



Premium Relocation Policy Guide



MAPLE  STREET
BISCUIT CO

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INTRODUCTION

Congratulations on your upcoming relocation with **Cracker Barrel/Maple Street**. This program is part of our overall *Focus on You*—supporting you at life’s most important moments.

We know relocation is a significant change. This guide is designed to put you first by clearly outlining the relocation benefits and resources available to you, helping make the process straightforward and supportive as you move into your new role and location.

To support your experience, **Cracker Barrel/Maple Street partners with Cartus**, a trusted leader in corporate relocation. Cartus will assign a dedicated relocation consultant to provide individualized guidance and serve as your primary point of contact throughout your move—so you can stay focused on what matters most.

Core-Flex Relocation Program: The relocation program includes two benefit offerings: 1. “Core” benefits like moving your household goods, and 2. “Flex” benefits from which you may choose using provided points. Employees automatically receive the core relocation benefits and may also use Flex Points to select additional relocation benefits based on their individual needs. The goal is to combine essential support with customizable options to suit your individual needs.

1. **Core Benefits:** Every eligible employee automatically receives the core relocation benefit and does not use Flex Points for it. Core benefits cover the essential move of household goods:
 - Either a professional household goods move (up to \$10,000).
 - Discard and Donate services (when using a van-line move).**or**
 - The self-move lump-sum (\$1,500) option.
2. **Flex Benefits:** On top of the core benefit, employees receive **10 Flex Points** to use on eligible optional benefits that support housing, travel, family needs, temporary living, and settling in.

If you have points remaining after you have made the flexible benefit selections, you have the following options:

1. Cash out up to five (5) of your 10 Flex Points for a maximum cash value of \$2,500 if you select the shipment of household goods (van-line).
2. Cash out up to seven (7) of your 10 Flex Points for a maximum cash value of \$3,500 if you select the self-move option.

The cash-out is tax assisted which means Cracker Barrel/Maple Street will fully pay the income taxes owed on your behalf.

How Does it Work?

As soon as you accept your new role, Cartus will be ready to work with you. Your Cartus consultant will contact you and is your main point of contact throughout the relocation. Your consultant will ensure a smooth transition to your new location by coordinating all logistical arrangements as noted.

Additionally, you will have access to Cartus' Benefits Builder, a secure online platform designed to support your relocation experience. Your Cartus consultant will provide you with login credentials, guide you through how to use the tool, review your relocation benefits package, and help you determine which flexible benefit options best align with your personal needs.

Benefits Selection

Select your flexible benefit options utilizing Benefits Builder. As you confirm your flexible benefit options, the tool will generate an Acknowledgement Letter confirming points you have spent, and any points you have remaining. You may select benefits any time within 12 months of your effective transfer/hire date as long as you have points remaining, some options can be selected multiple times, while others are limited to a one-time use.

CORE BENEFITS

Core benefits are designated as essential and cannot be modified. Core benefits are provided automatically and do not require the use of Flex Points. Moving your household goods constitutes your core benefits. You choose the best option for you.

Self-Move Option

You will receive a lump-sum payment of \$1,500 instead of a professional van-line shipment of your household goods. You will be responsible for managing your move, including transporting your items using a rental truck or similar method. This payment is tax-assisted.

OR

Household Goods Move

You will receive a professional van-line shipment of your household goods. Cracker Barrel/Maple Street will pay the cost of moving typical household goods and personal effects from your current primary residence to your new home, which includes packing, transporting, and unpacking your goods up to \$10,000.

Cartus Responsibilities

- Select a carrier for your move who is qualified and has a record of superior service.
- Track the shipment from packing and loading through delivery to make sure it is handled properly.

Your Responsibilities

- Contact your Cartus consultant as early as possible to establish a preliminary schedule as household goods shipments can take up to three weeks to book.
- Complete a pre-move survey after the van line has been selected; a representative will contact you.
- Keep in contact with your van line representative for scheduling of packing, moving, and delivery of your household goods.

Be available to accept your shipment on all dates during the delivery spread. The van line representative will provide confirmation of this range of dates for your delivery. Avoid travel and real estate closings on your loading and unloading dates.

Discard and Donate

In association with the van line move arranged through Cartus, this service includes an organizer to assist you with identifying household items that you no longer want or need prior to the shipment. Arrangements will be made through the supplier to have those items donated or discarded, as appropriate. You will be provided with receipts for the items donated to a charity.

By discarding or donating items, you can reduce the overall weight of your household goods. Lower weight results in a lower shipment cost, which will help you stay within your approved cost limit of \$10,000.

