



Villaire Organization

Employee Success Guide – Crew Policy

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Table of Contents

01	I know my stuff. The secrets to your success.....	6
02	I care about a safe and secure workplace. Avoiding accidents and injuries	7
03	I play a key role in food safety. Because germs are gross	8
04	I show up. Scheduling	9
05	I look sharp. Wardrobe, hygiene and grooming	10
06	I put my education first. Working students.....	11
07	I earn my paycheck. Getting paid.....	12
08	I dig in. Free and discounted employee meals	14
09	I give and get respect. Workplace diversity	15
10	I will be here for our guests. Guest relations.....	15
11	I keep it professional. Dating, nepotism and fraternization	16
12	I keep my head in the game. Electronic devices and online communications	17
13	I am smart about money. Cash handling.....	19
14	I speak up. Open communication.....	19
15	I need time. Absences, family/medical leave, and paid time off.....	20
16	I can handle hairy situations. Service animal guidelines	20
17	I can respect boundaries. Solicitation and distribution policy	21
18	I play by the rules. Disciplinary process.....	21
19	Appendix A. FMLA Policy for crew members.....	22
20	Appendix B. Workplace Violence Policy.....	24
21	Appendix C. Responsible and Ethical Recruitment Policy.....	26
22	Appendix D. Policy Against Discrimination, Harrassment, and Retalition.....	27
23	Appendix E. Michigan Earned Sick Time Policy.....	31
24	Appendix F. Employment of Minors Policy.....	33
25	Appendix G. More of the legal stuff.....	35
26	Success Guide. Conformation Receipt Signature page.....	37
27	Success Guide. Probation Agreement Signature Page.....	38



01

I know
my stuff.

The secrets to your success

“At Will” Employment. 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, expressly stating that you are no longer employed at will, and must be signed by the Owner/Operator, Cynthia or Scott Villaire.

I Follow the Rules. 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 two 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 and it must be 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 you have not paid for, other than your employee meal. Refrain from giving free food to your friends or family; it’s considered theft. We have a zero-tolerance policy for theft.

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 Fraternalization” policy in Section 11 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, marijuana, and illegal drugs in any form are strictly prohibited on the premises. You may not report to work intoxicated, high or under the influence. 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, banking information, so we can update our records. If you change your legal name, you must provide us with a copy of the legal document and your social security card with your new name.

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, threats, or concerns.

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 e-Learning 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 the Food Safety 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, Coronavirus, 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.
- Follow McDonald's procedures for cooking, preparing, and handling food. You can find food safety modules on the Food Safety Tablet, Fred Training Tablet, 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.

Hand washing. Washing hands properly is probably 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 a minimum of every 60 minutes or:

- 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



04

I show up.

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. All changes to your availability must be discussed with and approved by your General Manager.

Schedule posting. Work schedules for the following week will be posted at least 3 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 will vary each week.

Unless there is an emergency, we expect you to follow these steps if you want to alter your schedule 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 for the following week.. 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.

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 in advance of your shift's start time.

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.

Quitting Without Notice. You are requested to provide two weeks' notice for any resignation. Quitting without notice places a burden on all remaining employees and directly impedes our ability to deliver a great experience to our customers. Quitting without notice and walking out during your shift is considered job abandonment.

For any employee seeking other job opportunities or for any employee who is leaving The Villaire Organization for personal reasons, it is mandatory to provide a verbal or written two weeks' notice to the People Manager or General Manager of the restaurant. It is up to the General Manager of the restaurant to honor that two weeks' notice.

In the event that your employment is terminated because of job abandonment due to quitting without notice, you, as the employee, are subject to a decrease in wages no less than minimum wage for that pay period only per the guidelines as set forth by the Michigan Department of Labor.

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 will be considered job abandonment and you will be terminated.

In the event that your employment is terminated because of job abandonment due to no call, no show, you, as the employee, are subject to a decrease in wages no less than minimum wage for that pay period only per the guidelines as set forth by the Michigan Department of Labor.

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.

Uniforms. Keep your McDonald's uniform clean 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 non-skid shoes are required.

Key lanyards, cell phones, headphones, earbuds, and other items should not be visible or in use while working. Items hanging from your pocket(s) are a safety hazard.

You will be given a uniform policy to sign at the time you complete your paperwork. At that time the hiring manager will go into further detail regarding our uniform requirements. For any questions regarding uniforms, please see your General Manager.

