



# Employee Handbook

2023 – 2024

TABLE OF CONTENTS

PAGE	
3	WELCOME TO THE TEAM
4	CHAIN OF COMMAND
5	YOUR FIRST DAYS
6	BENEFITS
7 - 8	YOUR SCHEDULES
9 - 10	YOUR PERFORMANCE
11	PAY DAYS
12 - 18	COMPANY POLICIES
19	COMMUNICATION WITH MANAGEMENT
20 - 23	SAFETY AND SECURITY
24	NO DISCRIMINATION
25	SEXUAL HARASSMENT POLICY
26	SOLICITATION/ DRUG-FREE POLICY
29	ORIENTATION CHECKLIST
31	HANDBOOK AWKNOWLEDGEMENT

Cut

-----  
Orientation Handbook Acknowledgement Form

I acknowledge receipt of the McDonalds Crew Orientation Handbook. I understand that this Handbook is subject to change, modification and revision by McDonald's from time to time without advance notice. Further, this Handbook is not a contract of employment between McDonalds and any employee for any specific time. The employment relationship between McDonalds and all of its employees is based upon mutual consent and can be terminated at any time by either party without advance notice or cause.

I understand it is my responsibility to ready and become familiar with these policies, rules and regulations contained in the Handbook. I agree to comply with and follow these rules, regulations, and policies during my employment with the company. I further understand the McDonalds retains the right to determine the proper discipline in every situation on a case by case basis.

Store Location

\_\_\_\_\_  
Employee Name (print)

\_\_\_\_\_  
Employee Signature

Date \_\_\_\_\_



***This page is intentionally left blank.***

## **WELCOME TO THE LUTITO MCDONALD'S TEAM**

We're glad to have you with us. Whether it's for a part-time job or a career, we want you to enjoy working here.

This is your new Handbook. It has been designed to make you feel at home in your new job and give you some necessary information. It is very important for you to read and understand this Handbook. It is your responsibility to follow these policies. Once you have received it and it has been discussed at your orientation, you are accountable for its contents. Don't hesitate to ask a Member of Management to explain anything you do not understand.

As you read through this Handbook, you will find many reasons for our success. No single factor is more important than the dedication and effort of MCDONALD'S employees—their pride and enthusiasm and dedication for this business. The MCDONALD'S spirit is exclusively ours and yours.

We know you'll find your stay with us a happy and rewarding experience. We don't want to kid you—this is a tough job. There is a lot of hard work, but you gain a great deal. Besides your paycheck there are many things which make working at MCDONALD'S more than just a job. Some of them are:

- The possibility of a management career (most of management started as crew). We are always looking for mature, enthusiastic people with leadership qualities.
- Flexible hours to fit your personal needs
- Excellent experience in dealing with the public
- Making many new friends
- Learning the elements of teamwork
- Learning useful and satisfying skills
- Your experience with us will be very helpful in any future job you undertake



**CHAIN OF COMMAND**

Customers  
Owners  
Director of Operations  
Area Supervisors  
General Managers  
Department Managers 3,2,1  
Support Department Managers  
Shift Managers  
Crew Trainers  
Crew

**Orientation Checklist**

1. Bring 2 Day training form- signed by manager
2. Bring Texas Food Handlers permit
3. Bring Documents to verify employment eligibility
4. Bring pen
5. Bring Picture ID / SS card
6. Need Black non-slip, oil resistant shoes
7. Must wear black slacks
8. Read Handbook prior to attendance

Orientation Date \_\_\_\_\_

Store Contact number \_\_\_\_\_



### UPDATING OF HANDBOOK

Lutito McDonald's reserves the right to modify the policies in this Management Handbook at any time and these policies do not create contractual obligations. Changes in policy will be passed on to you at the earliest possible time.

### NEW LAWS

Nothing in this handbook shall be interpreted to be in violation of State or Federal law.

We cannot permit employees to carry cellular phones while working in the restaurant. Supervisors are exempt.

TO BE A SUCCESS in MCDONALD'S you must do your job well and follow the rules. It's very simple—you will advance if you have the ability and commitment. We want you to succeed and we will help you.



### I. YOUR FIRST DAYS

- A. As a new employee, you may be a bit nervous. That's fine—it shows that you care.

For the first few days, we will assign an experienced crew person or crew trainer to you as your partner. His/her role is to help you become acquainted with our restaurant, our customers, and our way of doing things—and with your new team members. Ask your partner all the questions you want—let us help you feel at home.