This program reduces your carbon footprint and supports sustainability. 

Policy Exclusions:

Cracker Barrel/Maple Street will not assume expense or liability associated with:

- Valuables including but not limited to jewelry, currency, stocks, deeds, furs, art, dissertations or publishable papers, and other collectibles or items of extraordinary value.
- Transportation of livestock, bricks/pavers, stone, firewood, lumber and campers.
- Taxidermy, aquariums, grand pianos.
- Recreational vehicles, utility trailers, farm machinery, snowmobiles, motorcycles, boats exceeding 14 feet, airplanes, or similar items.
- Installation, disassembly/reassembly or dismantling personal property such as, but not limited to, pool tables, above-ground pools, hot tubs, waterbeds, gym sets/equipment, playhouses, swing sets, animal pens or runs, outdoor buildings, chandeliers, statues, water fountains, outdoor sculptures, carpet, wall shelving, window treatments, drapery rods or other permanent fixtures, radio/ television antennas, satellite dishes and associated cables, or similar items.
- Servicing of grandfather clocks, pianos, or organs or appliances.
- Wiring or plumbing for appliance hookups.
- Rehang of TVs, entertainment or surround sound systems.
- Shipment of plants, food, other perishables.
- Overtime charges for the van line (weekends and evening hours).
- Moving van waiting time, extra pickups, or deliveries.
- Inventory/goods related to secondary business.
- Articles packed by you or a family member (these should be repacked by the moving company).
- Cleaning services.

This list may not be all inclusive. Check with your consultant for further details or questions.

Federal law prohibits you from shipping illegal or hazardous materials in your household goods boxes or luggage. Hazardous materials include such items as:

- Firearms, ammunition, weapons, and explosives.
- Compressed gases.
- Flammable liquids and solids.
- Oxidizers/Poisons/Corrosives.
- Radioactive materials.
- Lithium batteries including laptop batteries.
- E-bikes and hoverboards.

Insurance on Shipment

Cartus will provide a link to the Virtual Insurance Resource Center, detailing the Household Goods Insurance Program. You are responsible for reading and understanding the program/policy, including coverage, exclusions, limitations, and required processes for full coverage. Contact your Cartus consultant with any questions.

In the event of damage, **a claim must be reported within 100 days of delivery of your household goods**. The settlement of individual items that may be damaged will be based on the lesser of either the cost to repair the item to pre-move condition or its actual replacement cost. There is no consideration for a decrease in value due to depreciation of an item, excluding automobiles. Automobiles will be insured at book value.

FLEX BENEFIT OPTIONS

Overview:

Flex Benefit	Description	Points Required	Selection Limits	Reimbursement / Coverage
Home Finding Trip	Trip to destination location to secure permanent housing	1	Unlimited	Up to \$500 per selection
Seller's Closing Costs	Eligible costs associated with the sale of a home	1	Unlimited	Up to \$500 per selection
Lease Cancellation	Unavoidable lease termination penalties	1	Unlimited	Up to \$500 per selection
Dependent/Pet Care Reimbursement	Dependent, elder, or pet care during relocation activities	1	Unlimited	Up to \$500 per selection
Rental Assistance	Rental finding services including a one-day tour	2	1 selection	Service provided
Final Move Travel Expenses	Transportation, lodging, and meals for final relocation	1	Unlimited	Up to \$500 per selection
Shipment of Automobile	Shipment of one automobile via open carrier	4	Up to 2 selections	One automobile per selection
Upgrade to Enclosed Car Carrier	Upgrade from open to enclosed automobile transport	2	Up to 2 selections	One automobile per selection
Storage of Household Goods	Storage of household goods at destination for up to 30 days	4	1 selection	Service provided
Friends and Family Airfare Support	Economy airfare for friend or family member assisting with move	1	Unlimited	Up to \$500 per selection
Shipment of Specialty Household Goods	Shipment or crating of specialty or ineligible items	1	Unlimited	\$500 per selection
Temporary Living Reimbursement	Temporary lodging reimbursement for up to 30 days	1	Unlimited	Up to \$500 per selection
Car Rental Reimbursement	Rental car reimbursement during temporary living	1	Unlimited	Up to \$500 per selection
Return Trips	Travel between departure and destination locations	1	Unlimited	Up to \$500 per selection
New Home Purchase Closing Costs	Eligible buyer closing costs for new home purchase	1	Unlimited	Up to \$500 per selection
Destination Start-Up Expenses	Expenses to establish residence at destination location	1	Unlimited	Up to \$500 per selection

Flex Benefit Options Details:

Home Finding Trip

1 pt. unlimited selections

Reimbursement of up to \$500 per selection with accompanying receipts.