Jewelry. In accordance to Health Department regulations, only wedding bands are allowed on hands and no jewelry is allowed on wrists or arms. Earrings and necklaces that can be tucked under clothing are allowed.

Fingernails. Keep nails short (no more than 1/8 inch past the tip of your fingers), 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. Hair coverings must be worn when working with food at all times. 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. No beards are allowed; goatees are allowed, if kept trim and close to the face.

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.

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



I learn

my paycheck-

Page 1 of 2

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 any concerns with your pay.

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 worked, 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.

If you perform work without being punched in you must 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.

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, 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.

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.

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. You will be paid every two weeks on Friday.

Direct Deposit

Direct Deposit is our preferred way of paying. In order to set up direct deposit we need two documents. The first document is a required from your banking institution that includes their name, your name, bank routing number, account number and whether the account is a checking or savings account. All this information is needed to set up your direct deposit. The name on your account must match the name in our payroll company has or your payment may be returned.

The second document that is required is our payroll company form authorizing them to make deposits into your account. This form must be filled out completely, signed and dated.



I earn my paycheck - Page 2 of 2

Both of these documents must be presented before your direct deposit is set up. If you change banking institutions, you must submit new paperwork (both forms).

We are not responsible if the direct deposit information you have given us is not correct and your payment is rejected by your banking institution. If your payment is rejected due to your providing incorrect or incomplete information, it will take up to one week for us to be able to replace your paycheck. If your payment is rejected by your banking institution, there will be a \$5.00 charge for having the payment reissued.

If you change banking institutions you must notify us immediately. Payroll is processed five (5) days before the Friday pay date. Again, if your payment is rejected because of your failure to provide us with the correct information, your pay will be delayed and you will be charged a \$5.00 reissue fee.

Pay Card

If you do not have a bank account, you will receive a pay card. You are required to fill out our payroll company form to get a pay card.

You will receive your pay card at the restaurant from the General Manager. If you lose your pay card, we will replace it once for free. After that there will be a \$5.00 charge for each replacement.

Failure to provide required information

If you fail to turn in the correct paperwork for direct deposit or a pay card, it will be necessary to issue a paper check. This check will be mailed to the address we have on file for you, unless you make arrangements prior to the Thursday directly before the pay date. We are not responsible for payments delayed or lost in the mail.

Paychecks and pay cards may also be picked up in our office but only by prior arrangement.

Paystubs and W2s

Your paystubs and yearly W2 are available to you 24/7 via our payroll website:

<https://www.getmypaystub.com>

Set up your account as soon as you receive your first paycheck and check your personal information (address, deductions, etc.). Make sure you log in to your account frequently to prevent being locked out of your account due to inactivity. You will need access to a computer to print your W2. All of our locations have computers available for you for payroll information.

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.

I dig in.

Free and discounted employee meals



As a valued employee, you are entitled to either a 50% discount (not to exceed \$5.00) 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

- 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 it in the restaurant. Order crew food on the “customer side” of the 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.



I give and get respect.

Workplace diversity

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, 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

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.
- 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

- Listen attentively
- Apologize sincerely
- Fix the problem, letting the manager know what happened
- If necessary, get your manager to help with any issues you can't resolve.

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

11



I keep it professional.

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 Area Supervisor, the Director of Operations or Owner/Operator. See the Standards of Business Conduct on Our Lounge for guidelines on engaging family members as vendors or independent contractors.

Fraternization between management and crew employee’s 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 or drugs, legal or illegal, to crew employees. Further, restaurant management may not consume alcohol or drugs, legal or illegal, in the presence of, or be present if alcohol or drugs, legal or illegal, 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 their General Manager or Area Supervisor immediately.

I keep my head in the game.

Electronic devices and online communications

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, earbuds, headphones, Bluetooth speakers and/or smart watches while on working time. Personal electronic devices may be used while on break only and not in view of customers.

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.
- 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).
- 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 adults/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.

I keep my head in the game.

Page 2 of 2

- Do respect your coworkers' privacy. You should not share private information on any social media site 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 hours do not use your cell phone to engage in personal online communications or otherwise. Working time does not include breaks, meal periods, or other times when an employee has been relieved from duty.
- 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.

- 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 communication 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".

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.

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.



13

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.
- 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.



14

I speak up.

Open communication

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.