- B. We believe in 'job rotation' whenever possible. This helps you to experience all aspects of our restaurant and retail operations and provides the restaurant with a well-trained crew person, who can be assigned to any of several stations in a pinch.
- C. If you would like to be trained on new stations, ask your manager. The more stations you know well, the more valuable you are to us.
- D. Hospitality – You will be taught the MCDONALDS way to service our customers – to be very friendly and helpful – to achieve total customer satisfaction.

#### ALL NEW EMPLOYEES

We require a completed I-9 form before attending 'orientation' class. We will need to see your I-9 form identification papers at time of orientation.  
\*Texas requires all employees to have a "Food Handlers Permit" awarded by an "ANSI" certified class as a ***condition of employment***

**PARK YOUR VEHICLE ONLY IN AREAS DESIGNATED BY YOUR GENERAL MANAGER.**

Visit our Company Website for all new information.

**LutitoMcDonalds.com**



## II. BENEFITS

In addition to your pay, these are added benefits which we feel will make your job more enjoyable.

- A. **FREE** or discounted **Food** — With the limits mentioned in the 'Food Policy' chapter
- B. **FREE Uniforms** — See the 'Appearance' chapter
- C. **VERY FLEXIBLE SCHEDULING** — Your school and/or family needs is important to us too. However, it is necessary that we are given adequate notice when your needs change.
- D. **CAREER OPPORTUNITIES** — You will advance as far as you are willing and capable of going. If you are interested in advancement, please speak to your General Manager or Supervisor.
- E. **EMPLOYEE DISCOUNT**- McDperks.com
- F. Attendance to McDonald's sponsored events
- G. Archways to Opportunities - tuition assistance
- H. McBuck's – opportunities to earn Free Paid Days off
- I. Crew Paid Time Off after 1 (one) year of service

of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.

- **POST-ACCIDENT TESTING:** Any employee involved in an on-the-job accident or injury under circumstances that suggest possible use or influence of drugs or alcohol in the accident or injury event may be asked to submit to a drug and/or alcohol test. "Involved in an on-the-job accident or injury" means not only the one who was injured, but also any employee who potentially contributed to the accident or injury event in any way.

If an employee is tested for drugs or alcohol outside of the employment context and the results indicate a violation of this policy, the employee may be subject to appropriate disciplinary action, up to and possibly including discharge from employment. In such a case, the employee will be given an opportunity to explain the circumstances prior to any final employment action becoming effective.



### XI. SOLICITATION/Drug Free-Policy

#### CUSTOMER AND/OR EMPLOYEE

Please inform a Member of the Management Team immediately if you see employees or customers distributing literature or soliciting employees and/or customers at any time on store property, including the selling of cookies, candy, etc.

#### DRUG-FREE WORKPLACE POLICY - DRUG / ALCOHOL TESTING

It is the purpose of Lutito Partnership 1,L.P., Lutito Arches LLC., Lutito Arches II LLC., d/b/a McDonald's (the Company) to help provide a safe and drug-free work environment for our clients and our employees. With this goal in mind and because of the serious drug abuse problem in today's workplace, we are establishing the following policy for existing and future employees of Lutito McDonald's.

The Company explicitly prohibits:

- The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription on Company or customer premises or while performing an assignment.
- Being impaired or under the influence of legal or illegal drugs or alcohol away from the Company or customer premises, if such impairment or influence adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk the Company's reputation.
- Possession, use, solicitation for, or sale of legal or illegal drugs or alcohol away from the Company or customer premises, if such activity or involvement adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk the Company's reputation.
- The presence of any detectable amount of prohibited substances in the employee's system while at work, while on the premises of the company or its customers, or while on company business. "Prohibited substances" include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription given to the employee.

The Company will conduct drug testing under one or another of the following circumstances:

- **FOR CAUSE TESTING:** The Company may ask an employee to submit to a drug test at any time it feels that the employee may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the employee's person or in the employee's vicinity, unusual conduct on the employee's part that suggests impairment or influence



### III. YOUR SCHEDULE

- A. Your regular work schedule will be posted at least five days in advance of your scheduled workday. You are expected to work as scheduled unless excused by "A Member of the Management Team".

It is the responsibility of all employees to regularly check the posted schedules. PLEASE DO NOT call daily to ask someone to check your schedule.

