



**Villaire Organization
Employee Success Guide**

McDonald's® Works for Me.

Committed to being America's best first job





WELCOME to the Villaire Organization

You have become an integral part of a brand which has one of the most amazing success stories in American Business. McDonald's began in 1955 with one single restaurant and has grown to over 40,000 restaurants in over 120 countries around the world. By joining our team, you have opened a world of opportunities. You will learn important life skills such as time management, the ability to teach and coach others, and the ability to think on your feet. We look forward to having you on our "Winning Team" and contributing to the success our restaurant as well as your own personal development. Teamwork and Q.S.C. (which you will hear many times) are key elements in our business and your job is to keep our restaurant delivering the highest level of Q.S.C. possible.

Quality, Service and Cleanliness "QSC"

Quality...Our reputation for quality is internationally known. We use only the finest of products available. But all that can be lost without your help. Always check the products you prepare or serve. Never use product past the code date, or if they are damaged. If you find products that are not right, don't serve them and tell a manager. One of the keys to our quality is "Tender Loving Care."

Service... Quality and cleanliness are useless without fast, friendly service. Courtesy is always easier if we remember the golden rule..." Treat others the way you would like to be treated yourself."

Cleanliness...It is such an important aspect for our customers. Our restaurants must be spotless at all times. Both inside and out! Only through the best efforts of everyone will that happen.

Here's a few thoughts from Ray Kroc our McDonald's founder:

"NONE OF US ARE AS GOOD AS ALL OF US"

— Ray Kroc

"IF YOU WORK JUST FOR MONEY, YOU'LL NEVER MAKE IT, BUT IF

YOU LOVE WHAT YOU'RE DOING AND YOU ALWAYS PUT THE CUSTOMER FIRST,

SUCCESS WILL BE YOURS."

— Ray Kroc



Our Mission

OUR EXPECTATIONS is to follow the "**8 Proven People Practices.**"

- Build a staff of **SERVICE-ORIENTED** employees.
- Deliver a motivating and effective **ORIENTATION** and **TRAINING**.
- Provide **COMPETITIVE PAY** and **REGULAR RAISES**.
- Schedule **SUFFICIENT CREW** for the workload and **POSITION THEM** effectively for the best service experience.
- Ensure **GOOD COMMUNICAITON** among Managers and Crew.
- Give **BREAKS** per policy.
- Provide necessary and well maintained **EQUIPMENT**.
- Ensure a **SAFE** and **COMFORTABLE WORK ENVIRONMENT**.

OUR EXPECTATIONS FROM YOU are to follow the "**10 Commandments of Customer Service**"

- Remember that the most important people in your restaurant are your **CUSTOMERS**.
- Understand that **CUSTOMERS** do not depend on you; **YOU** depend on them.
- Do not think of **CUSTOMERS** as interruptions. They are the **WHOLE REASON** for your work.
- Recognize that **CUSTOMERS** do you an **HONOR** when they eat at your restaurant.
- View **CUSTOMERS** as part of your business, not as outsiders.
- Treat **CUSTOMERS** as people with **FEELINGS** just like yours.
- Never **ARGUE** or match wits with a **CUSTOMER**.
- Anticipate and meet your **CUSTOMER'S NEEDS**.
- Give **CUSTOMERS** courtesy and attention.
- Make sure you are as **NEAT** and **CLEAN** for the **CUSTOMERS**.

OUR PROMISE TO OUR CUSTOMERS should be "**What our customers Want from Us.**"

- Deliver hot, fresh product. Keep the hot, **HOT** and the cold, **COLD**.
- Accuracy. Get it **RIGHT** the **FIRST** time. Ensure their order is correct and nothing is missing.
- Manage any complaints quickly and easily. Fix it **NOW**. Do whatever it takes.
- Personal Interaction. Treat them like a **FRIEND** and a **VALUED GUEST**. Friendly, courteous service. Treat them with respect. Treat them like a real person. Interact with them. Make small talk.
- Deliver **QUICK SERVICE**. Ease of ordering. Easy hassle-free special requests. Clear and easy communications. Clean environment.
- Deliver impressive service. Create **GOLDEN MOMENTS**. Make them feel special. Convenience of condiments, straws, and napkins. Engage with the customer at any moment you are not engaged with another customer. Go in the dining room and talk to your guests. Anticipate the customer's needs.



Our Locations

Main Office
8305 S Saginaw St Suite 11
Grand Blanc, MI 48439
810-606-0885

Store # 3845
1178 Hwy 31 N
Petoskey, MI 49770
231-347-1711

Store # 3892
5050 N Huron Rd
Oscoda, MI 48750
989-739-3111

Store # 4639
1020 S Main St
Cheboygan, MI 49721
231-627-2251

Store # 5504
7370 Genesee St
Genesee, MI 48437
810-640-2749

Store # 12245
925 S Ortonville Rd
Ortonville, MI 48462
248-627-6225

Store # 15600
503 Morenci Ave
Mio, MI 48647
989-826-8418

Store # 17896
213 N State St
Otisville, MI 48463
810-631-4044

Store # 20444
3989 S Lapeer Rd
Metamora, MI 48455
810-678-8920

Store # 21854
6153 M 68
Indian River, MI 49749
231-238-0216

Store # 22634
2770 S M 33
Rose City, MI 48654
989-685-3773

Store # 25700
1440 Bridge St
Charlevoix, MI 49720
231-547-5710

Store # 26496
405 N 5th St
Roscommon, MI 48653
989-275-0533

Store # 30801
605 East Lake St
Tawas City, MI 48763
989-362-3956

Store # 35919
747 Spring St
Petoskey, MI 49770
231-487-0088

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This is how our legal department says: "Welcome"

The statements in this guide are not promises and do not create any kind of employment contract. Your employment is "at will." This means that both you and your McDonald's are free to terminate employment at any time, with or without notice, for any reason or no reason at all. Your McDonald's reserves the right in its sole discretion, without any prior consultation or agreement with any employee, to change or modify any of its policies at any time, with or without notice. The at-will nature of employment may be modified or changed only in writing, addressed specifically to you stating that you are no longer employed at will, and must be signed by the Owner/Operator, Cynthia or Scott Villaire

I know my stuff.

The secrets to your success



Like any organization, McDonald's has rules that help each of us interact with one another and our customers. We have flagged some of the most important rules you are expected to follow, but this list is not all-inclusive. Following these rules will help you fit in with our team, get the most out of your work experience, and develop key skills and habits that will help you succeed throughout your professional life.

Watch the clock. Arrive on time for your shift. If an emergency delays you, call the manager on duty. We expect you to contact the restaurant at least three hours in advance (where practicable) if you cannot make it to your shift on time.

Find the right spot. We want our customers to find parking when they need it. Park only in areas designated by your management. If you have a need to park closer for medical reasons, let your general manager or hiring manager know.

Make a good impression. People are eating here! Refrain from using tobacco, e-cigarettes, and chewing gum or the use of any profanity while you are working. No one under the age of 21 may smoke on the premises. You may only smoke during an unpaid break out of sight of the customers.

Get paid. To make sure you get paid for every minute on the job, clock in before you start working and clock out after you have finished work for the day. Do not clock in or out for other employees, and do not have anyone clock in or out for you. See the "I Earn My Paycheck" policy in Section 7 for additional information.

- If you believe that you have not been paid for all hours that you have worked your first step should be to immediately contact your General Manager. If it does not get resolved to your satisfaction you should then contact your Area Supervisor. They will assist you in receiving pay for all hours worked.

Keep the line open. Ask your manager before using the restaurant telephone to make personal phone calls.

Be a Know-it-All. Check the crew bulletin board regularly. PLEASE do not deface or add any information posted without permission.

Protect our profits. We get it — our food is delicious. But we need people to buy it. Ask your manager for approval before taking food, other than your employee meal. Refrain from giving free food to your friends or family.

Protect your stuff. Leave valuable belongings and/or large amounts of cash at home. We are not responsible for the loss of personal items while on the job.

Keep it professional. If you are a crew member, dating a fellow crew member is okay as long as both parties agree and it does not interfere with our restaurant operations. No manager is allowed to date a crew employee who works in the same restaurant. See the "Dating Nepotism and Fraternization" policy in section 12 for additional information.

Be honest. We believe we can trust you — that's why we hired you. Theft, misuse, defacement, or destruction of company, employee, or customer property is prohibited.