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 or Operations Director know, or you can contact the office at 810-606-0885 or office@jacsmcd.com.



I need time.

Absences and family/medical leave and paid time off

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 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. The "General Requirements" - Earn Sick Time Act is posted in the crew room.



I can handle hairy situations.

Service animal guidelines

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
- 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 with the option of remaining on the premises without the service animal

Please note that even if accompanied by other people, 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 to either other employees or customers on restaurant property during your own working time or when the employee being solicited or you are 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 to either other employees or customers 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 or you are 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 the 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 Manger 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 a 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.

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.

Appendix C

RESPONSIBLE and ETHICAL RECRUITMENT POLICY

About This Policy

The VILLAIRE ORGANIZATION is committed to the principles of responsible and ethical recruitment in our employment practices. The VILLAIRE ORGANIZATION independently owns and operates this McDonald's-brand restaurant and is alone responsible for determining the employment and recruitment policies and practices in effect for its restaurants and staff.

This Policy applies (without limitation) to:

- all restaurant employees and staff employees of the VILLAIRE ORGANIZATION.
- all third parties recruiting and/ or managing migrant labor on behalf of the VILLAIRE ORGANIZATION.

VILLAIRE ORGANIZATION commitments

Villaire Organization is committed to the principles of responsible and ethical recruitment in relation to all our employees, interns, temporary workers, independent contractors and require the same of our third-party recruiting agencies and companies who manage labor on our behalf. We make our Responsible and Ethical Recruitment Principles available to other third-party contractors to educate them on our responsible recruitment standards and encourage them to develop similar policies and procedures for their own business operations.

We are committed to eliminating the practice of migrant workers paying recruitment fees and related costs to secure their employment.

The VILLAIRE ORGANIZATION condemns all forms of slavery, forced labor, human trafficking, or exploitation, and we prohibit such practices across our business.

All the VILLAIRE ORGANIZATION restaurant employees and staff when engaging in the recruitment of migrant workers are expected to implement the following standards:

- Workers do not pay recruitment fees —whether to a private labor broker/ employment agent or to the employer itself;
- Workers are provided contracts in a language fully understandable by the workers at the point of recruitment and prior to deployment;
- The VILLAIRE ORGANIZATION does not keep or withhold any government-issued identification, monetary deposits, bonding, or other collateral as a condition of employment; and
- If workers reside in employer-provided housing, there must be a plan for management of safe housing and accommodation, including that it is structurally sound and in good repair.

How we Help Ensure Responsible and Ethical Recruitment of Migrant Workers

We encourage open and honest communication between our employees and our business partners. Employees may raise recruitment-related issues, or report potential or actual responsible recruitment violations through a number of reporting channels, including contacting their manager, a designated Human Resources representative, or another designated representative of the VILLAIRE ORGANIZATION at (810) 606-0885/or office@jacsmcd.com. Reports received by the VILLAIRE ORGANIZATION of violations of our policies, including this Responsible and Ethical Recruitment Policy, are reviewed and addressed as appropriate.

DISCLAIMER: This is an optional resource for independent franchisees (who choose to use it). Franchisees are independent employers, and each franchisee restaurant is unique. Therefore, Franchisees may choose to use all, some, or none of this resource in operating their own McDonald's restaurant(s) and businesses.

Appendix D

POLICY AGAINST DISCRIMINATION, HARRASSMENT, AND RETALIATION

The Villaire Organization independently owns and operates this McDonald's brand restaurant and is your employer, not McDonald's Corporation or McDonald's USA. **The Villaire Organization** cares about you and the experience you have working in our restaurant. This Policy against Discrimination, Harassment, and Retaliation (the "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. We are committed to supporting this Policy because it is important to us that you work in a safe, respectful, and inclusive workplace.

Discrimination, Harassment, and Retaliation – Definitions and Their Applications

What is discrimination?

For purposes of this Policy, discrimination is treating someone or a group of people differently because of certain characteristics, including the characteristics listed below. 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 characteristics 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 (including, but not limited to, hairstyle and hair texture), color, religion, ancestry or national origin, age, disability, medical condition, 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 or characteristic as defined by local laws. We also prohibit discrimination with respect to marital, familial, and/or parental status (including, for example, whether you are married, single, have biological or adopted children, or are planning to have children).

What is harassment?