- B. One of the benefits at MCDONALD'S is flexibility in work schedules. At the time you are hired, you will set up a 'Work Availability Schedule' that fits in with your school and family demands. When this schedule needs to be changed, let 'A Member of the Management Team' know AT LEAST 10 DAYS IN ADVANCE (in writing), so your request can be honored whenever possible. Please use 'Schedule Request' form.
- C. You may also request time off or a schedule change by submitting a 'Request in Writing' stating the reason and the duration of time off needed to the Management Team AT LEAST 10 DAYS BEFORE the weekly schedule is posted and no more than 30 days in advance of 'first' day off requested. Your Manager will try to honor all requests; however, when too many requests are submitted for 'time off' on the same day or weekend, your Manager will consider the restaurant needs, when deciding whose requests to honor. ONLY MEMBERS OF THE MANAGEMENT TEAM ARE ALLOWED TO MAKE SCHEDULE-REQUEST CHANGES. Please remember, even in cases of emergency need for time off, you MUST contact a Member of the Management Team for approval in order to have emergency time off considered an 'excused' absence.
- D. The Management Team reserves the right to make last-minute changes on posted work schedules to meet the operational needs of the restaurant.
- E. From time to time, you may be requested to come in to work a shift when you are not scheduled, to fill in for an emergency need. If this request is made, you will be offered a minimum of 2 hours' work.
- F. On occasion, you may be asked to continue working past your normal quitting time. If you agree to continue working, you will be released as soon as the need for your service has passed. Everyone should expect to help out for a few minutes.
- G. You will be paid for the time spent at any meeting where your attendance is required.



- H. Employees are paid for all rest breaks and MUST remain on the premises. Employees MUST clock out for 30-minute lunch/dinner breaks. An unpaid break may be taken off the premises, but NO FREE FOOD is allowed to leave the restaurant.
- I. Our restaurant operates 7 days a week, 12 months of the year. Normally, the restaurant is closed on Christmas Day so that you may spend this time with your family. However, during school holidays you will be scheduled with an open availability, unless otherwise requested.
- J. Those members of the crew with the highest performance and most open availability will normally be given the first opportunity to work the most hours.
- K. If you change your address, PLEASE fill out a new W-4 form and give the new form to a Member of the Management Team. Your year-end W-2 Form will be mailed to you at the address listed on your latest W-4 Form.
- L. No more than one week 'prior notice' of a QUIT will be accepted from any employee, hourly paid or salaried.**
- M. Time-clock procedure—Be properly uniformed before 'punching in'. IF your time card varies from the posted schedule by more than 3/100 of an hour, manager approval is required in writing on time card. Employees must keep their clock out slip receipts for hours**

#### X. LUTITO-MCDONALD'S SEXUAL HARASSMENT POLICY

At LUTITO / MCDONALD'S we are committed to a discrimination free work environment. We have long maintained a clear policy prohibiting sexual harassment of any employee, because it can be intimidating, an abuse of power, and is inconsistent with our policies, practices, and management philosophies. Sexual harassment is defined to include unwelcomed sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

Any employee who feels subjected to sexual harassment should immediately report it to 'THE GENERAL MANAGER'. The GENERAL MANAGER is the head management responsible for the entire restaurant. There is only ONE GENERAL MANAGER at each restaurant. IF your GENERAL MANAGER is not available, contact his/her SUPERVISOR, or your OWNER/OPERATOR, named above. We encourage employees to freely report any incidents and prohibit retaliation from making or being witness to such a report.

We will thoroughly investigate any harassment reports and will do so as confidentially as possible. If harassment has found to have occurred, appropriate corrective action will be taken. This may include disciplinary action against the offender, ranging from a warning to discharge, depending on the severity of the misconduct.

Sexual harassment is not only inconsistent with LUTITO / MCDONALD'S policies, but it violates federal and state law. Should an individual file complaint under state law which is found to be meritorious following an investigation, that individual may seek both equal and equitable remedies, including damages. Administrative proceedings can be initiated with and resolved by the Department of Fair Employment and Housing or the Fair Employment and Housing Commission at offices located in most major cities, as indicated in our poster regarding discrimination. State Law protects employees from retaliation for opposing unlawful practices or for reporting instances of sexual harassment, or for filing a complaint with, or otherwise participating in an investigation, proceeding, or hearing conducted by the Department or the Commission.

We are personally committed to LUTITO / MCDONALD'S POLICY and urge you to utilize our internal complaint procedures should you have a problem or question. Thanks, and let's continue to make LUTITO / MCDONALD'S A GREAT PLACE TO WORK.





## IX. NO DISCRIMINATION

It is MCDONALD'S policy to treat employees and applicants for employment fairly and without regard to race, color, sex, sexual orientation, religion, national origin, age, or handicap. This policy applies to ALL employment practices including recruiting, hiring, pay rates, promotions, and other terms and conditions of employment and terminations. MCDONALD'S also prohibits ANY FORM OF HARRASEMENT, joking remarks or other abusive conduct directed at employees because of their race, color, sex, sexual orientation, religion, national origin, age, or handicap. Any employee who feels subjected to such behavior should immediately report it to their "Main" General Manager, their Manager's Supervisor, or the owner. Such reports will be investigated thoroughly. If the report has merit, disciplinary action will be taken against the offender. Depending on the severity of the misconduct, the disciplinary action could range from a warning to termination.