You will be reimbursed expenses for one home finding trip to the destination location for up to five days/four nights. Expenses are limited to you and one eligible family member to include:

- Airfare via coach class.
- 14-day advance airfare purchase recommended.
- One checked baggage fee per traveler.
- Transportation to/from airport.
- Local mass transit or car rental, tolls and fuel (additional insurance will not be reimbursed).
- Mileage reimbursement at current IRS mileage rate, if traveling by personal automobile.
- Reasonable lodging and meals.

All expenses must be in accordance with Cracker Barrel/Maple Street's Travel and Business Expense Reimbursement Policy.

Seller's Closing Costs

1 pt. unlimited selections

Reimbursement of up to \$500 per selection with accompanying documentation.

To receive your reimbursement, submit a signed copy of the settlement statement and a completed relocation expense report to Cartus.

Covered expenses include:

- Real estate agent/broker compensation at the local area's prevailing rate but not to exceed 6%.
- Reasonable and customary cost of closing agent/closing attorney's fees.
- Documentary tax stamps/fees for document preparation.
- Title search and title insurance (only if it is required that the premium be paid by the seller; normally there is a 50/50 split between buyer and seller).
- Termite inspection (if required) notary fees/seller required inspections.

Ineligible Expenses

- Points/Mortgage pre-payment penalties.
- Real estate agent's transaction handling fees other than the broker market-based commission/compensation.
- Fees for additional personal legal and/or tax counsel.
- Buyer's closing costs or other incentives.

Lease Cancellation

1 pt. unlimited selections

Reimbursement of up to \$500 per selection with accompanying documentation.

Upon notification of your relocation, you'll need to speak with your landlord about ending your current lease and to explore options to avoid lease-breaking penalties. You are expected to make a reasonable effort to negotiate a settlement with your landlord. If a termination penalty cannot be avoided, the Company will provide reimbursement of lease cancellation expenses.

Necessary Documentation

The following documents must be submitted to Cartus with your expense request:

- A copy of the lease agreement.
- The written termination notice you provided to your landlord.
- The written release of responsibility from your landlord.
- Proof of payments you made for the lease cancellation.

Ineligible Expenses

The following expenses are not reimbursable:

- Cleaning or loss of security or pet deposits due to damage.
- Costs to repair damaged property.

Dependent/Pet Care Reimbursement

1 pt. unlimited selections

Reimbursement of up to \$500 per selection with accompanying receipts.

Reimbursement is offered for child, elder, and/or pet care expenses as incurred during your relocation. Some examples:

- Home finding trip or final move.
- Attending your newcomer closing appointment.
- Household goods packing and unloading.

Rental Assistance

2 pts. 1 selection

If you elect to rent your new permanent primary residence in the destination location, Cartus will refer you to a rental professional who will accompany you on a one-day tour to view properties for lease based on your preferences and budget.

Final Move Travel Expenses

1 pt. unlimited selections

Reimbursement of up to \$500 per selection with accompanying receipts.

You will be reimbursed for eligible enroute expenses from the departure location to the destination location incurred by you and your eligible family members in accordance with Cracker Barrel/Maple Street's Travel and Business Expense Reimbursement Policy. Eligible expenses include transportation, lodging, and meals.

Transportation Costs

One-way airfare (14-day advance purchase required) including transportation to and from the airports if the distance to your new location exceeds 500 miles.

- Two baggage fees per person.
- Mileage reimbursement at the IRS rate, tolls, parking.

Lodging and Meals

You will also be reimbursed for one night of lodging in the departure location and one night in the destination location. One night of lodging will also be reimbursed for each 350 miles traveled per day. Meals will be reimbursed for you and your eligible family members during this time.

Please refer to Cracker Barrel/Maple Street's Travel and Business Expense Reimbursement Policy for additional information.

Shipment of Automobile

4 pts. per automobile up to 2 selections

Cartus will arrange for the shipment of one automobile via open carrier. The Company will not assume any liability for classic or vintage automobiles, which must be moved or stored solely at your expense. Cars that are not in good working order will not be shipped.

Upgrade to Enclosed Car Carrier

2 pts. up to 2 selections

Cartus will request an upgrade for automobile shipment from an open carrier to an enclosed carrier on your behalf. Each selection will upgrade one automobile shipment.