Be kind. We are all on the same team and we all need to get along. Abusive or threatening behavior towards any person is prohibited.

Come unarmed. Weapons of any type are prohibited on the premises, in the parking lot, or at any function or activity sponsored by McDonald's, unless otherwise permitted by state or local law.

Be clear-headed. It gets busy around here and we need you to be sharp. Alcohol and illegal drugs in any form are strictly prohibited on the premises. You may not report to work intoxicated or under the influence. You may be subject to a toxicology test if suspected of under the influence of drugs or alcohol. You may not possess, sell, or distribute any drugs or alcohol on the premises, in the parking lot, or at any function or activity sponsored by McDonald's.

Tell us what's going on. Please tell us when you change your address, telephone number, legal name, emergency contact, or availability so we can update our records.

Speak up. We want to know if something isn't right. Immediately notify your General Manager or Area Supervisor, of any job-related illness, accident, policy violation, unsafe working conditions, customer complaints, or concerns.

02

I care about a safe and secure workplace.

Avoiding accidents and injuries



We are positively nerdy about safety and security. Keeping you safe and healthy is important to us. We will count on you to help us maintain a safe and healthy workplace for you and your fellow crew by familiarizing yourself with all of McDonald's safety and security policies, procedures, and requirements.

We take safety seriously because we want McDonald's restaurants to be among the safest and healthiest workplaces anywhere. That's why it's our policy to comply with all federal and state laws and regulations regarding safety and health. McDonald's-approved cleaning supplies and equipment are safe to use when handled according to manufacturer's instructions.

By following all operating procedures and rules, you can help us keep your workplace free of accidents, injuries, and hazards.

Be safety smart

- Know your restaurant's safety procedures and alert your manager to any safety concerns.
- View the safety module information in the eLearning system.
- Read all safety information posted in the crew room.
- Read up on any chemical products used in your restaurant. The HAZARD COMMUNICATION PROGRAM (Hazcom) is on either the Food Safety Tablet or the FRED Training Tablet and provides Safety Data Sheets (SDS) that contains important information about each chemical product, label information, and special first aid information along with instructions for action in the event of an accident.

Ask your manager for more information. Hazcom Training is a yearly OSHA requirement.

- Familiarize yourself with your restaurant's emergency action plan and medical emergency procedures. In case of an emergency, follow your manager's instructions and safely exit the restaurant if necessary.
- If your duties include filtering the fry vats or cleaning grills/ovens, you must use the Personal Protective Equipment (PPE) required for these jobs — you must be trained on the proper procedures and equipment before you do these jobs.
- Notify a manager immediately if you are injured on the job.

Keeping yourself and the store safe and secure.

- Keep the doors to the store, except those used by the customer, locked at all times.
- Only use the back door on specific direction by a member of the management team.
- Only enter the store through the front door and leave through the front door (counter cut) unless directed otherwise.
- Once the doors are locked, they cannot be re-opened until the lobby opens.
- For the safety and security of all employees, you will not be allowed to exit or enter the restaurant before or after hours of operation. Once lobby closes and/or the lobby doors are locked, employees must remain inside.
- In the event of a robbery – DO NOT RESIST – obey robbery procedures which will be detailed to you by members of management.



03

I play a key role in food safety.

Because germs are gross

You play an important role in keeping our food safe because you will be working with and around the food we serve to our customers on every shift. Here's what we need from you:

- If you have (or suspect you may have) an illness or disease that may be spread through food handling, stay home and call your manager to report this immediately. These illnesses/diseases include, but are not necessarily limited to, Typhoid, Salmonella, Shigella, Hepatitis A, Norovirus, Campylobacter, or E. coli. Similarly, if you have come into close contact at work, school, or home with someone who has (or is suspected of having) one of these illnesses, do not come to work. Instead, immediately contact your restaurant manager to discuss the situation.
- If you have any cuts or sores on your hands, cover them with a bandage and wear disposable gloves over the bandage while you are at work.
- Stay home (and follow your restaurant's call-in procedures) if you are suffering from diarrhea, fever, vomiting, jaundice, or fever accompanied by sore throat (unless these symptoms are caused by a medical condition that your medical provider has confirmed will not cause food borne illness — and you feel capable of working). Please contact your manager if you have any questions about whether your illness requires you to stay home from work.
- Wash your hands before starting to work with food, after using the restroom, and at all other times described in the food safety crew training module.
- Follow McDonald's procedures for cooking, preparing, and handling food. You can find food safety modules on the Food Safety Tablet, Fred, or CAMPUS.
- If you become aware of any situation that you think may jeopardize the safety of our food, our customers, or your fellow employees, report it to your manager immediately.

I show up.

Scheduling

Work schedule

At McDonald's, we take pride in offering a flexible work schedule. Your schedule will be based on your availability, our business needs, and your overall performance and versatility. Sometimes you may be asked to come to work a shift that you were not originally scheduled to work. McDonald's complies with all state, city or local laws regarding scheduling.

Work availability

If your availability changes, please notify us in writing at least two weeks in advance. Several times each year, we will ask you to complete an updated availability list so we can plan for vacations or school schedules.

Schedule posting

Work schedules for the following week will be posted at least 4 days prior to the beginning of the new work week so you can know your work schedule and follow it. However, due to changes in restaurant needs, your work schedule and number of hours may vary each week.

Unless there is an emergency, we expect you to follow these steps if you want to switch hours once the schedule is posted:

- Find someone to work for you in your place.
- The person who replaces you must be able and trained to work the same position.
- Notify the shift manager of any such changes.

Requesting Time Off

If you need a specific day or time off, please submit your request to the scheduling manager as soon as possible, preferably no later than 6:00pm on Saturday. Once schedules are posted, it is your responsibility to check your own schedule. If you need a day off after the schedule is posted, it is your responsibility to find a replacement who has been trained to work your scheduled position. The change must be approved by your General Manager and noted on the posted schedules.

Call-in procedures

If you are unable to report for your shift, contact the manager on duty at least 2 hours before your shift begins — or, if you're scheduled for the breakfast shift, the night before. In the event of illness, your manager may request documentation demonstrating that your absence was for a medical reason or emergency. Missing more than an average of one scheduled shift per a month is considered excessive absenteeism.

No call, no show

Failing to call in or report to work for a scheduled shift will be considered an unexcused absence unless doing so would be unreasonable under the circumstances. Three consecutive no call, no shows for a scheduled shift will be considered a voluntary quit.

Tardiness

Report to work on time for your assigned shift. Except in the case of an emergency, if you are going to be late, you must notify the manager on duty 2 hours in advance of your shift's start time.

05



I look sharp.

Wardrobe, hygiene and grooming

You're an important part of our image because you're visible to our customers. That's why we have high standards for the cleanliness and neatness of all McDonald's employees.

Personal hygiene

Practicing good personal hygiene helps to keep our food safe. Here's what to do:

- Keep clean (bathing or showering and brushing your teeth every day you report to work is recommended).
- Inform your General Manager if you have an infectious or contagious illness that may prevent you from serving food or handling food equipment in a sanitary manner.

Hand washing

Washing hands properly probably is the most important thing you can do to help ensure that our customers receive safe food. During orientation, your manager will demonstrate proper hand-washing technique. Always wash your hands:

- Before entering the kitchen and touching food
- After using the restroom
- After taking a break
- After handling garbage or cleaning supplies
- After touching your face, hair, or body

Uniforms

Keep your McDonald's uniform clean, pressed and wear it whenever you are working. McDonald's uniforms are made of wash-and-wear material and can be routinely washed and dried with other clothes. Dark pants and dark non-skid shoes are required. Key lanyards, cell phones and other items should not be visible while working. Items hanging from your pocket(s) are a safety hazard.

Jewelry

Loose, dangling bracelets, earrings, hanging necklaces, and excessive amounts of jewelry can be a safety hazard while preparing and serving our food. Please limit the amount and type of jewelry worn, with no visible chains or necklaces. Small or stud earrings may be worn. Jewelry should be moderate and not excessive. Visible piercings on the face, including but not limited to nose rings and eyebrow piercings, tongue, and other visible body parts are allowed.

Fingernails

Keep nails short, clean, neat, and manicured. Artificial nails are not allowed by State of Michigan's Health Dept and create a risk to our customers. They are strictly prohibited.

