



**WORKING AT**  
**WHATABURGER**

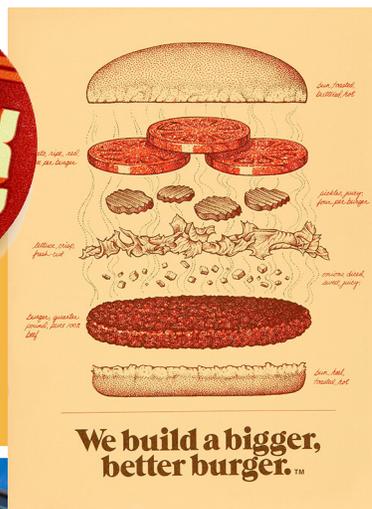
**RESTAURANT OPERATIONS**

# ABOUT WHATABURGER®

On August 8, 1950, an adventurous and determined entrepreneur named Harmon Dobson opened up the world's first Whataburger on Ayers Street in Corpus Christi, Texas. He had a simple goal: to serve a burger so big it took two hands to hold and so good that with one bite customers would say, "What a burger!" He succeeded on both counts and turned that one little burger stand into a legend loved throughout Texas and the South.

Today, each and every Whataburger is made to order, right when it's ordered. And they're still made with 100 percent pure beef and served on a big toasted five-inch bun with all "the extras" to suit your taste. Grilled jalapeños, extra bacon, three slices of cheese, no tomatoes, extra pickles? No problem. Your Whataburger will be made just like you like it, 24 hours a day, seven days a week.

Whataburger's following has grown exponentially throughout its history, thanks to a number of features, including its famous burgers and growing list of menu items; its iconic orange-and-white-striped A-Frame restaurants established in the early 1960s; its Fancy Ketchup that even has its own Facebook fan page; and its on-screen presence in everything from "King of the Hill" to "Friday Night Lights."



**We build a bigger,  
better burger.™**





# WHERE GOODNESS LIVES

Now in our seventh decade, with more than **830** Whataburger restaurants across **10** states stretching from Arizona to Florida, road-trippers and hometown folks alike continue gathering under our orange-and-white roofs for fresh, made-to-order burgers and friendly service.

Regardless of how big we grow - and we will continue to grow, Whataburger will always be a place **where goodness lives.**

AS **WHATABURGER**® GROWS,  
YOU CAN GROW TOO.

Your career at Whataburger can be what you make of it. We will give you the opportunities, tools and resources you need to reach your full potential.

Opportunities are limitless if you bring the drive and a hunger for more.



# WHAT DRIVES US



## MISSION

WIN OUR CUSTOMERS' HEARTS EVERY TIME



## VISION

A GREAT COMPANY, A GREAT BRAND



WHATABURGER®

The image shows a large, 3D orange sign for 'WHATABURGER' mounted on a building's facade. To the left, an American flag flies on a tall pole against a blue sky with light clouds. The building's interior ceiling with white columns is visible at the bottom.



## CORE VALUES



**Be a Proud  
Family Member**



**Serve the Highest  
Quality Products**



**Treat Others  
with Respect**



**Invest in the  
Community**



**Be Fiscally  
Responsible**

## GUIDING PRINCIPLES

- Do work that makes you proud
- Be grounded in our history, yet forward thinking and innovative
- Provide a creative, supportive and fun work environment
- Share thoughts, feelings and rationale early and often
- Be positive and considerate of all in thoughts, words and actions
- Demonstrate and promote teamwork
- Share our culture and prosperity with the communities we serve
- Be modest, unassuming and straightforward
- Make decisions out of respect for both the business and our people
- Seek the best way over the easy way
- Know and participate in the business
- Continually improve yourself and others

# Our Promise

## PRIDE, CARE AND LOVE

Whataburger is more than a burger chain.

It is a place that feels like home to more than 43,000 employees, who we call Family Members, and millions of customers. It's a place people count on in their communities. It's a brand built on **Pride, Care and Love**.

We take **PRIDE** in our work.

We take **CARE** of each other.

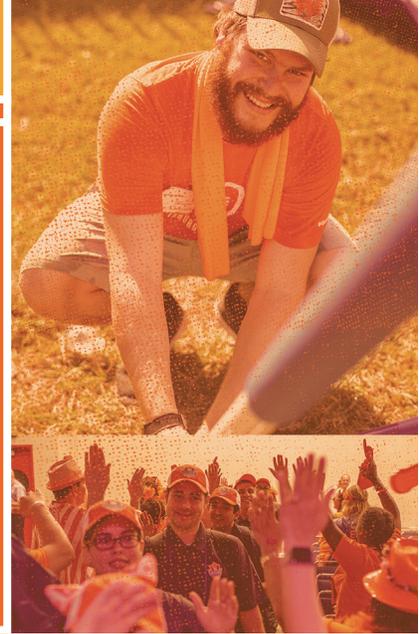
We absolutely **LOVE** serving our customers.