For purposes of this Policy, harassment is any type of unwelcome conduct based upon the characteristics discussed above and other protected characteristics as defined by local laws. Here, all employees must treat each other with respect and contribute to creating a work environment that 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 characteristics described above, including gender, race, age, sexual orientation, disability status, citizenship status, military service, or any other characteristics protected under the law.

This Policy prohibits a wide range of conduct – even if the conduct only offends some employees, but not other employees. 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. For purposes of this Policy, sexual harassment includes unwelcome advances or sexually suggestive comments, requests for sexual acts, 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 may still be unwelcome. Unwelcome sexual conduct is inappropriate and never acceptable.

Here are some examples of inappropriate behavior: touching any person 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 prohibits sexual harassment, sexual orientation harassment, gender identity harassment, gender expression harassment, and more severe physical misconduct, such as sexual assault.

What is retaliation?

You will not be retaliated against for raising concerns or complaints about behavior that you believe potentially violates this Policy. This Policy – and the law – does not allow any type of retaliation against someone who, in good faith, 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 an employee experiencing a reduction in pay, hours, or favorable work assignments. Other examples of retaliation include an employee: being disciplined without a legitimate reason; receiving a performance evaluation that is lower than it should be based on relevant performance factors; experiencing verbal or physical abuse; or being unduly scrutinized for non-work-related reasons.

If you believe that you are being retaliated against or treated poorly because you raised a concern, made a complaint, or participated in the investigation of a concern or complaint, please contact any of the resources listed below as soon as possible so that we can take appropriate steps.

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

This Policy applies to all employees – on restaurant property or offsite with other employees, contractors, or vendors. In addition, we will not tolerate harassment of employees by non-employees (for example: interns, temporary workers, independent contractors, franchisees, guests, customers, vendors, and suppliers), and we will not tolerate harassment of non-employees by employees.

If you have questions regarding the applicable policies around dating and/or socializing with your co-workers, please review our organization's dating policy found in the Crew Policies Handbook or reach out to one of the resources identified on the Resource page for more information.

What if others around me make sexual jokes, and I seem to be the only person who feels uncomfortable?

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 we support employees who bring it to the attention of the resources available to them and identified in more detail below.

A regular restaurant guest or employee of a vendor frequently pays me a lot of attention, including complimenting me on my looks, and it 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 restaurant. We encourage you to raise concerns or complaints regarding unwelcome attention of a physical or sexual nature so that it can be addressed, and you 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 I am being treated in a manner that violates this, Policy?

If you experience or observe conduct that potentially violates this Policy, we want to hear from you! We will support you if you tell the person who is making you feel uncomfortable to stop, but you are not required to, because we recognize that doing so is not always easy or possible. No employee is required to confront a person who is making them feel uncomfortable before raising a concern or complaint. There are multiple individuals who will support you as soon as you contact them. These individuals and resources -- listed below are here to ensure that any offensive conduct stops, and appropriate action is taken.

- The Restaurant's General Manager
- The Restaurant's Store Supervisor
- The Director of Operations
- The Owner/Operator

You can find an updated list of these individuals and their contact information on our website – www.jacsmcd.com

We encourage you to report potential violations of this Policy even if it is your manager or supervisor who you think may be violating the Policy. When you let one of the resources listed above know that discrimination, harassment, or retaliation has or may have occurred, we will ensure that the appropriate steps are taken as outlined in this Policy and will support you through the process, including during any investigation, and after it is concluded.

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

We want you to feel comfortable and safe at work. We encourage and support you contacting one of the available resources identified above 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 you to raise concerns or complaints not only about your own experiences, but also about any possible violations of the Policy you observe. Raising concerns or complaints regarding conduct you observe that may violate this Policy – even if you're not sure whether or not it violates the Policy – will help us 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.

You can also choose to reach out to third parties such as local law enforcement or 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.

Are Supervisors and Managers required to inform other relevant restaurant resources of concerns or complaints of potential Policy violations?

Yes. If an employee supervises or manages people, they have multiple responsibilities with respect to this Policy. Supervisors and managers must set a positive example by ensuring their own conduct, including their employment decisions and workplace behaviors, are free of discrimination and harassment.