Hair

Keep your hair clean, restrained, off the face, and pinned back or up. If the local health board requirements are stricter, follow their standards.

Facial hair

Sideburns should only reach to the bottom of the ear. Mustaches must be neatly trimmed to the corner of the mouth. Beard guards must be worn with beards or goatees in all areas of the restaurant.

Tattoos

Visible tattoos are permitted if they are non-offensive. Offensive tattoos include those that are obscene, profane, sexually-suggestive, or contain content or imagery that is discriminatory towards an individual or group based on gender, race, age, sexual orientation, disability status, citizenship status, military status, or any other characteristics protected under the law.

Accommodations for religious beliefs and/or physical conditions

McDonald's provides a reasonable accommodation to these standards to accommodate an employee's religious beliefs and/or physical condition in accordance with federal, state and local anti-discrimination laws. If you have any questions, contact your General Manager or Supervisor.

06

I put my education first.

Working students



To make sure that students' job experience complements their education, McDonald's supports these principles:

- Education is a significant priority. Between education and employment, your education comes first. That's why McDonald's provides flexible working hours to accommodate classes, homework assignments, and extracurricular activities.
- We don't want excessive or late working hours to compromise your grades and school attendance.
- McDonald's provides training programs that help develop your skills and emphasize the importance of responsibility and self-discipline.

- McDonald's complies with all laws concerning the employment of minors.
- We take a leadership role in working with parents, educators, and students on education issues
- McDonald's believes in supporting education by recognizing our employees' scholastic achievements.

Limitations on working students

Federal, state and local laws regulate the hours and duties a minor (17-year-olds and younger) can work. McDonald's takes these laws seriously and asks for your cooperation in complying with them. If you have any questions about the laws in your state or related policies and procedures please check with your General Manager or Supervisor.

07



McDonald's takes seriously its obligation to pay you properly and to make sure our pay practices comply in all respects with all federal, state and local laws. This means you are entitled to be paid for all time worked, including overtime. If for any reason you believe you have not been paid for all the time that you have worked, you should immediately contact your General Manager, Supervisor or Payroll Department at (810) 606-0885 and they will assist you in receiving pay for all the hours worked.

Clocking in and out

To make sure that you get paid for all time that you work, be sure to clock in before you begin any work and clock out only when you have finished all of your work for the day. Do not clock out until your last task is completed. Depending on the length of your shift and the state in which you work, you may also be required to clock in and out for meal and/or rest breaks. Because it is important that you receive pay for all hours that you work, refrain from punching in or out for anyone else and never let anyone punch in or out for you. Doing work while not clocked in is strictly prohibited, except with prior approval from your General Manager.

If you perform any work while not clocked in, you must keep a record of all time spent on work and provide it to your General Manager as soon as possible so your manager can make sure you are paid for all time worked. If you perform work without being punched in and without permission from your General Manager, you must still record your time and you will be paid for all time worked. But you may be subject to discipline, up to and including termination, for violating McDonald's policy.

Depending on the length of your shift and the state in which you work, you may also be entitled to meal and rest breaks. Your manager should inform you about breaks at the start of your employment, so you know what to expect. If you have any questions about meal and rest breaks or concerns about whether you are receiving breaks in accordance with state laws, please contact the General Manager or Operations Supervisor of your restaurant.

I earn my paycheck.

Getting paid

Errors and corrections

We all know that mistakes can happen clocking in and out. Be sure to correct any mistakes that occur as quickly as possible. If you made a mistake in clocking in or clocking out, or if you notice any other mistakes in your paycheck or on your time punch report, please contact your manager immediately. We will work with you to ensure that you get paid for all time you worked.

A member of your management team may also notify you if he/she believes there has been an error in recording your time. It is important that you understand the change your manager wants to make and that you agree with your manager before correcting your time record. You may be required to sign any payroll report as requested by your manager.

If you and your manager cannot agree on a correction to your time records, call your General Manager or Supervisor so that the issue can be resolved promptly. If you are still unhappy with the resolution, bring it to the attention of the payroll department at (810) 606-0885 as soon as possible so that the issue can be resolved, and you can receive all of the pay you have earned without any delay.

You will not be penalized for speaking up. McDonald's strictly prohibits retaliation against any employee who seeks to correct any pay errors or report any problems regarding McDonald's obligations to pay employees correctly.

When to expect your paycheck

Workweeks run from Sunday to Saturday. Our pay day is Friday. Direct Deposit or a pay card are the only means of payment. Your paystubs and yearly W2 are available to you 24/7 via our payroll website:

<https://getmypaystub.com>

Performance reviews and raises

At McDonald's, we review our employees' (crew) wages and give a performance review on an annual basis. We strive to provide competitive wages and benefits to all our employees and to pay our employees correctly.

08

I dig in.

Free and discounted employee meals



As a valued employee, you are entitled to either a 50% discount on your meal for each shift worked or one free meal for each shift that you work.

A free employee meal consists of any 2 items from the breakfast or lunch lists below:

BREAKFAST MEAL

- Main Course: Sausage Biscuit, Sausage McMuffin, Breakfast Burrito, Hash Brown

REGULAR MENU MEAL

- Hamburger, Cheeseburger, McChicken, 4-piece McNuggets, Small Fry

Drinks during your shift are available upon request and with the permission of a member of the management team. The health department prohibits drinks in all work areas. All food received under this policy is for your personal consumption only. Enjoy your meal in the crew room only. Order crew food on the “customer side” of the front counter and enter it into the cash register system just like any customer transaction.

Crew food needs to be approved by a manager. All employee meals are to be assembled and presented by the employee working behind the counter. Under no circumstances will you be allowed to prepare or assemble your own meals. When you are not on the clock, you are not allowed behind the counter unless you are in the crew room.

As a valued employee of McDonald's, you also qualify for discounts on our food when you are not working a shift. Once each day, you may receive 30% off your entire order (not to exceed \$15 in total discounts) on the McDonald's app. McDonald's reserves the right to amend or terminate this benefit at any time without prior notice.

Minor employees must receive a 30-minute break for shifts greater than 4.5 hours. Adult employees (18yrs of age and older) will be scheduled a break for shifts greater than 5 hours. These are unpaid 30-minute breaks. Minor employees by state and federal law must stay off the clock for a continuous 30 minutes.



A variety of people work at McDonald's — and that's one of the best things about our organization. Our guidelines will help you work well with everyone at McDonald's and minimize misunderstandings. Take them seriously. These policies not only make good business sense, but many are required under the law.

Equal opportunity

Opportunities, recruitment, hiring or employment, training, development, performance reviews, pay, advancement, and all other aspects of employment are based solely on individual abilities and job performance. This policy ensures a practice of equal employment opportunity regardless of race, color, sex,



We would not be here without our customers. McDonald's strives to have the best customer service in the industry. This all starts with you. Our goal is EXCELLENT customer service. Here are some of the ways you can help:

- Greet customers as they walk through the door, come to the drive thru speaker, and the drive thru windows.
- Thank customers as you give them their order.
- Treat customers the way you want to be treated.
- Present only hot, fresh, tasty food.
- Children have a special relationship with McDonald's and we encourage you to find ways to treat them as Stars.

I give and get respect.

Workplace diversity

religion, national origin, citizenship status, age, disability, veteran status, sexual orientation, gender identity/expression, genetic information, pregnancy or any other prohibited basis.

Diversity and inclusion

We utilize the unique talents, strengths, and assets of our employees so we can provide the world's best quick service restaurant experience. In our workplaces, everyone should feel valued, accepted, and rewarded. We encourage employees to understand and recognize differences and to appreciate the contributions of all diverse groups and individuals. Our top management believes in the value of a diverse and inclusive work force.

I will be here for our guests

Guest relations

- Help customers by carrying trays, opening doors, moving high chairs, getting condiments and refills, etc.
- Clear dirty tables and pick up trash when you see it.
- If there is a problem. I will do the following
 - L. A. S. T**
 - **Listen** – to the customer
 - **Apologize** – to the customer for the problem
 - **Solve**- take care of the situation immediately. If necessary, get your manager to help with any issues that can't be resolved.
 - **Thank** – the customer for bringing the situation to our attention.

Do everything you can to ensure that Every Guests' Expectations are exceeded!