Storage of Household Goods

4 pts. up to 1 selection

Your Cartus consultant will arrange for the storage of your household goods at the destination location for up to 30 days.

Friends and Family Airfare Support

1 pt. unlimited selections

Reimbursement of up to \$500 per selection with accompanying receipts.

This contribution is provided if you require support from a friend or family member as needed in conjunction with your home finding or final move trip (economy airfare).

Shipment of Specialty Household Goods

1 pt. unlimited selections

\$500 per selection

Cartus will arrange for the van line to move or crate items that are not eligible under Cracker Barrel/Maple Street's relocation program. Items may include trampolines, pinball machines, taxidermy, pool tables, wine, playhouses, swing sets and water fountains. Cartus will arrange payment directly to the van line on your behalf.

Temporary Living Reimbursement

1 pt. unlimited selections

Reimbursement of up to \$500 per selection with accompanying receipts.

You will be reimbursed for temporary living lodging for up to 30 days. Meals are not included in this benefit.

Car Rental Reimbursement

1 pt. unlimited selections

Reimbursement of up to \$500 per selection with accompanying receipts.

You may elect to be reimbursed for a rental car during temporary living. Fuel and tolls are not covered during this time.

Return Trips

1 pt. unlimited selections

Reimbursement of up to \$500 per selection with accompanying receipts.

Return trips are available during temporary living. Covered expenses include airfare, transportation to and from airports, or mileage, whether a family member visits you at your destination or you visit your family at your departure location.

New Home Purchase Closing Costs

1 pt. unlimited selections

Reimbursement of up to \$500 per selection with accompanying documentation.

Eligible Expenses:

- Required closing fees including (but not limited to) application, commitment and/or processing fees, underwriting, appraisal, credit report, flood determination, tax monitoring, survey, recording fees, legal fees of transfer taxes.
- Costs linked to the title including (but not limited to) search, settlement agent fee, lender's title insurance, insurance binder, normal and customary buyer inspections up to a total maximum of \$1,500.

Ineligible Expenses:

- Prepaid property tax, insurance, mortgage interest or points/costs normally charged to the seller/Home Warranties, Owner's Title insurance.
- Private Mortgage Insurance (PMI).
- Improvement assessments by State, City or County authorities.
- Attorney fees not directly related to the closing/Repairs, remediation and/or improvements.
- Mansion Tax/Homeowner or Condominium Association costs.

Destination Start-up Expenses

1 pt. unlimited selections

Reimbursement of up to \$500 per selection with accompanying documentation.

Reimbursement for related expenses such as vehicle registration fees, securing a new driver's license, trash/recycling, water, electric, gas, oil, cable, and internet deposits.

WHAT YOU NEED TO KNOW ABOUT TAX ASSISTANCE

Federal income tax laws require most of the relocation expenses paid by an employer to or on behalf of an employee to be reported as income on the employee's Form W-2 (Wage and Tax Statement). Cracker Barrel/Maple Street will provide tax assistance on many of these payments made to you. Tax assistance considers your net taxable earnings from Cracker Barrel/Maple Street including relocation earnings (note: it does not include any other non-company income sources e.g. spouse/partner income and/or investments).

Termination of employment from Cracker Barrel/Maple Street may result in the cancellation of your eligibility to receive a tax gross-up if the termination takes place in the year the relocation expenses were incurred.

The tax gross-up calculation is final and determined as noted above. No reconciliation to the final actual tax returns will be prepared.

Payments Ineligible for Tax Assistance

Any expenses noted as not tax-assisted within this policy and/or in the Tax Summary Chart section of this policy (below).

Record Keeping

Cartus will send you a year-end tax reporting statement that will itemize all your relocation expenses.

Tax Assistance Payments

Payments for tax assistance are not paid directly to you but will be reflected in your pay statement. The payments are calculated and included in your Form W-2 as withheld taxes. The tax assistance is then submitted to the proper government agencies on your behalf.

TAX SUMMARY CHART

The following chart is based on current tax laws and is subject to change.