The promise of Pride, Care and Love drives our business decisions and influences everything throughout the company, from our commitment to consistently providing the highest-quality products to the rich relationships shared between Whataburger Family Members and customers.



WHATABURGER®

# ORANGE SPIRIT



At Whataburger, our Orange Spirit shines bright through programs that show our **PRIDE, CARE and LOVE.**



## WHATABURGER FAMILY FOUNDATION

The Whataburger Family Foundation, funded by contributions from Whataburger Family Members, fundraisers and vendors, provides financial assistance during times of need.

Families help see one another through tough times. The Whataburger Family Foundation is a way to offer aid and support to Family Members urgently needing our help.

## WHATABURGER FAMILY FOUNDATION SCHOLARSHIP PROGRAM

The Whataburger Family Foundation doesn't just offer a helping hand during the hard times; it also supports people through the college days. The Whataburger Family Foundation Scholarship Program was created for all Whataburger employees and their dependents to assist with the cost of their continuing education. Scholarships are awarded every year to deserving recipients.

## WHATAGAMES

Every other year, Family Members from Whataburger restaurants across the company come together to compete in WhataGames, three days of intense competition that puts Family Members head-to-head

to see who can deliver best on Whataburger's promise of hot food hot, cold food cold and the biggest smiles in the business.

## FAMILY CONVENTION

Whataburger's Family Convention serves as a gathering for the whole company, taking place every two years. The practice of bringing together employees from across the 10-state footprint is one that keeps Whataburger's vision of Pride, Care and Love at the center of the business.

## ORANGE SPIRIT WEEK

Every year, around August 8, we celebrate Whataburger's birthday by sharing Pride, Care and Love with our community through a week of service projects for organizations working hard to create a positive impact. In 2019, we donated more than **ONE MILLION DOLLARS** and **1,000+** volunteer hours during Orange Spirit Week.

## VOLUNTEER SPIRIT AND CULTURE OF GIVING BACK

In addition to Orange Spirit Week, Family Members volunteer at various local community events throughout the year.



# LEADING THE **WHATABURGER** WAY

At Whataburger, your career can go as far as you'd like.

We're committed to developing the next generation of leaders for the restaurant industry. Leaders who will do things differently. Leaders who will lead the Whataburger Way.

From Restaurant Team Member to Vice President, Whataburger provides training and opportunities for lifelong learning to ensure that all Family Members have the chance to grow and develop within the company.



**WHATABURGER**  
UNIVERSITY

Through **WHATABURGER UNIVERSITY** Family Members can take a wide range of classes to help them ramp up in their new roles, learn how to safely and efficiently prepare our food, how to provide the service that keeps our customers coming back and how to grow into their next-level roles.



## CAITLYN CAMERON

started as a Manager at Unit 808 in College Station, Texas. She also worked as a Manager at Unit 1034 in San Antonio before moving to the Home Office.

Caitlyn now is a Supervisor on our Restaurant Services team.



## YADIRA MENESES

started as a Team Member at Unit 30 in Odessa, Texas, at the age of 16. She was promoted to a General Manager role by 19. In 2020, she was recognized as one of the top-performing GMs in the Whataburger system.

Yadira now is in training for an Area Manager role.



## BRANDON BROWN

started as a Team Member at Unit 596 in San Antonio, Texas. He was promoted into a Manager role before joining the marketing team in the Home Office.

Brandon now supports our Operations Leadership as part of our Restaurant Services team.



# RESTAURANT CAREER DEVELOPMENT PATH

Our Restaurant Career Development Path ensures that Family Members are progressing in their careers — starting at Team Member and continuing all the way through the Area Manager role. Family Members will learn to master the skills needed for success in running a multimillion-dollar business.



The RCDP curriculum includes a number of distinct experiences to help you grow in your career.



**LEARNING YOUR PROFESSION** provides the initial technical training to help you understand your role — including the important systems, tools and processes of your role within the restaurant.



During **KNOWING YOUR PROFESSION**, the focus is narrowed to teach you the important foundational skills and competencies needed to be proficient in your role.



**MASTERING YOUR PROFESSION** takes you deeper, providing the knowledge you need without the years of experience usually needed to earn it.



And once you're ready — with both the motivation and necessary skills, **ADVANCING YOUR PROFESSION** will get you ready for your next-level role.





# FAMILY MEMBER BENEFITS



## WEEKLY PAY

Our compensation plan is competitive and built around performance. All Family Members are paid each week.