We are a people company. We care about you and the experience you have working here. This Policy describes our expectations for all employees, supervisors and managers as we work together to maintain a respectful workplace, free from discrimination, harassment, and retaliation.

McDonald's is committed to supporting this Policy because it is important to us that you work in a safe and respectful workplace.

Discrimination, Harassment, and Retaliation- Definitions and Their Applications

What is discrimination?

We are committed to following the law and to making employment decisions for the right reasons. This means that hiring and firing decisions, pay, promotions, assignments, and career development opportunities will be made based on your performance and the needs of the business, not on factors that are protected under the law.

We will not make decisions based on sex, sex stereotyping, pregnancy (this includes pregnancy, childbirth, and medical conditions related to pregnancy, childbirth, or breastfeeding), race, color, religion, ancestry or national origin, age, disability, medical condition, marital status, sexual orientation, gender, gender identity, gender expression, status of being transgender, military or veteran status, citizenship status, genetic information, or any other protected group status as defined by law.

What is harassment?

All employees must treat each other with respect and take steps to ensure the work environment is free from harassment. Any harassing conduct that creates a hostile work environment for our employees will not be tolerated. This is also true of harassment based on factors like someone's gender, race, age, sexual orientation, disability status, citizenship status, military service, or any other characteristics protected under the law. This Policy covers a wide range of conduct – even if the conduct only offends some employees, but not other employees.

I do the right thing.

Discrimination, harassment, and retaliation

Offensive words or actions can be in the form of sexually-suggestive comments; inappropriate jokes; teasing about a person's appearance or their age, race or sex; insults, unwanted nicknames, or stereotyping based on the factors listed above; and the sharing of emails, texts, or pictures that are degrading, make someone uncomfortable, or are insulting, even if the conduct is not sexual in nature.

What is sexual harassment?

We also will not tolerate sexual harassment. Sexual harassment includes unwelcome advances or flirtations, requests for sexual favors, and other conduct based on sex, where agreeing to the conduct becomes a condition of employment, or the conduct is used as the basis for an employment decision, or the conduct creates an intimidating, hostile, or offensive work environment. Even if this conduct is not being used as a basis for an employment decision, it still may be unwelcome. Unwelcome sexual conduct is inappropriate and never acceptable at McDonald's.

Here are some examples of inappropriate behavior: touching any employee in a sexual manner; making comments about a person's body; intentionally brushing up against another person; staring at a person in a way that makes them feel uncomfortable; and sharing pictures, jokes, cartoons, or any materials of a sexual nature. This Policy also covers more severe physical misconduct, such as sexual assault.

What is retaliation?

You will never be retaliated against for raising concerns or complaints regarding behavior that you believe potentially violates McDonald's Policy. The Company's Policy – and the law – does not allow any type of retaliation against someone who makes a complaint or participates in an investigation of a complaint. Retaliation means being punished or experiencing a negative employment action because you raised a concern or complaint of a potential Policy violation or participated in an investigation. Examples of retaliation include experiencing a reduction in pay, hours, or favorable work assignments.

11 I do the right thing.

When, Where, and to Whom does this Policy apply?

This Policy applies to all McDonald's employees – on McDonald's property, at company-sponsored events, or offsite with other employees, contractors, or vendors. Further, we do not tolerate harassment of employees by non-employees (for example: interns, temporary workers, independent contractors, franchisees, guests, customers, vendors, and suppliers), and we do not tolerate harassment of non-employees by employees.

What if others around me make sexual jokes, and I seem to be the only person who does not laugh or feels uncomfortable by the joke?

All employees are entitled to a workplace free from harassment. Jokes, teasing, and sharing pictures, emails, or videos that are sexual, degrading, or insulting in nature are frequently considered harassment, even if they are shared as a joke. This type of conduct is simply not OK in our workplace, and the Company supports employees who bring it to the attention of their managers, HR, or other McDonald's resources described in more detail below.

A regular restaurant guest or employee of a vendor frequently flirts with me, but has never crossed the line into physical touching. It still seems makes me uncomfortable; is there anything I can do?

Yes, we want you to feel comfortable and safe at work, even if the offending behavior is done by someone who is not an employee of the Company. The Company encourages raising concerns or complaints regarding this type of conduct and supports employees' right to feel comfortable and safe at work.

What to Do When You Experience or Witness Discrimination, Harassment, or Retaliation – Knowing When and How to Raise a Concern or Complaint.

What do I do if I think this Policy has been violated?

If you experience or observe conduct like that described above, we need to hear from you! There are multiple individuals, both inside and outside of McDonald's, who will support you as soon as you make your complaint. While McDonald's will support you if you tell the person who is making you feel uncomfortable to stop, you are not required to, because we recognize that doing so is not always easy or possible. Regardless of whether you confront the person about the conduct, we want you to reach out to one of the McDonald's resources listed below to ensure that any offensive conduct stops and appropriate action is taken. When you let us know that discrimination, harassment, or retaliation may have occurred, we will ensure that the appropriate steps are taken as outlined in this Policy, and will support you through the process.

What if I think I might have been subjected to discrimination, harassment, or retaliation, but I am not sure?

We want you to feel comfortable and safe at work. We encourage and support you contacting one of the available resources to discuss your concern. We are here to support you through that process and assist you with any behavior you believe may violate this Policy.

We also encourage employees to raise concerns or complaints not only about themselves, but any possible violations of our Policy they observe. Raising concerns or complaints regarding conduct that may violate this Policy – even if you're not sure whether or not it violates the Policy – will help McDonald's ensure a safe and respectful workplace, free from discrimination, harassment, and retaliation. Working together to eliminate any offensive or uncomfortable behavior is crucial to maintaining a positive working environment for you and all of our employees.

Are Supervisors and Managers required to escalate concerns or complaints of potential Policy violations?

If you supervise or manage people, you must set a positive example by ensuring your conduct, including your employment decisions and workplace behaviors, are free of discrimination and harassment. You are also required to immediately notify McDonald's if you are aware of any conduct that could violate this Policy. It is also all Supervisors' and Managers' responsibility to take steps to eliminate all discrimination, harassment, and retaliation. This includes immediately contacting one of the McDonald's resources listed below in any situation where you become aware of any conduct that potentially violates this Policy or if an employee provides you with information that they are uncomfortable because of another person's conduct.

Who can I report concerns or complaints to? There are individuals inside and outside of McDonald's to support you throughout the entire process of making a complaint. The following McDonald's resources are available to you to raise concerns of potential Policy violations: For Restaurant Employees please contact the following:

- Your General Manager
- Area Supervisor
- Director of Operations
- Main Office
 - jacsoffice@comcast.com
 - (810) 606-0885
- Owner Operator

Please note that you do not have to discuss issues with your manager before raising a concern or complaint to someone else. You can go to whichever resource you are most comfortable with.

Depending on the severity of the conduct, and any concerns you may have regarding your physical safety, you may also want to reach out

one of McDonald's third-party Employee Assistance Programs ("EAPs") such as the McResource Line and the Employee Resource Connection. These EAPs are free and confidential and can help support you during many different kinds of situations. The services provided by the EAPs include counseling, referrals, and other support services that may be helpful.

What if I feel my safety is threatened?

The McDonald's resources mentioned above will do all they can to ensure your safety. While the facts of each situation may be different, there might be a need for a temporary change to the schedule and/or reporting relationship to make sure you feel safe and comfortable. As mentioned above, depending on the circumstances and the severity of the conduct involved, you may also want to reach out to third parties such as local law enforcement, which you may do on your own or with the assistance of the above resources. Your safety is of the highest importance to McDonald's.

The Process After a Complaint is Made

What happens once I raise a concern?

We encourage you to contact the McDonald's resources listed above regarding possible violations of this Policy. These resources will help you with any concerns you have regarding any potential violations of this Policy. Complaints will be taken seriously and investigated thoroughly and fairly. This means that a neutral person will conduct the investigation. That person maybe someone within McDonald's or an outside third-party investigator, depending on the circumstances. The neutral person will talk to you, possible witnesses and the person who allegedly engaged in the misconduct. While the investigation is taking place, we will take appropriate steps to ensure your safety in the workplace. Those steps are dependent on the circumstances, and may include a temporary reassignment or leave, immediate directions to others to cease certain behaviors, and training.

to third parties such as local law enforcement, or

After the investigation of your complaint is completed and any appropriate steps are taken, you can still provide information about any other situation that makes you feel uncomfortable.