BENEFIT PROVISION	ADDED TO FORM W2	TAXABLE INCOME	TAX ASSISTANCE
Car Rental	Yes	Yes	Yes
Cash-out Option	Yes	Yes	Yes
Dependent/Pet Care Reimbursement	Yes	Yes	Yes
Destination Start-up Expenses	Yes	Yes	Yes
Final Move Travel Expenses	Yes	Yes	Yes
Friends and Family Airfare Support	Yes	Yes	Yes
Home Finding Trip	Yes	Yes	Yes
Household Goods- Shipment	Yes	Yes	Yes
Household Goods- Storage	Yes	Yes	Yes
Lease Cancellation	Yes	Yes	Yes
New Home Purchase Assistance	Yes	Yes	Yes
Rental Assistance	Yes	Yes	Yes
Return Trips	Yes	Yes	Yes
Self-Move Option	Yes	Yes	Yes
Seller's Closing Costs	Yes	Yes	Yes
Shipment of Automobile(s)	Yes	Yes	Yes
Shipment Specialty Household Good Items	Yes	Yes	Yes
Storage of Household Goods	Yes	Yes	Yes
Temporary Living Reimbursement	Yes	Yes	Yes
Upgrade to Enclosed Car Carrier	Yes	Yes	Yes

POLICY ADMINISTRATION

Eligibility Requirements

- You must be a current, full-time or newly hired exempt employee who has been offered the Premium Relocation Policy from Cracker Barrel/Maple Street.
- The distance between your new place of employment and former residence must be at least 50 miles greater than the distance between your former place of employment and former residence.
- All eligible policy benefits must be used within 12 months from your effective date of transfer/hire documented in Workday.
- Family members eligible for benefits include your spouse/domestic partner and legal dependents that reside in your departure home, will move with you and will subsequently reside with you in the new location Cracker Barrel/Maple Street.
- If both you and another member of your household work for Cracker Barrel/Maple Street and are both relocating to the same location for job positions at the request of Cracker Barrel/Maple Street only one of you will be eligible for the relocation policy benefits. Duplicate offerings will not be authorized.

Relocation Repayment Agreement

Cracker Barrel/Maple Street makes a significant investment when relocating an employee. Therefore, depending on the requirements of your departure/destination state, you must sign a repayment agreement. The repayment agreement will be provided to you for signature during Cracker Barrel/Maple Street E-Offer Process.

This agreement states that if you voluntarily terminate your employment with the Company within 12 months of your effective transfer date or start date—whichever is later—you are required to repay the Company for all relocation-related costs submitted, including any tax assistance as referenced in the repayment agreement.

Expense Reimbursement Guidelines

You will be reimbursed for reasonable, necessary, and properly authorized expenses covered by this policy. You are expected to maintain expenses at a conservative level. Cracker Barrel/Maple Street may, at its discretion, choose not to reimburse, in full or in part, an expense that is deemed unreasonable or excessive. All expenses, unless otherwise specified, must be in accordance with Cracker Barrel/Maple Street's Travel and Business Expense Reimbursement Policy which can be found on the Barrel.

Some program offerings are offered to you as reimbursement for eligible expenses. Cartus will typically process your expense reimbursements within ten business days, upon receipt of the completed relocation expense report and supporting documentation (receipts).

You will submit for reimbursement using the Cartus website, which is accessible through the Benefits Builder portal, directly at <https://online.cartus.com> , or through CartusMobile, which can be downloaded at no cost from the Apple or Google Play stores. Your consultant will provide you with access to create an ID and password and explain the steps to follow for reimbursement. Following authorization of your move to Cartus, you will be prompted to provide your banking information to facilitate direct reimbursement payments.

Important to Remember

- You must use a personal credit card for all relocation-related expenses.
- You must retain and submit itemized receipts for reimbursable expenditures over \$25.00.
- Credit card statements cannot be used in lieu of receipts.
- Keep records and receipts of all your expenses, whether they are reimbursable under this policy or not—this will assist in the completion of your federal and state tax returns at year-end.

Benefit Guidebook

This guidebook describes the provisions of the policy effective as of the date shown below in the footer. It replaces all guidebooks and materials issued prior to that date. Only those benefits described in this guidebook are provided. If a benefit is not noted, it is not covered. In addition, Cracker Barrel/Maple Street reserves the right to interpret the meaning of any benefit provision and is the final decision-maker. Cracker Barrel/Maple Street also reserves the right to change or cancel all or part of the relocation program and policy at any time with or without written or verbal notice.

Exceptions to Policy

Cracker Barrel/Maple Street's relocation policy is designed to comprehensively address many relocation-related needs. As such, requests for exceptions to the policy should not be necessary. To accommodate any unique or unforeseen expenses not specifically covered by the program, the Flex Point option is available for your use.

Confidentiality

Cracker Barrel/Maple Street provides certain personal employee information to Cartus for them to administer this policy. By choosing to receive services described in this policy, you consent to such disclosure by Cracker Barrel/Maple Street. Cartus agrees that its employees will maintain the confidentiality of personal information and use it strictly for the purposes set forth in this policy.