It is also all supervisors' and managers' responsibility to take steps to eliminate all discrimination, harassment, and retaliation. This responsibility requires all supervisors and managers to promptly notify The Director of Operations and/or Owner/Operator if they have observed or become aware of any conduct that could violate this, Policy. For example, if an employee provides a supervisor or manager with information that they are uncomfortable because of another person's conduct, the Manager or Supervisor is required to promptly raise that concern with the Director of Operations and/or the Owner/Operator so that it can be reviewed and addressed appropriately. Our Employment Practices attorney may also be consulted. In addition, where the circumstances warrant, a supervisor or manager may believe the restaurant should consider taking certain steps, such as a shift or location change, to ensure the safety and health of an employee who believes they are in a work circumstance that violates this, Policy. Before taking such steps, always first consult with the Store Supervisor and Director of Operations.

What if I feel my safety is threatened?

The resources listed above will do all they can to ensure your safety, but we need to hear from you to address your concerns. As mentioned above, you can also choose to reach out to third parties such as local law enforcement, which you can do on your own or with the assistance of the above resources. Your safety is of the highest importance to us. Again, you are not required to contact a third party either before you contact restaurant resources or at any time, but that may be another resource for you.

The Process After a Complaint is Made or a Concern is Raised

What happens after I raise a concern or complaint?

We encourage you to contact the resources listed on the resource page 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 may be someone affiliated with The Villaire Organization 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 conduct that you believe may violate the Policy. 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 for the person who allegedly violated the Policy, immediate directions to others to stop certain behaviors, and/or employee training.

After the investigation of your complaint is completed and 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 the Director of Operations or Owner/Operator immediately.

If at any time you have questions about the process or the status of an investigation, please reach out to one of the above resources. 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 one of the above resources, but they should not discuss the issues with the complainant.

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. This protection against retaliation also applies to 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, alleged inappropriate conduct, or potential policy violations.

Complaints will be taken seriously and investigated thoroughly, impartially, and in a timely manner.

With respect to the information that is shared by employees, it will be treated as confidentially as possible and permitted by law. This includes information regarding: the identity of individuals who raise concerns regarding harassment, alleged victims, witnesses, and alleged harassers, along with information obtained as part of an investigation. For example, while it is sometimes important to share information provided regarding the complaint to thoroughly investigate it, the number of people who are aware of the complaint and the identity of the people involved will be limited to what the law or an effective investigation and next steps require. We also note that if you are a minor, local or state law may require us to report your name and the information we have about the alleged harm in certain circumstances.

What happens if I am asked to participate in an investigation?

Employees are expected to fully cooperate in any investigation into any potential Policy violations or other violations of the law even if they themselves did not raise the initial concern or complaint. We need your help to make sure that all concerns and complaints are investigated in a thorough, impartial, and timely manner. All employees have a duty to cooperate in investigations regarding alleged Policy violations.

What happens after an investigation?

If our investigation confirms that this Policy has been violated or that inappropriate conduct has occurred, we will take appropriate timely actions to ensure the conduct does not continue. The type of action taken will depend on the nature and severity of the violation that has occurred and other relevant factors. It may include corrective action with respect to the employee who violated the Policy in a variety of forms, including termination, reassignment to another job or location, changes in reporting relationships, written warning, training, coaching, counseling, and/or other measures that we find appropriate for the circumstances.

After the investigation of your complaint is completed, if you have any continuing concerns or wish to provide additional information about your complaint or any other situation that makes you feel uncomfortable, please reach out to 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 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 our workplace a respectful, safe, and inclusive work environment.

In accordance with the Earned Sick Time Act (“ESTA”), the Company shall provide paid sick time to all eligible employees. Beginning on February 21, 2025, or upon the beginning of the employee’s employment, (whichever is later), eligible employees will begin to accrue paid sick time as described below.

Eligible Employees: Full and part-time employees are eligible, with the exception of individuals employed in accordance with the Youth Employment Standards Act (*i.e.* those under 18).

Benefit Year: For purposes of this policy, our benefit year is measured as the calendar year, from January 1st through December 31st.

Leave Amount and Accrual: Employees accrue 1 hour of paid sick time for every 30 hours worked. (Exempt employees are assumed to work 40 hours in each workweek.) Up to 72 hours of accrued leave will carry over to the next benefit year.