Also, if you feel like you are being punished or treated poorly after you made a complaint, you should reach out to HR immediately.

If at any time you have questions about the process or the status of an investigation, please reach out to HR. You will also be updated

and notified once the investigation has been concluded.

If the person accused of discrimination, harassment, or retaliation has questions or concerns regarding the process, they should reach out to HR, but should not discuss the issues with the complainant or other employees.

What happens if I tell someone about a possible Policy Violation? Will I experience retaliation?

Employees who provide information about conduct they believe may violate this Policy will not be retaliated against in any way by McDonald's. This protection against retaliation also covers those who provide information in an investigation of alleged Policy violations raised by someone else. All employees have a duty to cooperate in investigations or otherwise respond to questions regarding alleged harassment. This Policy expressly prohibits retaliation against those who raise potential violations and those who participate in investigations into potential violations.

Complaints will be taken seriously and investigated thoroughly, impartially, and in a timely manner. The identity of individuals who raise concerns regarding harassment, alleged victims, witnesses, and alleged harassers, along with information obtained as part of an investigation, will be kept confidential to the extent possible and permitted by law.

What happens after an investigation?

If our investigation confirms that this Policy has been violated or that inappropriate conduct has occurred, the Company will take immediate corrective action that is proportionate to the violation. Corrective action can come in any form, including termination, reassignment to another job or location, changes in reporting relationships, written warning, training, coaching, counseling, and/or other measures that the Company deems appropriate under the circumstances.

After the investigation of your complaint is completed, if you have any continuing concerns or wish to provide additional information about your first complaint or any other situation that makes you feel uncomfortable, please reach out to HR or the resources listed above.

Also, if you feel like you are being retaliated against, punished, or treated poorly after you made a complaint, you should reach out to one of the available resources immediately. Your concerns will be reviewed and appropriate action will be taken.

We are a people company. We care about you and the experience you have working here. We have resources to assist you. We are all in this together, and we are stronger and better when we work together to keep McDonald's a respectful, safe, and inclusive work environment.



I keep it professional.

Dating, nepotism, and fraternization

We understand and respect your needs to develop personal relationships at work — so we follow these guidelines to keep our work environment positive and professional.

Dating or romantic relationships

Employees who have a direct or indirect reporting relationship to each other are prohibited from dating. “Dating” means being involved in any kind of romantic or intimate relationship, and includes, but is not limited to, any sexual relationship or encounter.

Nepotism

Claims of favoritism or a conflict of interest may exist when an employee reports (directly or indirectly) or is reported to (directly or indirectly) by a spouse or immediate family member. This is generally not allowed in the restaurant. Exceptions to this can only be made by the restaurant’s Human Resources Consultant/Manager. See the Standards of Business Conduct on Our Lounge for guidelines on engaging family members as vendors or independent contractors.

Fraternization between restaurant management and crew employees

We hope you like your managers — but socializing with them is different than hanging out with your peers. Because their jobs require leadership skills, we encourage restaurant management employees to use good business judgment with regard to fraternizing or socializing with crew.

That means they are prohibited from fraternizing or socializing outside of work with any crew employee who works in the same restaurant, unless the fraternizing or socializing occurs in public and at least three or more McDonald’s employees are present. Restaurant management employees may not offer alcohol to, consume alcohol in the presence of, or be present if alcohol is consumed by crew employees who work in their restaurant. McDonald’s management employee may not live in the same dwelling with employees that report to them.

Employee obligations

If you enter into or plan to enter into a dating or romantic relationship that violates this policy, you must advise your General Manager immediately. McDonald’s may take such steps as it deems reasonable and appropriate to correct the violation, including, but not limited to, transferring or reassigning one or both of the employees involved, asking the employees involved to cease dating or to agree not to begin dating, or terminating the employment of one or both of the employees.

Any employee who would like to enter into a reporting relationship that may be subject to the nepotism policy must report the relationship to his/her Human Resources Consultant/ Manager immediately.

I keep my head in the game.

Electronic devices and online communications

Electronic devices

Do not use electronic devices, excluding devices required for medical purposes, for non-business purposes while on working time. Any emergency calls that you receive should come through the restaurant's telephone.

Using your cell phone has a negative impact on taking care of your customers. It also detracts from taking care of your tasks and the business.

Employees should not wear or carry electronic devices, such as cell phones, ear buds, air pods, head phones while on working time. Personal electronic devices, including cell phones and smart watches, may be used while only on break.

Taking pictures while in the store is not allowed while on the clock and only allowed in the lobby when you are not on the clock.

Complaints received from customers indicating that a manager or crew member was on an electronic device and not attending to the customer will be taken very seriously and will result in a written warning for a first violation and suspension or termination for a second violation.

McDonald's online communications policy for U.S. restaurant employees

If you participate in online conversations about McDonald's, its employees, customers or products, it is important that you do it in a way that is safe, appropriate and legal. The intent of this Policy is not to restrict the flow of useful and appropriate information, but to minimize the risk to you, your coworkers and to McDonald's.

Know the Rules

- Do read this policy and all relevant McDonald's policies, including the "Dating, Nepotism and Fraternization Policy" and "Policy Against Discrimination and Harassment," and ensure your posts are consistent with these policies.
 - Posts that include discriminatory remarks, harassment (e.g., sexual harassment), and threats of violence or similar inappropriate or unlawful conduct may subject you to disciplinary action, up to, and including, termination.
- Managers must exercise caution and sound judgment if interacting with subordinates on Facebook or similar social media sites. Participating in such forums with subordinates may increase the potential to violate these rules and policies. For example, it may not be sound judgment for Managers to "friend" minor employees under the age of 18.
- General Managers should not use Facebook, or other external websites for work-related communications.
- Do think about what you will say and about disclosing your personal details. You post material at your own risk and you are personally responsible for the content of your communications.
- Do respect your coworkers' privacy. You should not share on any social media site private information that may create a cybercrime risk. Cybercrime risks include online identity theft, financial fraud, and stalking. Examples of this type of information include, dates of birth, social security numbers, passwords, and bank account numbers. This does not prohibit you, however, from disclosing or discussing personal, confidential information with others, so long as you did not come into possession of such information as part of your formal company duties.
- Because we want to provide 100% customer satisfaction, during working time do not use your cell phone to engage in personal online communications or otherwise. Working time does not include breaks, meal periods, or other time when an employee has been relieved from duty.
- FTC regulations consider the employer/employee relationship a material connection that must be prominently disclosed by the employee. Therefore, you are required to expressly indicate that you are an employee of McDonald's when you endorse the company's products or share content about the company's products. This restriction does not apply to other discussions about the Company or brand. Acceptable disclosures include:
 - "I'm an employee of McDonald's", "I work for McDonald's", or "#mcdemployee"

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- Do avoid posts that reasonably could be viewed as malicious, obscene, threatening or intimidating (such as posts that include discriminatory remarks or content, sexual harassment, threats of violence or similar inappropriate or unlawful conduct).
- Do comply with all copyright, trademark, trade secret, right of publicity and other intellectual property laws in your online communications. If you use McDonald's trademarks or logos in online conversations, do not use them in a way that suggests McDonald's sponsors, endorses, or is otherwise affiliated with your statements. Only McDonald's official spokespersons are authorized to speak on behalf of the Company.
- Do not disclose or post McDonald's trade secrets or other confidential information. This may include, for example, our methods or processes, sales figures, guest counts, business plans, how food or marketing promotions are doing, and any other similar internal business-related confidential information or communications.

Remember: If you fail to follow these policies, it may result in disciplinary action, up to, and including, termination.

Questions: If you have questions regarding this policy, contact your restaurant manager.

What you can do

- Think about what you will say and about disclosing your personal details. Correct any mistakes that you make. You post material at your own risk and you are personally responsible for the content of your communications.
- Respect your coworkers' privacy. Do not share personal health information about your coworkers or any identifiable information that may raise a security issue. For example, do not post dates of birth, social security numbers, passwords, or bank account numbers. This does not prohibit you, however, from disclosing or discussing personal, confidential information with others, so long as you did not come into possession of such information as part of your formal company duties.
- Because we want to provide 100% customer satisfaction, do not use your cell phone for personal use or to engage in personal online communications during work time. Work time does not include breaks, meal periods, or other times when employees are relieved of work

duties. We encourage you to participate in any social media platform sponsored by McDonald's. Make it clear that you are a McDonald's employee and that your views and opinions are yours and not those of McDonald's when you endorse one of our products in any online communications or blog discussing McDonald's.