WE HAVE ZERO TOLERANCE FOR THE FOLLOWING:

1. Any unwelcome sexual advances.
2. Requests for sexual favors.
3. Verbal or physical conduct of a sexual nature,
4. Joking in a manner which could be interpreted as abusive.
5. Seeking sexual favors as a condition of another worker's continued employment.
6. Deciding a worker's employment on the basis of receiving sexual favors.
7. Interfering with another employee's work by creating an intimidating, hostile or offensive working environment through sexual harassment.
8. Unacceptable touching of another employee.
9. Forcing oneself on another employee.
10. Leering or suggesting in a sexual manner.

## IV. YOUR PERFORMANCE

- A. New crew members will normally have an agreed upon starting rate and will progress through the performance review system and have many job opportunities.
- B. *Your first 120 days on the job is considered your 'probation' period. You will be evaluated during that time, and if, at the end of the 120 days, you are doing well at your job, have a good attendance record and have no disciplinary problems, you will be taken off probation. **DURING YOUR 'PROBATION' PERIOD YOU WILL BE CONTINUOUSLY EVALUATED AND ARE SUBJECT TO TERMINATION AT ANY TIME.***
- C. Performance and wage reviews are given to help you to be successful. After your 'probation' period, a member of the upper management team will evaluate and review your performance on the job regularly. Every 6 months he/she will sit down with you, discuss your performance and consider you for a wage increase.

### PERFORMANCE CATEGORY

(4.0)	Outstanding	25¢ per hour
(3.0)	Excellent	15¢ per hour
(2.0)	Good	General Manager's Discretion
(1.0)	Needs Improvement	NO INCREASE

- D. Your total performance review will include, JOB PERFORMANCE, following SECURITY PROCEDURES, TEAMWORK, ATTITUDE, DEPENDABILITY and APPEARANCE. If your rating average slips, you may be subject to disciplinary action.

We will make every effort to guide you, but keep in mind that increases are based on your performance reviews.

- E. You can tell ahead of time when you're topping out in a salary/hourly paid range. When and if that happens, you have the choice of maintaining/improving your performance and staying in the same position or being considered for a promotion. Initially, you can move up to the job of crew trainer or swing manager. These jobs are offered to employees who have shown the initiative, desire and ability to advance. Wage increases are given for these extra responsibilities.

IF YOU ARE INTERESTED IN A SALARIED POSITION/CAREER, ASK YOUR SUPERVISOR/OWNER ABOUT THE MINIMUM REQUIREMENTS.



- F. We may periodically use a security interview to help us solve cash and security problems in the restaurant.
- G. Employee acknowledges that as an employee of McDonald's, he/she will be free to resign at any time for any reason, and McDonald's similarly retains the right to terminate any employee's employment at will.

H. Main Office Mailing Address:

Lutito McDonald's  
 10900 Research Blvd. Ste 160C Box 232  
 Austin, Texas 78759

Phone Number: (800) 936-3122  
 Mon – Sun 9am-5pm

- I. Lutito McDonald's may require a substance abuse screen as condition of promotion. Managers will be subject to a pre-promotion background check.

**“THE RIGHT PLAN”**

- A. In addition to the Occupational Injury plan, we also offer the “RIGHT PLAN”, which is a three-step process for resolving injury grievances or disagreements.
- B. If a disagreement arises about the injury benefits payable or another issue related to the accident, we will use the “RIGHT PLAN” to resolve the dispute.
- C. The “RIGHT PLAN” uses a three-step process to resolve problems involving an on-the-job injury.
  - 1. COMMUNICATION:  
 Many times; disagreements and problems arise from misunderstandings, or poor communication. These can usually be resolved with a one-on-one communication between the employee and the Manager.
  - 2. INTERNAL-MEDIATION:  
 In the event that one-on-one communication does not resolve the issue to the satisfaction of the employee or the Manager, a third party, such as the Supervisor, Director of Operations, or the Owner/Operator gets involved in an effort to resolve the dispute.
  - 3. ARBITRATION:  
 If internal mediation is not successful at resolving the issue, and impartial arbitrator from the American Arbitration Association (AAA), makes a final and binding decision that the employee and the employer must agree to.
- D. The principal provisions of the “RIGHT PLAN” are described in the booklet, and it is each employee's responsibility to read and review the booklet, of which you will receive a copy.
- E. Employee acknowledges that the principal points of the “RIGHT PLAN” three step grievance resolution processes have been reviewed with them, and commits to read the “RIGHT PLAN” booklet in its entirety to gain a thorough understanding of the benefits and conditions of the plan.



