

Field Management/Support Center/Shift Managers 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.	CANES/Field Management/Support Center: After 90 days of employment.	Paid
Long-Term Disability (LTD)	Provides income replacement if you remain unable to work after 26 weeks of STD. Once approved for LTD, Team Members will be separated from employment but will be eligible for rehire upon full recovery and ability to return to work.	After 90 days 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.	Granted to Shift Managers, CANES, Exempt Managers and Support Center Team Members with at least 12 months of employment.	Paid
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 per calendar year, and Team Members must be employed for 90 days to be eligible. This leave must be approved by manager and received by the Benefits Team at benefits@shakeshack.com	After 90 days of employment	Unpaid

³ *FMLA leave of absence due to your own serious health condition may run concurrently with a disability.

** Accrued Paid Time Off (PTO) cannot be used to extend a leave of absence beyond the approved leave period.

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	Support Center, Field Management & CANES:	After completion of 90 days	LFG	Disability	60% of normal weekly wages
Short Term Disability (STD) – Own Medical	Support Center, Field Management, & CANES:	After 1 year of employment	SSE	GAP	40% of normal weekly wages for a maximum of 6 weeks
Short – Term Disability (STD) – Maternity	Support Center, Field Management & CANES: Shift Managers:	After 1 year of employment After 1 year of employment	SSE	GAP	40% - maximum of 8 weeks depending on childbirth delivery type. 50% - of normal weekly Wages - maximum of 8 weeks depending on childbirth delivery type.
Parental – Maternity Leave Non-NY Based	Support Center, Field Management, CANES & Shift Managers:	After 1 year of employment	SSE	Parental	100% of normal weekly wages up to 6 weeks
Parental – Paternity Leave Non-NY Based	Support Center, Field Management, CANES & Shift Managers:	After 1 year of employment	SSE	Parental	100% of normal weekly wages up to 4 weeks
Parental – Maternity Leave NY Based	Support Center, Field Management & Shift Managers:	After 1 year of employment	SSE	Parental	Difference of PLNY – up to 6 weeks
Parental – Paternity Leave NY Based	Support Center, Field Management & Shift Managers:	After 1 year of employment	SSE	Parental	Difference of PLNY – up to 4 weeks.
Parental NY	Support Center, Field Management & Shift Managers:	After 26 weeks of consecutive employment	LFG	Parental	67% of average weekly wage – up to maximum weekly dollar amount \$1,177.32



Own Disability and Parental Resources

Planning to go on leave for personal reasons or to have a baby? Lincoln and UHC both have great tools available to you to help support you through either of these journeys.

Lincoln's PERKY Leave Tool



Use the PERKY Leave tool to help you understand estimated income while on leave as well as help you plan well before you submit a claim.

**Please note, the PERKY tool does not factor in other Shake Shack leaves, so be sure to discuss with your Lincoln claims specialist when you're filing your claim.*

lfg.perkyleave.com/shake-shack or scan the QR code to learn more.



Calm App through UHC

Download the Calm App to access tools for:

- Meditation
- Music
- Work/Life balance
- Sleep
- Movement
- Soundscapes

EAP counseling services through Lincoln

Access the Employee Assistance Program (EAP) from Guidance Resources through Lincoln for 24/7 access for you and your family with up to 5 sessions per issue. They can help with issues from stress and anxiety to familial issues, vacation planning, car buying, etc!

UHC's Maven Partnership



Maven, available at **no cost** to Team Members enrolled in a UHC medical plan, offers around the clock virtual support for expecting parents throughout pregnancy, postpartum, and return to work. Maven supports you through:

- Video appointments and messaging with providers from 35+ specialties with much lower wait times (mental health, OB-GYN's, midwives, lactation counselors, infant sleep coaches, etc)
- Matching you with a dedicated Care Advocate to help you make sense of your Maven benefits and find the right providers and in-person clinics
- Access to hundreds of expert-vetted articles and on-demand classes"

Get support specific to your situation in areas such as:

- Creating your birth plan
- Navigating infant sleep
- Breastfeeding or bottle feeding
- Postpartum mental health
- Returning to work

Download the Maven Clinic App from the App Store or Google Play, [visit mavenclinic.com/join/uhc](https://mavenclinic.com/join/uhc), or scan the QR code to learn more!