- Because FTC regulations consider the employer/employee relationship a material connection that must be disclosed by the employee, you are required to indicate that you are an employee of McDonald's if you are endorsing the company's products or sharing content about the company's products. This restriction does not apply to other discussions about the Company or brand. Acceptable disclosures include "I'm an employee of McDonald's" or "I work for McDonald's" or #mcdemployee.
- Avoid posting or texting statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening, or intimidating (such as posts that include discriminatory remarks or content, harassment and threats of violence, or similar inappropriate or unlawful conduct).
- Comply with all copyright, trademark, trade secret, right of publicity, and other intellectual property laws in your online communications. If you use McDonald's trademarks or logos in online conversations, do not use them in any way that suggests McDonald's sponsors, endorses, or is otherwise affiliated with your statements.
- Keep McDonald's trade secrets or other confidential information to yourself. This may include, for example, our methods or processes, sales figures, guest counts, business plans, how food or marketing promotions are doing, and any other similar internal business-related confidential information or communications. If you fail to follow these policies, it may result in disciplinary action, up to, and including, termination. If you have questions regarding this policy, contact your General Manager or the Global Compliance and Privacy team at business.integrity@us.mcd.com. McDonald's reserves the right to amend this policy and other policies and practices without prior notice, at any time. Further, nothing in this policy should be construed as limiting employees from discussing wages, hours, and other terms and conditions of employment.

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Here’s how we handle cash at our restaurants:

- Every window person starts with a clean (unused) drawer. If there is a problem with the drawer, notify a manager immediately.
- You are to ring only on the register assigned to you. Other employees are not permitted to ring on your drawer. To ensure security, ask a manager to turn off your register if you need to leave it for any reason.
- Crew members are not to make change between drawers.
- Ask your manager to handle customer questions regarding their change.
- Call a manager to accept \$50/\$100 or checks.
- Counterfeit pens must be used to authenticate all \$20, \$50 and \$100 bills.

I am smart about money.

Cash handling

If you think you’ve made an error, call a manager and explain the problem. Do not try to adjust it yourself.

- If your drawer is more than \$2.00 over/short or your T-red average is more than \$2.00, you may be disciplined up to, and including, termination.
- At the end of your shift, or when you are moved to another station, you must ensure that a manager pulls your drawer and places it in the safe.
- All refunds are to be done by the manager only. If an over-ring/refund is required, sign the slip in the space provided and place inside your cash drawer.

Any violation of this policy may result in disciplinary action up to, and including, termination.

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Communication is essential for good teamwork and learning. We do everything we can to keep communication open between you and your management team. Here are some of the communication tools we use in this restaurant:

Rap sessions — These small, informal group discussions of ideas, suggestions, and problems are held as needed and may be initiated by management or at the request of a crew member.

Crew meetings/shift huddles— We discuss policies, events and promotions, or special situations at these fun and productive meetings.

Employee commitment surveys — Your opinions about our restaurant operations are very important to us. So, from time to time, we may ask you to participate in a survey. Your responses are always anonymous so that we can assure you of complete confidentiality. We use the information we gather to see how our restaurant is doing and to find ideas for improvements.

I speak up.

Open communication

Your own ideas — If you have an idea that saves time and energy, or you have some constructive criticism to offer, please feel free to share your thoughts with your management team.

At McDonald’s, we keep the lines of communication open for all employees. If you feel you are not being heard or if you have an issue you cannot resolve, let your General Manager, Supervisor, Operations Director or Owner/Operator.

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On occasion, you may need time off from work. We try to respect and accommodate such needs; however, a request for time off for personal reasons may not always be approved. If you need time off for personal reasons, obtain approval in advance from your manager. Be sure to follow McDonald's policies and practices regarding absences. Leaves of absence are generally unpaid, unless otherwise specified under applicable state, federal, or local laws. If you have a question about whether or not time off or a leave of absence is paid, contact the McDonald's Office at (810) 606-0885.

Family and medical leave

You may be eligible for job-protected leave under the federal Family and Medical Leave Act (FMLA), as well as leave under applicable state and local leave laws. FMLA allows you time off for certain family and medical needs, including, among other things, the birth of a child, adoption or foster care of a child, caring for a spouse, child, or parent who has a serious health condition, because of your own serious health condition, due to the call to active covered military duty of a parent, child, or spouse, and certain qualified military caregiver leave.

Eligibility is based on your having been employed with McDonald's for at least twelve (12) months, having worked a minimum of 1,250 hours in the

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The American with Disabilities Act, various state laws, and our restaurant policy permit service animals to accompany disabled customers or their trainers inside the restaurant.

If you are not sure whether an animal is a pet or service animal, ask the person with the animal, "Is this a service animal?" If they confirm that it is a service animal:

- Permit the customer and service animal to remain in restaurant
- Do not ask the customer about his/her disability
- Do not request documentation or any proof that the customer is disabled or that the animal is in fact a service animal
- Do not touch, feed, pet, talk to, or make noises directed at the service animal

I need time.

Absences and family/medical leave and paid time off

preceding 12-month period and working at a facility with 50 or more employees within a 75-mile radius. McDonald's Leave Year for FMLA is a rolling 12-month period measured backward from the date any FMLA Leave is taken, except for military caregiver leave. In certain circumstances, FMLA Leave may be taken intermittently, or you may work a reduced schedule.

If you believe you are in need of FMLA Leave, contact your Store Manager/General Manager to request the proper forms to be filled out.

It is McDonald's policy to comply with all federal, state, and local laws in accordance with this policy. To review the Family and Medical Leave Policy, please see the Appendix.

Paid Time Off

The State of Michigan allows for paid time off for employees who average 25+ hours per week. One (1) hour is accrued for every 35 hours worked with a maximum of 40 hours per year. Paid time off is available for use in 1-hour increments beginning after 90 days of consistent employment. Further information, see the Michigan Department of Licensing and Regulatory Affairs poster "General Requirements – Paid Medical Leave Act" posted in the crew room.

I can handle hairy situations.

Service animal guidelines

- If the service animal appears to be threatening other customers or otherwise acting in a disruptive manner, ask the owner why the animal is acting in this manner BEFORE taking any action.
- If the service animal barks or growls, it may be performing its job by warning its owner of an oncoming seizure or other danger
- If, after talking to the service animal's owner, you conclude that the animal is in fact threatening other customers, you should ask the owner to either control the animal or take the animal outside of the restaurant
- Always provide the customer the option of remaining on the premises without the service animal

Please note that even if accompanied by other persons, individuals with a service animal are still permitted to have their service animals with them inside the restaurant.

I respect boundaries.

Solicitation and Distribution policy



Solicitation means requesting funds, purchases, services, membership in any organization, or commitments to outside organizations or causes. Distribution means handing out, dropping off, or leaving behind written material. In order to avoid interference with work and to ensure customers enjoy their experience, here's how we handle solicitation and distribution:

- Individuals not employed by this restaurant are prohibited, at all times, from engaging in solicitation or distribution anywhere on restaurant property, including parking lots.
- You may not solicit on restaurant property during your own working time or when the employee being solicited is on working time.

Working time does not include breaks, meal

periods, or other time when an employee has been relieved from duty. Solicitation is always prohibited in customer selling areas.

- Distribution is prohibited in any work area of the restaurant. Work areas do not include, for example, the crew room. You may not distribute during your own working time or when the employee receiving the material is on working time. Restaurant property must be kept clean and free of litter at all times.

The Solicitation and Distribution policy applies to activities on behalf of any cause or organization, with the exception of restaurant-sponsored charities (e.g., Ronald McDonald House Charities).



I play by the rules.

Disciplinary process

We use these guidelines to reinforce McDonald's policies. When policy violations occur, any of the following steps may be taken. We do not guarantee that one form of action will necessarily precede another and will make a determination of the appropriate disciplinary action on a case-by-case basis.

- Verbal coaching — Your management team may provide verbal coaching for non-serious and/or unintentional policy violations.
- Written warning— You may receive this for a first-time policy violation.
- Second written warning—These are typically issued after an initial written warning. If you received a second written warning you could be subject to further disciplinary action up to, and including, suspension.