- D. No payments of any kind will be made in connection with an injury that is not clearly sustained on the job, and reported at that time to your shift Manager.
- E. Payments for medical bills and lost-time benefits for a just claim are made on a voluntary basis, and in no way constitute admission of liability on the part of the company.
- F. If you go to another doctor or clinic to seek a second opinion without prior approval from the company and the company doctor, you will be solely responsible for the bill coming from that visit(s).
- G. Summary of benefits provided by the plan:
  - 1. Short-term disability benefits:
    - a. Percentage of pre-injury pay: 85%.
    - b. Waiting period: you start receiving benefits on the first day that you miss work after your injury.
    - c. Maximum weekly disability benefit amount \$800.
    - d. Maximum disability benefit period: 52 weeks
  - 2. Medical benefits:
    - a. Maximum medical benefit amount: \$100,000.
    - b. Maximum medical benefit period: 52 weeks.
  - 3. Combined limits for all benefits:
    - a. Maximum any one employee per occurrence: \$100,000.
    - b. Maximum all employees per occurrence: \$300,000.
- H. The principal provisions of the OCCUPATIONAL INJURY PLAN are described in the "Summary Plan Description" booklet, and it is each employee's responsibility to read and review the booklet, of which you will receive a copy.
- I. Review the main points of the plan booklet, including, but not Limited to:
  - i. Approved medical facilities:
  - ii. Covered and non-covered injuries.
  - iii. Short term disability benefits.
  - iv. Medical benefits.
  - v. Medical services not covered.
- J. Have employees sign the RELEASE OF MEDICAL RECORDS FORM. If the employee is less than 18 years old, parent or legal guardian must also sign the form.
- K. Employee acknowledges that the principal points of the OCCUPATIONAL INJURY PLAN have been reviewed with them, and commits to read the Summary Plan Description booklet in its entirety to gain a thorough understanding of the benefits and conditions of the plan.

## V. PAY DAYS

A. You will be paid for all the hours you work in the restaurant. Please observe the proper check-in/check-out procedures to ensure that your time is correctly recorded for each pay period.

B. You will be paid by check, semi-monthly. Pay dates are as follows:

<b>TIME WORKED</b>	<b>PAY DATE</b>
1 – 15 of month	22nd of month
16 – end of month	7th of following month

C. No deductions can be made from your paycheck unless required by law or unless you authorize such deductions. Please check the amounts carefully and report any error immediately.

D. A Member of the Management Team will give your paycheck ONLY TO YOU. Please do not ask the Manager to give your paycheck to friends, fellow employees or family members. You must appear in person at your store to sign a release, requesting your manager to give your paycheck to another person.

E. Paychecks will be available for pickup after 2:00 pm.

F. You will be requested to sign a payroll-roster sheet when you pick up your paycheck. PLEASE READ CAREFULLY ALL NOTICES ATTACHED TO YOUR PAYCHECK.

G. REPLACING A LOST PAYCHECK: You can expect to wait as long as 10 days for a replacement check, as we must get written notice from our bank before we can replace lost checks. Also, you will be asked to sign a 'stop payment' request form. Please contact your General Manager. (fee applied)

H. 'WASHED' PAYCHECK: IF you bring a mutilated paycheck to the General Manager, we can usually replace this type of check quickly.

I. You will **NOT** be able to cash your paycheck at your store of employment. Please make other arrangements.



## VI. COMPANY EMPLOYEE POLICIES

In order to maintain a safe, healthy and enjoyable working environment, a successful business has rules for all employees to follow. The following rules (policies) are designed to be consistent with all employees so that everyone works together as a team. Please be aware of – and follow them all – for your own success and safety.

IMMEDIATE TERMINATION WILL RESULT WHEN THE FOLLOWING POLICIES ARE VIOLATED (These policies can also result in prosecution):

1. Theft of monies.
2. Giving away free (unauthorized) food.
3. Taking a crew meal and not following company 'FOOD POLICY'
4. Theft of raw product.
5. Theft of other employees' personal property.
6. Theft of promotional items.
7. Theft of customer's property.
8. Theft or willful damage of store property during work shift or as a customer
9. Use, possession or sale of drugs on store premises during work shift or as a customer.
10. Eating over-produced food or any food without proper payment or documentation.
11. Unauthorized use of office telephones.
12. Bringing or allowing any type of weapon on the store premises.
13. Violation of any federal, state or local law.
14. Violation of workplace violence policy.

