



Policies and Procedures for Managers
Of
The Peters' Organization



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Section I: General Information

INTRODUCTION

Please know that all policies you signed as a crew person still apply.

Managers, in a position of responsibility and trust, have additional responsibilities that are spelled out in the Policies and Procedures for Managers.

Throughout your Manager Training Classes, you will be reading and signing all Policies and Procedures put forth by The Peters' Organization

If you have any questions, feel free to contact your General Manager, Area Supervisor, the Director of Operations or the Owner/Operator.

This Management Employee Handbook also sets out the benefits, policies and procedures which govern the employment of all management employees with The Peters' Organization. As in any organization whether it is home, school, or business, we have rules of conduct. They help us to function in an efficient and orderly manner. We know that most people like to work in such an environment, and we feel this handbook will help you do so. It has been designed to make you feel at home in your new job while giving you some necessary information. We want you to succeed so that The Peters' Organization succeeds. These policies and procedures have been developed to offer our employees the maximum protection against personal injury and money/property losses.

All managers must be familiar with and enforce all the security procedures stated within this Handbook. Failure to comply with and enforce all the security procedures will result in disciplinary action. Disciplinary action can range from verbal communication to written warning to termination, depending on the severity of the offense and whether you have previously failed to comply with these policies and procedures. The Peters' Organization reserves the right, at its sole discretion, to determine the appropriate discipline for violations of this policy.

The policies and procedures in this Handbook are guidelines only. It is impossible to predict all the situations that may occur that could jeopardize the safety or wellbeing of any Peters' Organization employee, customer, or property. The situations mentioned in this document are examples and are not an all-inclusive list of activities which are prohibited by The Peters' Organization. The Peters' Organization reserves the right, at its sole discretion, to interpret and administer the provisions of this Handbook as needed and to discipline and discharge employees for engaging in activities that are not specifically mentioned in this document.

Except for the policy of at-will employment, which can only be changed in writing by the Owner-Operator, The Peters' Organization has the discretion to change, modify or delete any provision in the Handbook at any time, with or without notice. All changes will apply on the effective date. They will be communicated to you and incorporated in the Handbook as soon as possible.

No single factor is more important for the reason for our success than the dedication and effort of our employees. Our competitors can copy many of our secrets, but they can't duplicate our pride, our dedication to the business.



“AT-WILL” EMPLOYMENT

The provisions in this Handbook are not promises and are not intended to, in any way, create any express or implied contractual obligations with respect to your employment. Your employment with The Peters' Organization is “at-will”. This means that both you and/or The Peters' Organization are free to terminate employment at any time, with or without notice, for any reason or no reason at all.

The “at-will” nature of your employment may be modified or changed only in writing addressed specifically to you expressly stating that you are no longer employed “at-will”, which is signed by The Peters' Organization Owner/Operator Larry Peters Jr. Only Larry Peters Jr. has the authority to make any verbal statements which are legally binding on The Peters' Organization with respect to altering your “at will” employment status.

Each employee is requested to acknowledge in writing their receipt of these policies and their understanding of the fact that the Handbook is not intended as either an express or an implied contract of employment, and their understanding of the fact that they are employed “at-will”.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

Above all, The Peters' Organization, values a diverse workforce.

The Peters' Organization's vision for diversity and inclusion is to leverage the unique talents, strengths, and assets of our employees in order to provide the world's best quick service restaurant experience. We continuously strive to maintain an environment in which every employee feels accepted, rewarded, and valued as an integral part of the team. The Peters' Organization is an equal opportunity employer and complies with all applicable federal, state and local fair employment practices laws.

The Peters' Organization provides opportunities for recruitment, employment training, development, performance reviews, pay, advancement, and any other aspect of employment based solely on individual abilities and job performance. This policy ensures a practice of equal employment opportunity regardless of race, color, religion, creed, national origin or ancestry, ethnicity, sex, sexual orientation, gender (including gender nonconformity and status as a transgender or transsexual individual), height, weight, familial or marital status, pregnancy (including childbirth or related condition), age, physical or mental disability, citizenship, past, current or prospective service in the uniformed services, genetic information, or any other characteristic protected under applicable federal, state or local law.

AMERICANS WITH DISABILITIES ACT

The Peters' Organization 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. The Peters' Organization complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, and all applicable state or local laws. Under certain circumstances, these laws require employers to provide reasonable accommodations to qualified individuals with disabilities in various aspects of their employment.

Consistent with these requirements, The Peters' Organization 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.



FMLA AND MILITARY LEAVE POLICY

The Peters' Organization provides leave according to the Family and Medical Leave Act of 1993 (FMLA). The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- Incapacity due to pregnancy, prenatal medical care, or childbirth.
- To care for the employee's child after birth, or placement for adoption or foster care.
- To care for the employee's spouse, son, daughter, or parent, who has a serious health condition
- For a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements: Eligible employees whose spouse, son, daughter or parent is on covered active-duty or called to covered active-duty status may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is:

- A current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or
- A veteran who was discharged or released under conditions other than dishonorable at any time during the five year-period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness. The FMLA definitions of "serious injury or illness" for current service members and veterans are distinct from the FMLA definition of "serious health condition".

For additional information regarding FMLA, please see info posted at the restaurant.



Section II: Safety and Security

DOOR AND FACILITY SECURITY

You have been given keys to your restaurant. These keys are to be in your possession at all times. Under no circumstances should they be given to any unauthorized personnel. Crew people are not authorized personnel and should never have possession of restaurant keys.

All doors are to be kept closed and locked when the store is closed to customers.

