

Hourly Team Member's Quick Guide to Taking a Leave of Absence (LOA)



WHAT IS A LEAVE OF ABSENCE (LOA)?

An LOA is when a Team Member is out from work for more than three consecutive days/shifts or you need time away from work **intermittently** due to:

- An accident or injury that causes you to be medically unable to work.
- Pregnancy, prenatal medical care, or childbirth.
- The need to provide care for your child after birth, or placement for adoption or foster care; for your spouse, child, or parent who has a serious health condition; or for a military service member.
- A personal leave, without pay, for an absence that cannot exceed 30 days.



Call Lincoln, Shake Shack's leave administrator, at 877-321-1036 to speak with a representative.

Or access the portal by scanning this QR code:



Steps to take a Leave of Absence (LOA):

1. **Contact the Shake Shack Benefits Team as soon as possible at benefits@shakeshack.com and submit a claim with Lincoln** (see steps below).
2. **Provide your manager with at least 30 days advance notice** of an intended leave (or as soon as practicable under your circumstances). The sooner you reach out to the Benefits Team, the sooner they can provide you with guidance.
3. You will have **15 days following your leave start date** to provide any needed supporting documentation.*

***Team Members who are unable to provide supporting documentation within this time frame may be terminated.**

How to submit an LOA request with Lincoln:

To submit your request for an LOA, please complete the following steps: After this is completed, a Lincoln Claims Specialist will review your claim, advise you on your leave benefits and ensure your absence is handled accordingly.

Online

1. Log in to [MyLincolnPortal.com](https://mylincolnportal.com) or scan the QR code below. First-time users can register using our company code **SHAKESHACK**.
2. Select **Start a Claim or Leave** and answer a few questions. You'll need your employee ID number. Include the reason and dates of your absence, and, if applicable, a physician's diagnosis of your condition.
3. Click **Submit**. For disability claims, you'll be asked to download, sign, and submit a medical authorization form to send to your physician.
4. A PDF of the information you submitted will be available. Save this PDF for your records.
5. Direct Deposit or Check for payment of approved claim.



To check the status of your claim:

Visit [MyLincolnPortal.com](https://mylincolnportal.com). (You'll need your claim or leave number to view your status for the first time.)



You can also receive texts regarding the receipt, approval, and extension of your absence; benefit payment information (if applicable); and the status of your leave when you return to work. To receive texts, just sign up at [MyLincolnPortal.com](https://mylincolnportal.com).

Need to be out of work to care for yourself or a family member?

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That's when you need to take a leave of absence (LOA).

There are various ways you can take an LOA at Shake Shack. Some provide you pay during your absence, while others are unpaid, but your job is secure.

Here's a look at the types of LOA available to you if eligible and approved:

Leave Type	Details	When You Become Eligible	Paid or Unpaid
Family Medical Leave Act (FMLA)	FMLA provides up to 12-weeks of job-protection in a year. FMLA may be taken to care for your spouse, child or parent who has a serious health condition or you are unable to work due to your own serious health condition.* FMLA can be taken both continuously or intermittently.	After one year of employment and you have worked at least 1,250 hours (state/local laws may vary)	Unpaid
Short-Term Disability (STD) Benefits	An illness or non-work related injury that prevents you from not working entirely or at full capacity for a period of time that medical documentation supports. In addition, if eligible, STD benefits provide financial protection for the loss of wages during this leave for a maximum of 26 weeks.	Hourly Team Members: After 1 year of employment.	Paid
Parental Leave	Provides new parents, both birth and non-birth the opportunity to bond with their child up until the age of one. Parental leave runs concurrently with FMLA and serves as a supplement to any applicable state/local benefits.	Hourly Team Members: After 1 year of employment.	Unpaid
State/Local Paid or Unpaid Leave	You may qualify to collect certain state/local paid family or medical leave benefits. You must apply directly for these benefits on the applicable state/local government website (see State and Local Leave Contact Information).	Varies by locality	Paid
Company Leave	Shake Shack provides a Company leave of absence, due to your own medical condition or to care for a family member's medical condition, if not eligible or denied a leave of absence under the Family and Medical Leave Act (FMLA). Eligibility requirements apply.	After 90 days of employment	Unpaid
Personal Leave	An absence for personal reasons not otherwise covered by FMLA or other protected policies. The maximum of this absence is not to exceed 30 days, and Team Members must be employed for 90 days to be eligible.	After 90 days of employment	Unpaid

*FMLA leave of absence due to your own serious health condition may run concurrently with a disability.

Need to know how payment occurs while out on a leave of absence?

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Team Members may be eligible for pay depending on their leave reason. Payment does not occur until your claim is reviewed and approved by Lincoln Financial.

Please be sure to provide the required support, and setup your direct deposit or request a live check for when your payment is approved.