VIOLATION OF THE FOLLOWING POLICIES WILL RESULT IN IMMEDIATE TERMINATION:

1. Use or possession of alcohol on store premises.
2. Customer discourtesy (direct all customer complaints to a Manager).
3. Falsifying and/or altering of any "timecard" or punching 'in' or 'out' on another employee's time-card.
4. 'Horseplay' or general misconduct.
5. Fighting on store premises during work shift or as a customer.
6. Conducting personal business on store property without authorization from a Member of the Management Team.
7. Insubordination to any Member of the Management Team.
8. Falsifying application and/or other employee records.
9. Use of profane language. (Manager's discretion when in the presence of customer).
10. Breaking any store security rules, including the admittance of 'unauthorized' people to any area of the kitchen (behind counter cut).

9. Report all job-incurred injuries immediately to a Member of the Management Team.
  - a. Your Management Team must file a report immediately.
  - b. Your help in completing the necessary forms will be needed and appreciated.
10. Always wear prescribed protective covering during the shortening-filtering operation.
11. Be alert—report any suspicious or dangerous circumstances in kitchen, dining room or parking lot area to your Management Team.
12. ALWAYS when mopping floors in kitchen area, dining area or outside area, use 'WET FLOOR' signs. Remove them as soon as the area is dry.
13. DO NOT admit anyone through the front counter 'out of uniform'. Call your manager to verify the person's reason for wishing to enter the 'kitchen area'.
14. Potentially Hazardous Products Program—please do not hesitate to ask any questions about this program, in which you were trained at the 'Orientation Class'.

## OCCUPATIONAL INJURY BENEFIT PLAN

- A. In accordance with the Worker's compensation Law of Texas, you are hereby notified that Lutito Partnership1,L.P., Lutito Arches LLC., and Lutito Arches II LLC. does not carry Worker's Compensation Insurance.
- B. In place of the insurance, we offer the SAFE WORKERS AHEAD OCCUPATIONAL INJURY PLAN, to provide benefits directly to the employees in the event of on the job accidents and injuries.
- C. In case of an injury on the job, the following procedures must be followed:
  1. Report the accident or injury IMMEDIATELY to your shift Manager, regardless how small you may think the injury is.
  2. Complete the company accident report.
  3. If necessary, go to company doctor or Hospital.
  4. If necessary, submit to a drug/alcohol screen test.
  5. Notify the company of expected recovery time.
  6. Do not return to work until the company doctor releases you.



## VIII. SAFETY AND SECURITY

We want your work environment to be safe, however, sometimes accidents happen. Please report IMMEDIATELY all injuries occurring on the job to the Manager in charge of the store. There is a 'First Aid Kit' in a handy location in each restaurant. To help you maintain the safest environment please follow these rules:

1. Note the location of the following:
  - a. First Aid Kit.
  - b. Fire Exits
  - c. Fire Extinguishers
  - d. Fuel Shut-off Valves
2. Work Area
  - a. Check often for food or drink spills on the floor.
  - b. Clean spills immediately or call the Manager if the floor area is in need of mopping.
  - c. If you start to slip, do NOT grab for the grills, toaster, or fry vat.
  - d. Wet floors signs are required in any wet areas
3. Never plug in an unplugged appliance—call a Manager.
  - a. Appliance may be defective.
  - b. Work may be in progress on the store electrical system.
  - c. Report to a Manager any frayed or melted electrical receptacles or cords.
4. Never leave your 'filled' or 'partially filled' drink cup unattended and return to drink from the same cup.
5. Never open the rear or side doors to anyone. Manager approval is needed to open any outside doors from the kitchen area.
6. Carry only those amounts of boxes or stock that will not impair your view of the floor. Only ONE box of frozen product can be carried at any time, regardless of your manager request.
7. Clothing
  - a. Wear non-skid, leather top shoes. DO NOT wear canvas shoes.
  - b. Employees should not wear earrings or any jewelry that swings with fast body motion.
8. Burns—IMMEDIATELY call for assistance and submerge burned areas under ice/water.

11. Disclosing to any person, including television, radio and print or social media representatives, any confidential information relating to the company, its business, its employees, its customers, finances or trade secrets.