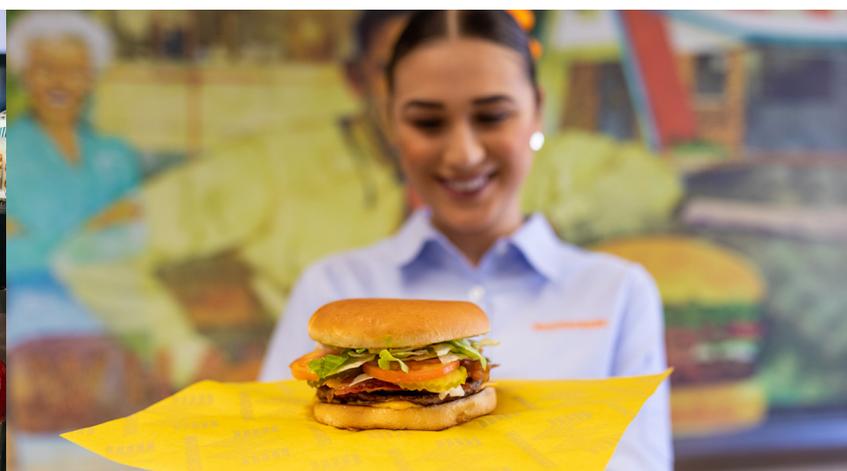
## PERFORMANCE FOR PAY/INCENTIVE PROGRAMS

Whataburger believes in rewarding employees and creating an environment where our top performers have an opportunity for recognition and financial reward. Our Performance for Pay program rewards employees who take Pride in their work, take Care of each other and who absolutely Love serving Whataburger's customers.

*Managers and General Managers are also eligible for a monthly incentive program based on restaurant performance.*

## HOURLY HOLIDAY BONUS

Family Members may receive a holiday bonus based on their eligibility and length of service with the company. Team Leaders are eligible for this program.



## WHATABURGER 401(K) SAVINGS PLAN

Whataburger offers a competitive 401(k) Plan available to all Family Members to participate the first of the month following three months of service.

### 401(K) SAVINGS PLAN

The 401(k) Savings Plan allows Family Members to contribute pre-tax dollars toward retirement, thus lowering their taxable income. Whataburger's current match, which is discretionary and subject to change at any time, is \$0.30 for every dollar you contribute up to 6% of your pay.

### PROFIT SHARING

Whataburger may provide a discretionary Profit Sharing contribution to the 401(k) Savings Plan on behalf of all Family Members who complete 1,000 hours of service and are actively employed on the last day of the plan year.

Family Members can accumulate a balance through the Company's Profit Sharing contributions regardless of their participation in the 401(k) Savings Plan.

## TIME OFF

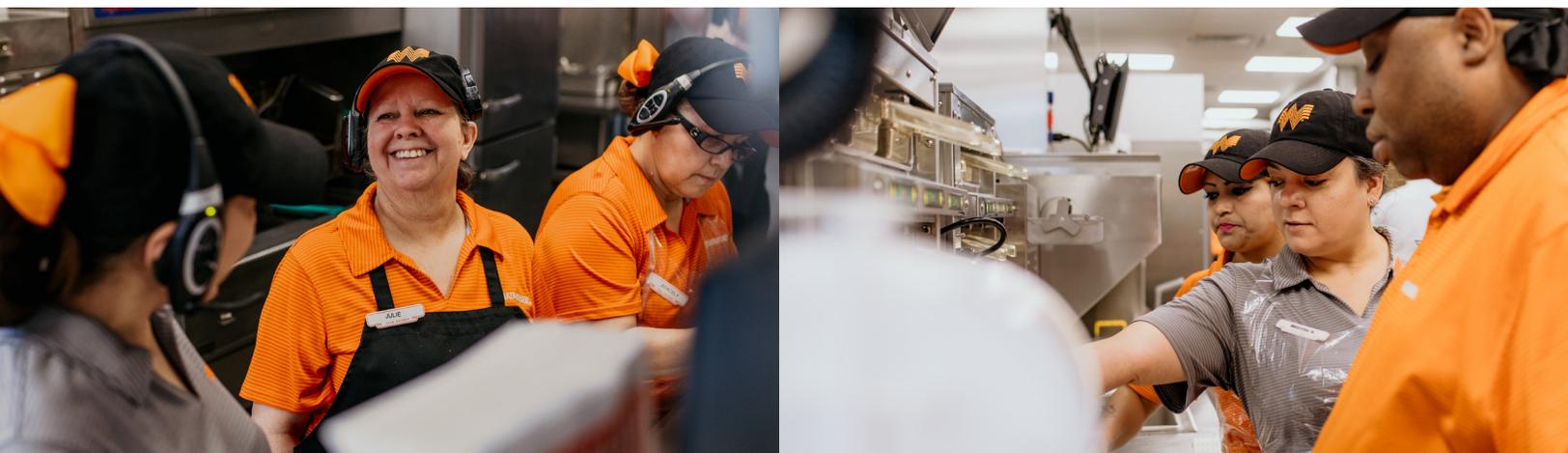
While Whataburger operates 24/7, Team Leaders, Managers, General Managers and above are eligible for paid vacation time after completing one year of continued employment in an eligible position. Vacation is earned on each anniversary date in an eligible position as follows:

TEAM LEADERS	
Year(s) of Service	Vacation Earned Per Year
1	1 Week
2	2 Weeks

MANAGERS/GENERAL MANAGERS & ABOVE	
Year(s) of Service	Vacation Earned Per Year
1-4	10 Days
5-9	15 Days
10+	20 Days

Team Leaders, Managers, General Managers and above and Support System employees are also eligible for sick pay when absent because of illness or injury. The number of sick time hours accrued is based on role.

Team Leader	4 hours of sick time earned per month
Managers and Above	8 hours of sick time earned per month



# MEDICAL | DENTAL | VISION INSURANCE

Although health care costs are rising nationwide, Whataburger invests in Family Members by contributing **75%** of the cost of medical, dental and vision insurance.



## MEDICAL

Eligible Family members can elect coverage under one of Whataburger's two medical plan options, both administered by Blue Cross Blue Shield of Texas. Prescription drug coverage is offered under both plans through Express Scripts, including preventive drugs covered at no cost. You have the option of extending coverage to cover your spouse and other child dependents.



## DENTAL

Whataburger offers two dental plan options, a Base Plan and Expanded Plan, both administered by Delta Dental.



## VISION

We offer a plan administered by Davis Vision which provides exam coverage, a contacts and eye glasses allowance and other extras.

## ADDITIONAL PLANS & PROGRAMS



### WELLNESS INCENTIVES

Wellness Incentives allow Family Members who participate in a Whataburger Medical Plan to earn additional incentive dollars from the Company through HRA contributions and cash incentives. Incentives are earned through biometric screenings, health assessments, health coaching, wellness physicals, pregnancy programs, wellness challenges and more.



### HEALTH FLEXIBLE SPENDING ACCOUNT (FSA)

Eligible Whataburger Family Members may contribute dollars on a pre-tax basis to a Health FSA to help the Family Member save money by paying for eligible out-of-pocket health expenses on a before-tax basis.



## DISCOUNTED GYM MEMBERSHIPS

All Whataburger Family Members receive discounted gym memberships (where available).



## DEPENDENT DAY CARE FLEXIBLE SPENDING ACCOUNT (DCFSA)

Eligible Family Members may contribute dollars on a pre-tax basis to a Dependent Day Care FSA.



## LIFE & DISABILITY COVERAGE

Whataburger provides 100% company-paid Basic Group Term Life, Accidental Death and Dismemberment (AD&D), and Long-Term Disability (LTD) coverage for you through Lincoln Financial Group. You can also purchase Supplemental Life coverage for yourself and your dependents.



## QUALITY MEAL PROGRAM

Whataburger Family Members can enjoy a 50% discount off the regular cost of a meal for themselves and guest any time of day, at their home unit. Managers and above can receive their discount at any company-owned-and-operated unit. Please see the employee handbook for the full policy.



## UNIFORMS

Whataburger is proud of its image and establishes guidelines for attire worn by Family Members. Whataburger provides shirts, a hat and name tag to Restaurant Family Members, while the Family Member provides pants, belt and shoes that meet Whataburger's dress code requirements.



## EMPLOYEE ASSISTANCE PROGRAM (EAP)

All Family Members and members of their household are eligible for five free face-to-face counseling sessions per concern per year. Our EAP also provides financial and legal counseling.



## EMPLOYEE RECOGNITION

Whataburger is proud to celebrate hard work through a number of special recognition programs. From service anniversaries to companywide or department awards, we recognize Family Members' contributions to our legacy of success.



## REFERRAL PROGRAM

Friends, family or colleagues who share our values and culture often make great Whataburger Family Members. We love referrals and offer incentives for helping us recruit talent to join our ever-growing Family.



## MERCHANT DISCOUNT PROGRAM

Whataburger partners with many vendors to run our day-to-day business. As part of that relationship, some of these vendors offer discounts to Family Members, including Gold's Gym, Dell, Ford Motor Company, General Motors, KinderCare, Sprint Wireless, AT&T, Microsoft, LaQuinta Inn and Suites, National Car Rental and Enterprise.





*Apply today!*  
**WHATABURGER.COM/CAREERS**