- Discharge — Your employment may be terminated after multiple written warnings and/or following a serious policy violation. Remember, however, because you are an at-will employee, McDonald's reserves the right to terminate your employment at any time, for any reason.

It is important to do your best to follow directions given by your manager at all times. If you feel the directions are unsafe or not in the best interests of McDonald's or its customers you should notify your General Manager, Area Supervisor, or the Director of Operations immediately. Otherwise, deliberate disregard of specific direction is insubordination and will be ground for disciplinary action as described above.

I. ELIGIBILITY REQUIREMENTS/LEAVE YEAR

You are eligible for up to 12 work weeks of unpaid leave under the Family and Medical Leave Act (FMLA) during a rolling 12-month period under this policy if you have been employed by McDonald's for at least 12 months, you have worked at least 1,250 hours during the 12-month period prior to the commencement of the leave, and you work at a facility with 50 or more employees within a 75-mile radius.

McDonald's uses a rolling 12-month period measured backward from the date you use any FMLA leave.

If you meet the eligibility requirements, you are eligible for up to 26 weeks of leave to care for an Injured Service member, as set forth in Section VII.

II. REASONS FOR LEAVE

An FMLA leave may be requested for any of the following reasons:

Birth/Placement (Bonding) — to care for a child born to or placed for adoption or foster care with you;

Family Medical — to care for your biological, foster or adoptive parent, stepparent, legal guardian, child (includes a biological, adopted or foster child, a stepchild or legal ward either under 18 years of age or an adult dependent child) or spouse with a serious health condition;

Employee Medical — because of your own serious health condition, which renders you unable to perform the essential functions of your position;

Qualifying Exigency — because of any qualifying exigency arising out of the fact that your parent, child or spouse is on covered active duty (or has been notified of an impending call or order to active duty) in a foreign country in the Armed Forces; or Injured Service member (Military Caregiver) — to care for a covered service member or covered veteran with a serious illness or injury (incurred or aggravated in the line of active duty in the Armed Forces) who is a current member of the Armed Forces (including a member of the National Guard or Reserves) and who is your parent, child, spouse, or for whom you are next of kin, or to care for a veteran who is your parent, child, spouse, or for whom you are next of kin, who was a member of the Armed Forces at any time during the period of five years preceding the date on which the veteran undergoes medical treatment, recuperation or therapy for a serious illness or injury. Such leave may be taken for up to 26 weeks in a single 12-month period, which period begins on the first day you take leave for this purpose and ends 12 months after that date.

III. LEAVE RULES

Leave for Birth/Placement must be completed within the 12-month period beginning on the date of the birth or placement.

Spouses employed by McDonald's may share certain types of FMLA leave. Consult McDonald's Service Center for details.

Employees will not be granted leaves to gain employment or work elsewhere, including self-employment.

Employees who misrepresent facts in order to be granted an FMLA leave will be subject to discipline up to and including termination.

An employee who intends to continue to work at a second job that the employee already had before the leave commenced, must have the written permission of his/her immediate supervisor.

IV. LEAVE IS UNPAID/SUBSTITUTION OF ACCRUED PAID LEAVE

FMLA leave is unpaid leave. Any paid time used during FMLA, including paid time under McDonald's workers' compensation program, will apply as part of the 12-week (or where applicable, the 26-week) leave period.

V. NOTICE OF LEAVE

If your need for FMLA leave is foreseeable, you must give your General Manager at least 30 days prior notice or as much notice as is practicable. If the need for leave is not foreseeable, then you are expected to provide notice to General Manager as soon as practicable, generally the same day or the next business day you learn of the need for leave. Failure to provide such notice may be grounds for delay or denial of leave and may result in adverse employment actions.

VI. APPLICATION FOR LEAVE

If you are requesting leave, you must advise your General Manager of the request to obtain and complete an "Application for Family and Medical Leave" and return it to your General Manager as soon as possible. The completed Application must state the reason for the leave, the duration of the leave, and the starting and ending dates of the leave. In addition, you must comply with your Restaurant's usual call-in procedures. Absent unusual circumstances, you must follow these procedures and use approved forms when requesting FMLA leave.

VII. CERTIFICATION FOR QUALIFYING EXIGENCY AND INJURED SERVICE MEMBER LEAVES

If you are requesting leave for a Qualifying Exigency or to care for an Injured Service member, certification forms are required. Certification forms are available from your General Manager. These completed certification forms must be provided to your General Manager within 15 calendar days after they are requested. Failure to provide such certification may be grounds for delay or denial of leave and may result in adverse employment actions.

VIII. MEDICAL AND OTHER BENEFITS

During the leave, McDonald's will maintain your group health benefits (if applicable) on the same conditions as if you had continued working your regular schedule (if group health benefits are in force/applicable). You must make arrangements with the HR Department to pay your portion of the premium during your unpaid leave. Your group health care coverage will cease if your premium payment is more than 30 days late, but you will be notified at least 15 days before your coverage lapses. Additionally, if you fail to return from leave, McDonald's may require repayment of any premium that was paid for maintaining the health coverage for you, unless you do not return because of your continuing or recurring serious health condition or that of a covered family member, or because of other circumstances beyond your control.

IX. RETURNING FROM LEAVE

If you take an FMLA leave, you are generally entitled to return to your position or to an equivalent position with virtually identical benefits, pay and other terms and conditions of employment, subject to any applicable exceptions. In addition, you have no greater rights to reinstatement or to other benefits and conditions of employment than if you had not taken FMLA leave. If you are off work on FMLA leave for your own serious health condition (other than for an intermittent leave) you may be required to fully complete a "Return to Work Form" before you can be returned to active status. If you wish to return to work prior to the expiration of an FMLA leave of absence, notification must be given to your General Manager at least two (2) business days prior to your planned return.

X. INTERMITTENT OR REDUCED WORK SCHEDULE LEAVE

Employee Medical, Family Medical and Injured Service member leave may be taken intermittently (in separate blocks of time due to a single covered health condition) or on a reduced work schedule (reducing the usual number of hours you work per work week or work day) if medically necessary. Qualifying Exigency leave may also be taken intermittently or on a reduced work schedule basis. While you are on an intermittent or reduced schedule leave for planned medical treatment, McDonald's may temporarily transfer you to an available alternative position that better accommodates your recurring leave and which has equivalent pay and benefits. If you are certified to take FMLA leave on an intermittent or reduced leave schedule basis, you must advise your General Manager at the time of your absence from work if the absence is for your certified FMLA reason.

XI. FAILURE TO RETURN FROM LEAVE

If you fail to return to work upon the expiration of an FMLA leave of absence you may be subject to immediate termination unless an extension is granted. An employee who requests an extension of leave due to the continuation, recurrence or onset of her or his own serious health condition, or of the serious health condition of the employee's spouse, child or parent, must submit a request for an extension, in writing, to the employee's General Manager. This written request should be made as soon as the employee realizes that she or he will not be able to return at the expiration of the leave period. McDonald's considers additional leave for persons with disabilities on a case-by-case basis in accordance with applicable law.

XII. MODIFICATIONS

The application of this policy, and the procedures and definitions set forth herein, may be modified in accordance with changes in applicable law and regulations.

XIII. STATE LAW

If state law provides for job protected family or medical leave, the state leave and the FMLA leave will run concurrently if permitted by law. The FMLA does not supersede any state or local law which provides greater family or medical leave rights, and an employee will receive all benefits and protections to which an employee is entitled under any and all applicable leave laws. Please contact McDonald's Service Center for more information.

Appendix B

WORKPLACE VIOLENCE POLICY

The Villaire Organization independently owns and operates the McDonald's-brand restaurant ("Restaurant") and is your employer, not McDonald's Corporation or McDonald's USA. The Company is committed to ensuring that all employees are treated and treat others with dignity and respect. We want all employees of this Restaurant to thrive in a workplace that is safe and free from all forms of workplace violence.

Definition of Workplace Violence

We define workplace violence as "any incident in which a person is abused, threatened or assaulted in circumstances relating to their work." Workplace violence includes behavior that interferes with our ability to maintain a safe and secure environment. It includes, but is not limited to, physical violence, threats of physical violence, attempted physical violence, physically intimidating or coercive behavior, advocating workplace violence, and the intentional destruction of Company or personal property.

