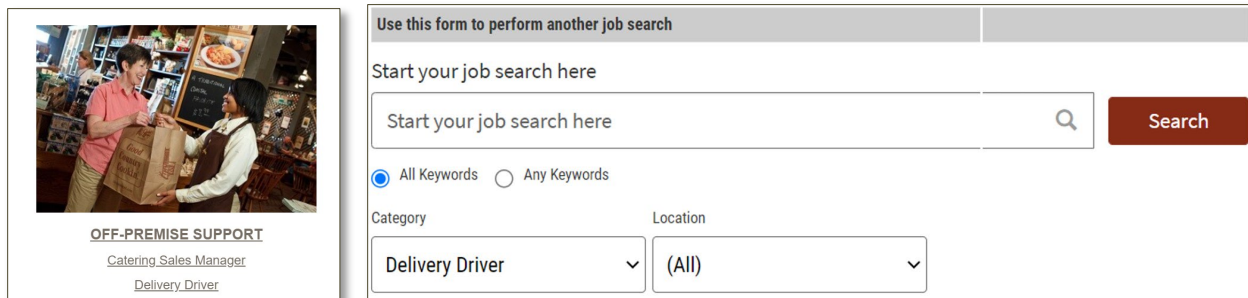
MVR Check Process

CSAs: Log into the Front Porch and click on **My Career Hub**:



Scroll down to **OFF-PREMISE SUPPORT** and click **Delivery Driver**.

Use the **Location** drop-down to find your State and City, then click **Search**:



Click on **Delivery Driver** for your location and apply to the job:



Managers: When you see the CSA's Delivery Driver application in ICIMS, change their Status to **Tentative Offer: Background Consent to Candidate**.

CSAs: Follow emailed instructions to complete Background Check forms. They will automatically go to the vendor.