YOU WILL BE GIVEN ONE WRITTEN WARNING FOR VIOLATING ANY OF THE FOLLOWING POLICIES, AND TERMINATED ON THE SECOND VIOLATION:

1. "No Show"
2. Late without previous notification.
3. Loitering.
4. Use of profane language.
5. Posting, defacing, or removing store signs, bulletin boards or schedules.
6. Soliciting fellow employees or customers for funds, memberships, the purchase of non-McDonald's product and/or distributing literature on the store premises while on duty as an employee or off duty as a customer. (PLEASE ADVISE A MEMBER OF THE MANAGEMENT TEAM IF YOU ARE SOLICITED.)
7. Leaving an "assigned" workstation without management direction for a non-emergency reason.
8. Smoking in unauthorized areas or at prohibited times.
9. Failure to report a work-related injury in a timely fashion.
10. Unauthorized photos or videos within restaurant.
11. Excessive intermittent absence, without valid/acceptable excuses.
12. Not adhering to grooming standards as listed in this Handbook.
13. Violating the company safety and health policies.
14. Acquiring rewards points from customer's orders

VIOLATION OF ANY OF THE FOLLOWING POLICIES WILL RESULT IN DISCIPLINARY ACTION (WARNING OR TERMINATION):

1. DATING: Our policy does not permit any member of the store management team to date another management person or any member of the crew. See your General Manager for possible options.
2. PERSONAL BELONGINGS: Must secure personal belongings in a crew locker in crew room. We are not responsible for any lost or stolen items.
3. EXTENDED ABSENCES FROM WORK: If an employee is away from work and eligible for S.D.I., job-incurred injury, jury duty, temporary active duty in armed forces of the U.S., a government/court ordered temporary absence or officially on family leave is valid per state or federal laws. EMPLOYEE WILL BE TERMINATED after two consecutive pay periods have passed with no work hours to employee's credit, after scheduled return from leave, this two, pay-period limit INCLUDES adjacent vacation. Official termination date will be last day of the second consecutive pay-period without work hours.



**Online Communications Policy for Restaurant  
Employees of this Independent Owner Operator**

If you participate in online conversations about any 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 this McDonald's and the McDonald's Brand.

**Know the Rules**

- Do follow the policies in the handbook and the policies displayed in your restaurant. Managers must exercise caution and sound judgment if interacting with subordinates on Facebook or similar social media sites. Participating in such forums with subordinates may increase the potential to violate these rules and policies. For example, it may not be sound judgment for Managers to "friend" minor employees under the age of 18.
- 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. Correct any mistakes that you make. You post material at your own risk, and you are personally responsible for the content of your communications.
- Do respect your coworkers' privacy. Do not share in any online communication's personal health information about your coworkers or any identifiable information that may raise a security issue. This does not prohibit you, however, from disclosing or discussing personal, confidential information with others, so long as you did not come into possession of such information as part of your formal company duties.
- Because we want to provide 100% customer satisfaction, during working time do not use your cell phone for personal use or to engage in personal online communications. You may participate in any social media platform sponsored by McDonald's.
- Do make it clear that you are an employee of this McDonald's and that your views and opinions are yours and not those of this and/or any other McDonald's when you participate in any online communications or blog discussing McDonald's.
- Do 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).
- 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 any way that

**VII. COMMUNICATION WITH MANAGEMENT**

- A. We know that you will have problems on the job from time to time. We believe these problems can best be resolved by immediate attention to them in open-frank discussion. Help us resolve these problems...call them to THE GENERAL MANAGER'S attention when they occur. Take advantage of crew meeting and rap sessions and be heard.
- B. Paid crew meetings are scheduled at a time we believe is most convenient to the store and the crew. These meetings are held to discuss policy, sales promotions, procedure, product, or problems in the restaurant. Failure to attend without the permission from a Member of the Management Team or the Supervisor is considered a 'NO SHOW'.
- C. Rap sessions are scheduled in smaller, less formal groups, and thus it gives you an opportunity to talk to Management, Rap sessions are voluntary unless otherwise specified.
- D. Should you have any questions about the contents of this 'Handbook' or have any basis for concern which you do not wish to discuss in a group meeting, please arrange a meeting with a Member of Management Team at once.
- E. If you are not satisfied with the handling of a problem by your Management Team, we hope you will bring the matter to the attention of the Supervisor or Owner of your restaurant for further discussion, in order to reach satisfactory resolution of the problem.\*
- F. Coaching – will be used to build team work and improve performance of all members of the restaurant team. All management members will be coaching with an assigned number of team members. Your assigned coach is your communication link with the management team.