Leave Usage: Employees hired on or before February 21, 2025, may use earned sick time immediately as it is accrued. Employees hired after February 21, 2025, are subject to a 120-day waiting period and may begin using accrued earned sick time on the 120th day after the start of their employment. Usage of earned sick time is capped at 72 hours per benefit year. Earned sick time will be paid at the employee’s normal hourly rate of pay. Earned sick time can be used in one-hour increments. Employees can use earned sick time for any of the following reasons:

- The employee’s own mental or physical illness, injury, or health condition; medical diagnosis, care, or treatment of the employee’s mental or physical illness, injury, or health condition; or preventative medical care for the employee.
- For the employee’s family member’s mental or physical illness, injury, or health condition; medical diagnosis, care, or treatment of the employee’s family member’s mental or physical illness, injury, or health condition; or preventative medical care for a family member of the employee.
- If the employee or the employee’s family member is a victim of domestic violence or sexual assault, for medical care or psychological or other counseling for physical or psychological injury or disability; to obtain services from a victim services organization; to relocate due to domestic violence or sexual assault; to obtain legal services; or to participate in any civil or criminal proceedings related to or resulting from the domestic violence or sexual assault.
- For meetings at a child’s school or place of care related to the child’s health or disability, or the effects of domestic violence or sexual assault on the child; or
- For closure of the employee’s place of business by order of a public official due to a public health emergency; for an employee’s need to care for a child whose school or place of care has been closed by order of a public official due to a public health emergency; or when it has been determined by the health authorities having jurisdiction or by a health care provider that the employee’s or employee’s family member’s presence in the community would jeopardize the health of others because of the employee’s or family member’s exposure to a communicable disease, whether or not the employee or family member has actually contracted the communicable disease.

For the purposes of this policy, “family member” includes all the following:

- A biological, adopted or foster child, stepchild or legal ward, a child of a domestic partner, or a child to whom the employee stands in loco parentis.
- A biological parent, foster parent, stepparent, or adoptive parent or a legal guardian of an employee or an employee’s spouse or domestic partner or a person who stood in loco parentis when the employee was a minor child.
- A person to whom the employee is legally married under the laws of any state or a domestic partner.
- A grandparent.
- A grandchild.
- A biological, foster, or adopted sibling.
- Any individual related by blood to the employee.
- An individual whose close association with the employee is the equivalent of a family relationship.

Notice: Employees are asked to provide notice no more than 7 days in advance if they are aware of the need to use sick time. If the reason for earned sick time is unforeseeable, we encourage employees to call off prior to their shift, if practicable. Otherwise, the employee must provide notice as soon as practicable after the employee is aware of the need for earned sick time. You will not be asked to find a replacement for your earned sick time off.

DESIGNATING YOUR TIME OFF AS EARNED SICK TIME

If you miss work due to an absence that is eligible for earned sick time, you must contact your **General Manager**. In addition, you must complete and submit a Time Off Designation Form and indicate the reason for time off. You may obtain copies of the form from your manager. Submit your completed form to the **General Manager** or you can email the completed form to the office at payroll@jacsmcd.com.

In order to ensure the Company is aware of whether or not your absence is covered by the Michigan Earned Sick Time Act and you are owed earned sick time pay, YOU MUST COMPLETE A TIME OFF REQUEST FORM FOR ANY SHIFT MISSED, FOR ANY REASON.

No retaliation: Employees will not be penalized or retaliated against in any way for requesting or using accrued paid sick time for the purposes designated above.

Separation of employment: All unused, accrued sick time will be forfeited at the time of separation. If an employee separates from employment and is rehired within 2 months of the separation, the Company will reinstate previously accrued, unused earned sick time and will permit the reinstated employee to use that earned sick time and accrue additional earned sick time upon reinstatement.

The Villaire Organization independently owns and operates this McDonald's brand restaurant and is your sole employer. This Policy on the Employment of Minors (the "Policy") describes The Villaire Organization's expectations for the duties and hours worked by Minor Employees (defined below). The Villaire Organization is committed to supporting this Policy and complying with both federal and state law requirements regarding the employment of minors.

Neither McDonald's Corporation nor McDonald's USA is your employer, nor does either entity control or maintain any policies that affect employees' working conditions or any aspects of their employment. For any questions regarding your employment or the policies of this Organization, please see website www.jacsmcd.com for contact information.

MINOR EMPLOYEES

For purposes of this Policy, a minor includes any individual between the ages of 14 to 17 ("Minor Employees").