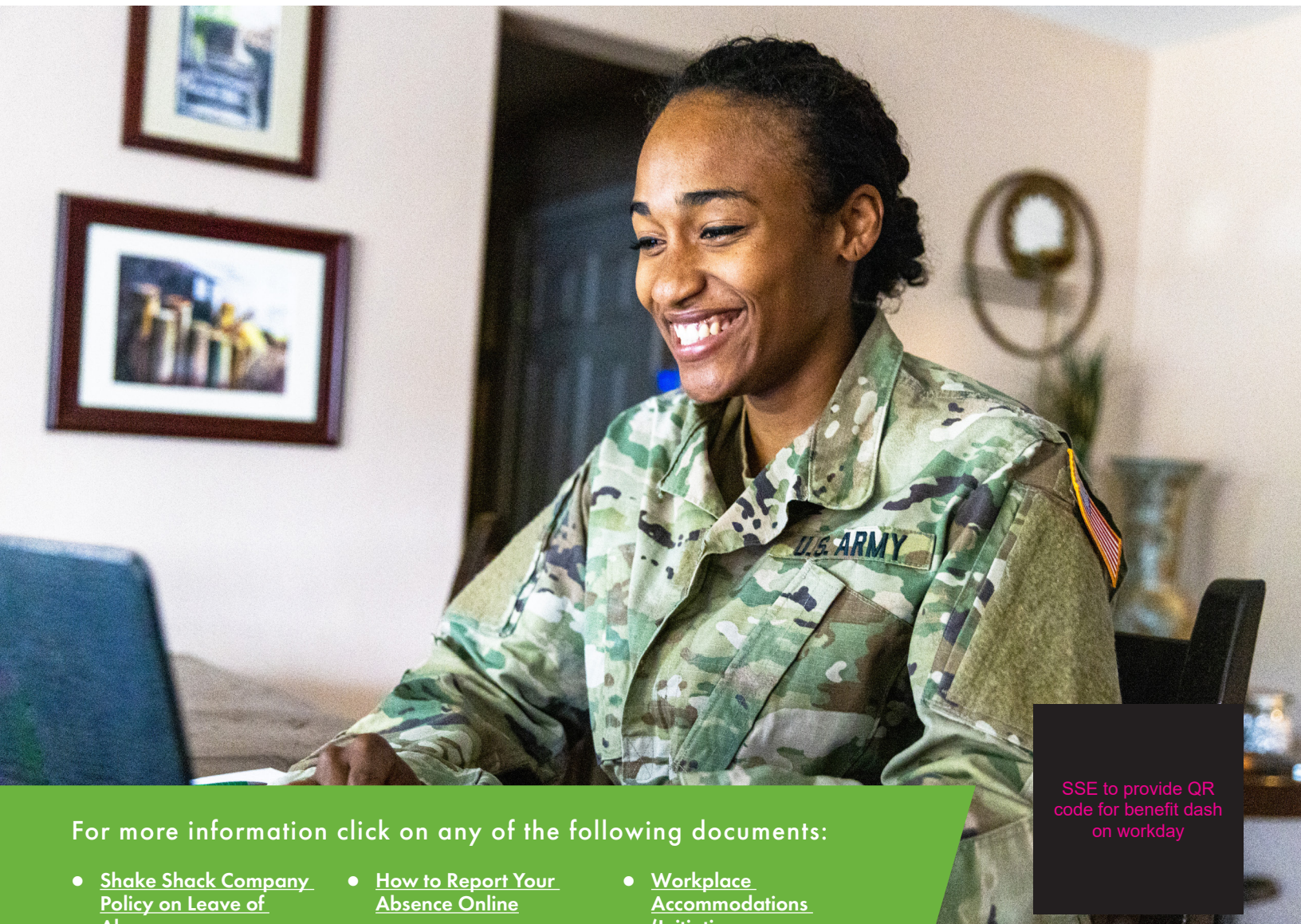


Steps on how return to work from a Leave of Absence (LOA):

1. Team Members must upload the supporting documentation directly in the LFG portal that supports the return to work (RTW) date.
2. If Medical documentation indicates limitations, Team Members must upload medical documentation in the LFG portal within (5) days of return to work. Please click here to view instructional video on how to upload documentation.
3. Team Members are responsible for confirming RTW date with their assigned Leave Case Manager at LFG, the Shake Shack Benefits Team and their department to ensure a smooth transition back to work.
4. 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 at benefits@shakeshack.com.
5. LFG sends Team Members return to work letter confirm claim has been closed via their preferred communication method.

*Shake Shack Benefits Team conducts outreach to Team Members during the Team Member's leave to assist with returning to work based the LFG approval leave end date.

***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:](#)

SSE to provide QR code for benefit dash on workday