Here’s a look at the payment available to you under these types of LOA:

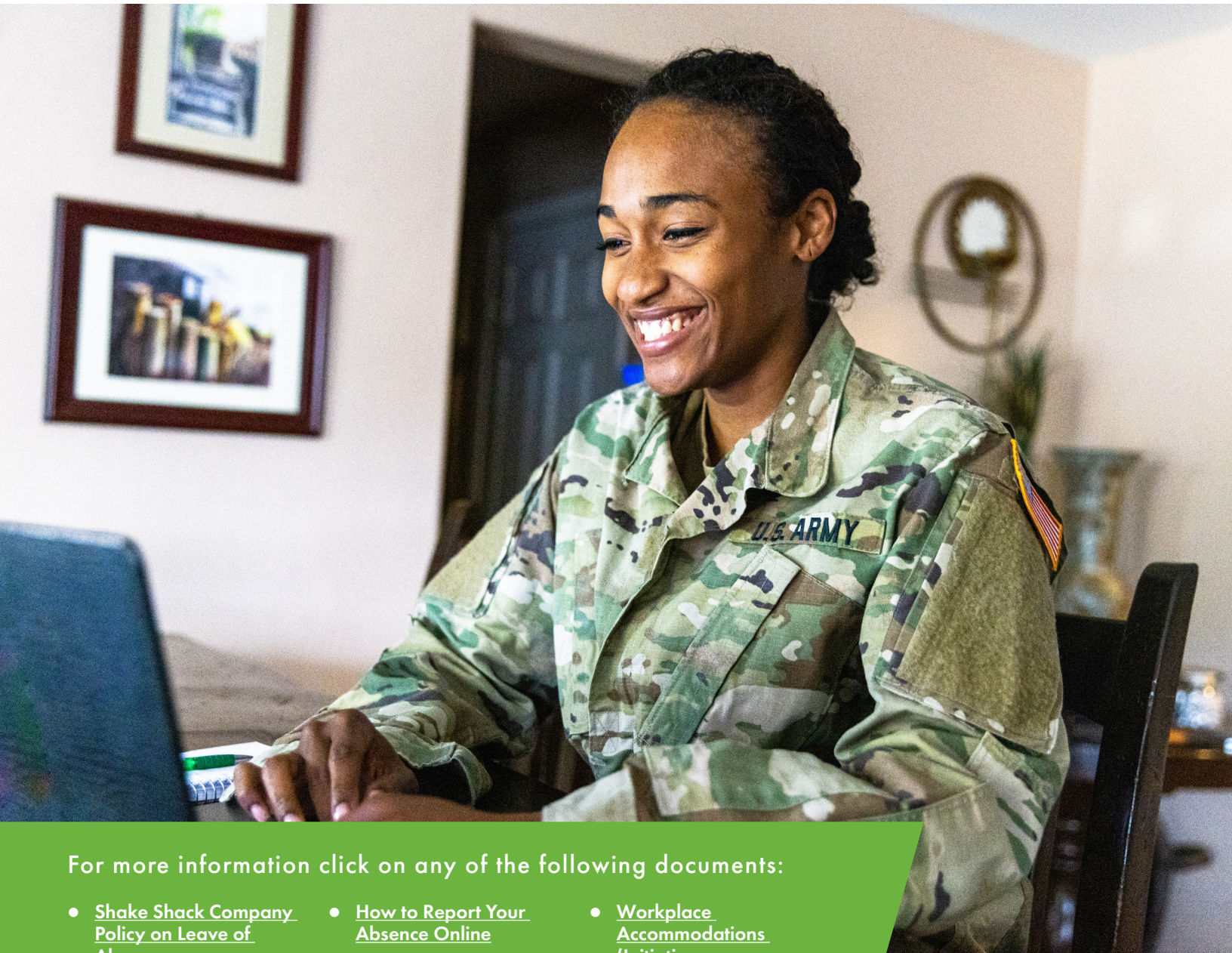
Leave Type	Eligibility Group	When Eligible	Payment issued by	Payment Type	Payment Structure
Short-Term Disability (STD) – Own Medical	Hourly Team Members & Shift Managers:	After 1 year of employment	LFG	Disability	50% of normal weekly wages
Parental NY	Team Members:	After 26 weeks of consecutive employment	LFG	Parental	67% of average weekly wage – up to maximum weekly dollar amount \$1151.16



Steps on how return to work from a Leave of Absence (LOA):

1. Shake Shack Benefits Team conducts outreach to Team Members via email and phone calls to confirm return to work date approved by LFG.
2. Team Members must provide supporting documentation to Lincoln Financial Group (LFG) that supports return to work (RTW) date.
3. Team Members are responsible for confirming RTW date with Leave Case Manager assigned to LOA request at LFG.
4. If Medical documentation indicates limitations, Team Members must upload medical documentation in LFG portal within (5) days of returning to work. Please click [here](#) to view instructional video on how to upload documentation:
5. LFG sends Team Members return to work letter confirming claim has been closed via their preferred communication method.

***If Team Members are returning to work sooner than anticipated return to work date, they must contact their LFG Case Manager and the Shake Shack Benefits Team.**



For more information click on any of the following documents:

- [Shake Shack Company Policy on Leave of Absence](#)
- [Shake Shack Company Policy on Paid Parental Leave of Absence](#)
- [Shake Shack People Resources Procedure for LOA](#)
- [How to Report Your Absence Online](#)
- [How to Report Your Leave of Absence: Spanish](#)
- [State and Local Leave Contact Information](#)
- [Workplace Accommodations \(Initiating an accommodation request\)](#)
- [Workplace Accommodations \(Initiating an accommodation request\) Spanish:](#)