PROHIBITED WORK DUTIES FOR MINOR EMPLOYEES

All employees under age 18 are prohibited from:

- Adjusting, cleaning, oiling, or servicing moving machinery
- Operating a high-pressure steam or high temperature water boiler
- Filtering oil • Using certain sharp knives, including a chef, boning, filet, or skinning knife
- Working in freezers except to momentarily enter to retrieve items
- Using trash compactors, paper/box balers, box cutters, snow blowers, lawn mowers, or power washers
- Using, cleaning, or adjusting power-driven meat processing machines, such as electric food slicers or shredders, power-driven dough mixers, or other bakery machines
- Operating an elevator
- Standing or working on a ladder or scaffolding
- Driving on public roadways while on the job

Additionally, employees ages **14-15** are prohibited from:

- Cooking and baking
- Operating fryers, steamers, and pressure cookers for food preparation
- Using sharpened tools
- Clean kitchen surfaces that are hotter than 100 degrees Fahrenheit
- Maintaining, oiling, cleaning, or repairing machines or equipment
- Loading or unloading trucks

RESTRICTIONS ON WORKING HOURS FOR MINOR EMPLOYEES

*When can employees ages **16-17** work?*

When school is IN SESSION, employees ages 16-17 may not work (or be scheduled to work):

- Before 6:15 AM (Saturday & Sunday) or 3:00 PM (During the week)
- After 10:00 PM (Sunday-Thursday) or 11:00 PM (Friday-Saturday)
- During hours when the Minor Employee is required to attend school
- More than 5.5 hours on a school day
- More than 8 hours on a non-school day
- More than 24 hours per week
- More than 5 consecutive days

May **NOT** work during school hours on **ANY** school day that are not holidays (snow days are not considered a holiday)

When school is **NOT IN SESSION**, employees ages 16-17 may not work (or be scheduled to work):

- Before 6:15 AM or after 11:00 PM
- More than 8 hours per day
- More than 48 hours per week
- More than 6 consecutive days

When can employees ages 14-15 work When school is **IN SESSION**, employees ages 14-15 may not work (or be scheduled to work):

- Can only work SATURDAY & SUNDAY (4 hours each day)
- Before 7:30 AM or after 6:30 PM
- During hours when the Minor Employee is required to attend school
- More than 4 hours on a school day or non-school day
- More than 8 hours per week
- More than 2 consecutive days

When school is **NOT IN SESSION**, employees ages 14-15 may not work (or be scheduled to work):

- Before 7:30 AM or after 8:30 PM
- More than 7.5 hours per day
- More than 37.5 hours per week
- More than 5 consecutive days

For the purposes of this Policy, school is “in session” when the local public school district wherein the Minor Employee resides is in session and students are required to attend for at least 1 day or partial day. School is not “in session” outside of school hours, during any holidays or vacations, including fall, spring, and summer breaks. Additionally, a “week when school is in session” refers to any week the local public school district wherein the Minor Employee resides is in session and students are required to attend for at least 1 day or partial day.

MEAL AND REST BREAKS FOR MINOR EMPLOYEES

The Villaire Organization provides all Minor Employees who work more than 5 hours in a day with an unpaid, uninterrupted meal period of at least 30 minutes. Minor Employees may not perform any work during meal periods and must clock out at the beginning of the meal period and clock back in before returning to work.

WORK PERMITS / PROOF OF AGE REQUIREMENTS

Supervisors and managers are responsible for ensuring that each Minor Employee provides the required proof of age and, if applicable, work permit documentation before the Minor Employee starts their first shift. Minor Employees should contact the GM if they have any questions regarding these requirements.

RECORDKEEPING

The Villaire Organization maintains records for each Minor Employee. These records contain documentation regarding all aspects of the Minor Employee’s employment with The Villaire Organization, including emergency contact information, hours worked, the Minor Employee’s date of birth and a copy of the proof of age documentation, and the original work permit, among other things.

POLICY COMPLIANCE AND REPORTING REQUIREMENTS

Consistent with The Villaire Organization’s speak-up culture, all employees are expected to report violations of this Policy to their supervisor or manager. Supervisors and Managers must report any violations to your Director of Operations.

RETALIATION

The Villaire Organization will not retaliate against any employee who raises concerns or complains in good faith about conduct that may violate this Policy, or who participates in an investigation of such concerns or complaints.

If you believe that you are being retaliated against or treated differently because you raised a concern, made a complaint, or participated in an investigation of a concern or complaint, please contact your Area Supervisor.

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)