*\*The leadership team can be contacted through your General Manager, website contact forms, company 800 number or by mail via Office address.*



## FOOD POLICY

- A. One of the best things about working at MCDONALD'S is the food ... it's good. As an employee, you will be required to go to the 'customer side' of the counter to the designated cash register to order your meal. ONLY a Management person may get your food in 'the proper fashion'. SEE 'COMPANY POLICIES'. - discount applies
- B. All paid breaks taken at the store must be taken in an assigned area. FOOD is only for employee consumption during scheduled breaks and MUST be eaten on the premises. If you leave the store with food or promo items at any time, you should expect to be asked for a receipt, providing you paid 'as a customer' for the items.
- C. No breaks will be given within 10 minutes of beginning or ending of a work shift. There are NO scheduled breaks before work shifts start.
- D. 30% Family/Friend discount when you accompany them
- E. OUR FOOD 'ALLOWANCE' POLICY IS AS FOLLOWS:

Our policy for employee meals is as follows:

Crew Person: Combo Meal excluding doubles or specialty products

Management: Any Combo Meal

Any person that wishes to eat more than his/her limit must pay for all items that cause them to exceed the limit. However, all company employees are entitled to a 30% meal discount.

How it works:

When an employee takes a break and wants a meal, they must go around the counter to the designated cash register and order their meal. Only a management person may get the food for the meal and that manager is responsible for recording it in the proper fashion as indicated by General Manager. The manager will have you sign the receipt. The meal MUST be eaten in the crew room.

suggests McDonald's sponsors, endorses, or is otherwise affiliated with your statements.

- Do not disclose or post trade secrets or other confidential information of any McDonald's. This may include, for example, methods or processes, sales figures, guest counts, business plans, how food or marketing promotions are doing, and any other similar internal business-related confidential information or communications.

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

**Questions** If you have questions regarding this policy, contact your restaurant manager or your Owner/Operator.



### CASH POLICY / REFUND POLICY

During any four-month period: After 2 cash/refund differences of more than \$2.00 or above average deletions, you will be moved to a non-cash station for a period of time to be determined by your General Manager. If you are returned to a cash station and have a third cash/refund difference of more than \$2.00, you will be "put on probation" and/or "suspended". The fourth cash/refund difference is an automatic termination. The second probation (for any reason) is an automatic termination. Any cash lost that exceeds \$20 can result in termination. During any four-month period a promo of more than \$2.00 will be treated in the same manner as our cash-refund policy.

Refunds MUST be handled while the customer is present. A Member of the Management Team and a crewperson MUST sign the 'refund' slip in the presence of the customer before the money can be refunded. Failure to handle a 'refund' properly will be treated as a cash shortage of more than \$20.

Credit Cards signatures are required for transactions of \$50 or more and require ID checks.

### APPEARANCE

You must present yourself in a professional and neat manner. IT is in the interest of good business, health and safety that we require the following appearance of guidelines:

- A. Wear a clean, neat MCDONALD'S shirt or blouse and cap each day. If necessary, you may wear a white tee shirt under your uniform for warmth.
- B. Properly wear neat, ankle length Black pants each day that look and smell clean...NO JEANS – NO CORDS – NO FADE LOOKING SLACKS. Do not tuck pants into socks or shoes.
- C. Shoes should be made of black, polishable uppers with slip-resistant soles, oil resistant and no open backs.
- D. Hairstyles must be kept away from the face – no loose hair is permitted to swing or dangle so as to cause loose hairs to fall into the food or bag. Hair must be properly confined by hat/visor or hairnet.
- E. Facial hair is allowed. A well-trimmed mustache is appropriate. Beards must be confined to mask or beard guard.
- F. Make-up should be kept to a minimum.

- G. There should be no moveable parts on any jewelry/earrings worn at work. No nail jewelry allowed for safety reasons. All production employees must adhere to a smooth ring band and no watches and/or bracelets.
- H. Fingernails should be business length. Production crew required to have natural nail length and no acrylic nails.
- I. Do **NOT** use tobacco or chew gum while working.
- J. No visible tattoos that are excessive, offensive or gang related.
- K. Personal hygiene is important – brushing teeth and bathing regularly, the use of deodorant, keeping hands clean, etc. Always wash your hands after working in the dining room or returning the rest room.
- L. Always wash your hands before each work shift and every hour while working.
- M. During 'New Employee Orientation' you will be requested to sign a 'Uniform Return' form. When your employment at this MCDONALD's ends, you are expected to return your uniform(s) before picking up your final paycheck.
- N. Non-management employees MUST BE IN UNIFORM in order to be allowed behind the counter.
- O. The following employees MUST wear a hat inside the store: General Crew, Crew Trainers, and Swing Managers. General Managers will not be required to wear a hat in most stores. 'Maintenance' people MUST wear a hat in the kitchen and service area when the store is 'open for business'

It is the responsibility of all employees to regularly check the posted schedules.  
PLEASE DO NOT call daily to ask someone to check your schedule.

We cannot permit employees to carry cellular phones while working in the restaurant. Supervisors are exempt.