While not an exhaustive list, the following are examples of conduct prohibited under this policy:

- Physical assault;
- Threat to assault;
- Stalking;
- Possessing or threatening with a weapon or brandishing any object as a weapon;
- Intentionally damaging property;
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person;
- Abusive, threatening or intimidating statements, phone calls, voice mails, e-mail messages, texts, or symbols;
- Encouraging violence against another employee or their family, friends, or property; and
- Conduct that generates a reasonable concern for the well-being of Restaurant employees or guests.

When, Where, and To Whom This Policy Applies

This policy applies to all Restaurant employees. We do not tolerate violence by or against anyone who works in this Restaurant nor by or against anyone who visits our Restaurant (for example, guests, customers, and vendors/suppliers).

This Policy applies (without limitation) in all the following situations:

- On Restaurant property
- Offsite with other employees, contractors, or vendors, including at Restaurant-sponsored events, activities, and training; on business trips; and at work-related meals and gatherings
- When using Restaurant communication systems, equipment or resources
- Any conduct outside work hours, including text messaging and using social media on personal devices, where the conduct has an impact on employment with or engagement by the Restaurant.

For Guest or Customer Threats Specifically:

- Threats or aggressive behavior by guests/customers should be reported to the local police using 911.
- Failure of a customer to stop threatening behavior will result in the customer being removed from the premises and future access being restricted or limited.
- Do not engage or confront potentially violent guests/customers or follow them from inside store or office locations. Notify police promptly using 911.
- Your manager may access the U.S. Security resource on de-escalating aggressive behavior and/or may contact the Company's Field Security Manager.

Reporting

It is everyone's responsibility to keep our workplace safe. If employees feel that their safety or the safety of others is endangered at any time, or if they witness or experience any incident in which a person is abused, threatened or assaulted in circumstances relating to their work, they have the responsibility to exercise good judgment and report such conduct. Reports can be made anonymously, and all reported incidents will be investigated impartially and as quickly as possible. If necessary, this Restaurant will take steps to protect the target of any violent behavior or threatened violent behavior. Reports or incidents warranting confidentiality will be handled appropriately, and information will be disclosed to others only on a need-to-know basis.

Reports of violent behavior can be made to any of the following:

- The Restaurant's General Manager
- Human Resource Representative
- Operations Supervisor
- Director of Operations
- Owner/Operator

Emergencies and immediate threats of harm must be reported to the police or other emergency personnel without delay.

Enforcement

Violations of this policy will lead, at the Company’s sole discretion, to disciplinary and/or other appropriate responsive action, up to and including termination of employment, even if it is an employee’s first offense. The Company may also report abusive, threatening, or violent behavior to the proper legal authorities. This policy supplements all other Restaurant policies that require appropriate and respectful behavior.

Prohibition Against Retaliation

The Company prohibits retaliation against anyone who makes a complaint or participates in an investigation of a complaint, even if no violation is ultimately confirmed. Retaliation means being punished or experiencing a negative employment action because you raised a concern or complaint of a potential Policy violation or participated in an investigation. Examples of retaliation include experiencing a reduction in pay, hours, or favorable work assignments. Anyone found to have retaliated against someone for raising any concern under this policy will be subject to disciplinary action under our disciplinary procedures.

Violence Outside of Work

We recognize that some employees will experience violence in their personal lives—including but not limited to violence at the hands of a current or former spouse, domestic partner, boyfriend/girlfriend, family member, or friend. We strongly encourage employees experiencing violence in their personal relationships to seek outside resources that can provide assistance.

Some resources that you may find helpful are located at:

- [National Domestic Violence Hotline](#) at 1-800-799-7233 or TTY 1-800-787-3224, or by [online chat](#).
- [National Sexual Assault Hotline](#) at 1-800-656-4673, or by [online chat](#).

In addition, this Restaurant requires our employees to notify their General Manager, Supervisor or the Owner/Operator of any circumstances that reasonably present the risk of on-the-job violence or may impact the workplace. This Restaurant will take proactive action that is proportionate to the threat. For example, this Restaurant’s General Manager will design a plan with at-risk employees to prepare for any possible emergency situations.

More of the Legal Stuff

The policies and procedures in this Guide are guidelines only. McDonald's reserves the right to interpret and administer the provisions of this Guide as needed. Except for the policy of "at-will" employment, which can only be changed in writing by the Owner-Operator, McDonald's has the discretion to change, modify or delete any provision in this Handbook at any time, with or without notice. Failure to comply with McDonald's policies or procedures may result in discipline, up to and including termination.

This Employee Success Guide contains information about McDonald's employment policies and procedures. Each employee should read and become familiar with the information contained in this Guide. This Guide supersedes all prior versions published or distributed by McDonald's and all inconsistent oral or written statements.

Americans with Disabilities Act – McDonald's makes every effort to ensure that qualified individuals with a disability are not discriminated against with respect to the terms, conditions, or privileges of employment. McDonald's complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, and all applicable state or local law. Under certain circumstances, these laws require employers to provide reasonable accommodations to qualified individuals with disabilities in various aspects of their employment.

Any employee or applicant who requires an accommodation to perform the essential functions of the job should contact their General Manager, Supervisor, Director of Operations or HR Department and request an accommodation. Once McDonald's is aware of the request for an accommodation, McDonald's will engage in an interactive process to identify possible accommodations that will enable the applicant or employee to perform the essential functions of the job. McDonald's will determine what limitation(s) may prevent the employee from performing the job and identify possible accommodations that may resolve the limitation(s). If the accommodations are reasonable and do not impose undue hardship on

McDonald's and do not present a possible direct threat to the health or safety of others in the workplace or to the individual, the necessary accommodations may be granted. The interactive process described in this policy is a collaborative process. An employee seeking an accommodation shall cooperate with McDonald's requests. Consistent with these requirements McDonald's will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship.

Employee Rights Under the National Labor Relations Act Nothing in this Handbook is intended to restrict or otherwise keep employees from engaging in the rights afforded to them under Section 7 of the National Labor Relations Act.

90 Day Probation Period It is understood and agreed that the first ninety days of employment shall constitute a probationary period during which period the Employer may, in its absolute discretion, terminate the Employee's employment, for any reason without notice or cause.

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CONFIRMATION OF RECEIPT OF SUCCESS GUIDE

I have received my copy of the Company's **Employee Success Guide**. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the handbook and to follow those policies and procedures at all times.

I understand and agree that nothing in the employee handbook creates a promise or representation of continued employment and that employment at the Company is employment at-will; employment may be terminated at the will of either the Company or myself. My signature certifies that I understand that the foregoing agreement regarding my at-will status is the sole and entire agreement between the Company and myself concerning the duration of my employment

and the circumstances under which my employment may be terminated. It supersedes all agreements, understandings, and representations concerning my employment with the Company.

I understand that except for my at-will status, any and all policies can be changed at any time by the Company. The Company reserves the right to change my hours, wages, and working conditions at any time. I understand and agree that other than the Owner/Operator of The Company, no manager, supervisor, or representative of the Company has authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than at-will; only the Owner/Operator has the authority to make any such agreement and then only in writing, signed by the Owner/Operator.

Employee Signature _____

Employee Printed Name _____

Date ____ / ____ / ____



90 DAY PROBATION AGREEMENT

I understand that the first 90 days I am employed are on a Probationary Period. During this time, I need to make sure that I am a contributing part of the team. This means that I need to stay productive without constant Management supervision, follow all policies and practices within the Employee Success Guide and training materials, have good attendance, wear a complete uniform, and respect others.

I understand that the above mentioned policies and procedures along with everything in the **Employee Success Guide** that I read, reviewed and signed are my responsibility and will be adhered to. If I have any questions on any of these policies or procedures mentioned in the **Employee Success Guide** I have had an opportunity to ask those questions. I understand my employer has the right to change these policies from time to time without prior notice. I further understand that failing to follow these policies, rules and regulations will result in disciplinary action which can vary between verbal, written, documentation and termination.

By signing below, I understand what is expected of me and I agree with the 90 day probationary period.

Employee Signature _____ Date _____

Employee Printed Name _____ Date _____

Manager Signature _____ Date _____

My Probationary period ends on ____ / ____ / ____

(A copy of the 90 Day Probation Agreement will be retained in the employee's personnel file)