Any exterior door leading from the kitchen or storage area (backroom) to the outside of the store is to be kept locked and used only under direct managerial supervision. This door is not to be used for entering or leaving the building. Use is to be limited to deliveries and trash removal during daylight hours only (DC deliveries are the exception).

The alarm must be on and working at all times except when it is deactivated under direct managerial supervision (i.e., when accepting delivery or removing trash). Notify the General Manager, Area Supervisor or Owner/Operator immediately if alarm is not working.

After dark, no employee will enter or exit through the backroom door(s) for any reason. After dark, trash may be removed ONLY through the dining room door. Absolutely no trash may be removed from the restaurant after closing.

The backroom door(s) must never be opened to strangers. All visitors to the store must be greeted at the front counter by a manager and must identify themselves with proper identification.

Restaurants in gas stations: managers must not leave the McDonald's restaurant unattended. This includes being on the gas station side of the facility.

Smoking is not allowed during the overnight when doors are locked. Entering or exiting could provide an opportunity for a robber to gain entry. Smoking is never allowed in the building. Tobacco, illegal drugs and alcohol may not be used while working. This includes vapor cigarettes, e cigarettes or any other type of smoking apparatus.

No confidential or personal information should be given over the phone unless authorized by your owner/operator, area supervisor or general manager. This includes but is not limited to information regarding sales, promotions, crew members/managers and customers.



AUTHORIZED PERSONS

Philosophy: No unauthorized person is permitted in the non-public areas of the store. There are various reasons for this: insurance, safety, security, etc. Unauthorized employees can distract working employees from their purpose – delivering outstanding QSC to our customers.

Authorized Persons:

- Crew working their shift or taking an authorized work break
- Store management during their scheduled shift
- Peters' Office Personnel
- McDonald's corporate employees with McDonald's photo ID card.
- Purveyors performing requested services. If there is a question, contact your general manager or supervisor.
- Store tour with member of management team.

NOTE: Any employee not scheduled to work must get permission from the manager on duty before coming behind the front counter. That would include crew checking their schedule, picking up a payroll check, or any other business that would require them to come behind the front counter. They should conduct whatever business necessary and then leave the non-public areas of the store. Off duty employees can be a distraction to the service we need to deliver to our customers. The same time limit restrictions and "No Loitering" that applies to customers applies to off-duty employees.

RESISTANCE DURING ROBBERIES

A robbery is an emotional, trying experience. Peters Management Group's number one concern in this situation is that its employees come out of the robbery unharmed. Due to this fact, to ensure the safety of our employees, the following procedures must be followed:

- If anyone enters the store and states that they have a weapon or display a weapon and demand money, employees will cooperate and will turn over the money demanded.
- Do not volunteer money not requested.
- Do not resist or follow the robbers from the store. Resisting in a robbery or following the robber from the store could result in employee injury.
- Be observant and get the description of the robbers and any vehicle used – including license plate. Note the direction they go as they leave.
- Immediately contact the local police, owner/operator, area supervisor, and general manager and secure the building by locking all doors.
- Each general manager is to communicate this policy to all employees and see that they comply.
- Shift Managers should ensure all employees comply.
- Contact the OTP to obtain video of the incident



EMERGENCY NOTIFICATIONS

In the case of an emergency in the store or on the store property, the following notifications must be made:

For serious crimes such as a robbery, burglary, arson, assault in which injury occurs or an arrest must be authorized, bomb threats, and violent occurrences

- ✓ Call 911 Immediately
- ✓ Call your General Manager
- ✓ Call the Area Supervisor
- ✓ Call the Owner/Operator only if you cannot reach a Supervisor. Area Supervisor will contact Owner/Operator otherwise

Fire

- ✓ If warranted, get customers and employees out of the building immediately
- ✓ Call 911 for a fire that cannot be managed with fire extinguishers or the Ansul System Call your General Manager
- ✓ Call the Area Supervisor
- ✓ Call the Owner/Operator only if you cannot reach a Supervisor. Area Supervisor will then contact the Owner/Operator.

Media and protesters

- ✓ Call Area Supervisor
- ✓ Call General Manager

Power outage or need for water shut off

- ✓ Call Area Supervisor
- ✓ Call the Owner/Operator only if you cannot reach a Supervisor. Area Supervisor will then contact the Owner/Operator

Foreign Objects, raw product and food born illnesses

- ✓ Get details and fill out proper insurance form
- ✓ In cases involving a foreign object, collect the foreign object and give to the General Manager
- ✓ Follow “pinking procedures” posted in grill area
- ✓ Call General Manager
- ✓ Call Area Supervisor
- ✓ Call the Owner/Operator only if you cannot reach a Supervisor. Area Supervisor will contact Owner/Operator otherwise.

Employee injuries

- ✓ Fill out the appropriate Workers Compensation Paperwork
- ✓ Report the claim to the Workers Compensation Insurance Company; make note of the claim number
- ✓ Contact your OTP for surveillance video
- ✓ Keep paperwork in store for future reference

Customer injuries and building/property damage

- ✓ Ensure correct contact information is obtained
- ✓ Complete the “Accident/Incident Report” provided by the insurance company
- ✓ Take pictures, if appropriate, of damage/injuries/property
- ✓ Take witness statements
- ✓ Contact your OTP for surveillance video
- ✓ Send an email regarding the incident to your General Manager and Area Supervisor



BOS/INTERNET SECURITY

- ❖ Each management person, who must be at least 18 years of age, will receive his/her own confidential BOS password. Managers are responsible for the security of their password.
- ❖ No one may use another person's password.
- ❖ Upon a manager's transfer, suspension, or termination, his/her password must be deleted by the end of the working day.
- ❖ The BOS keeps a log of all areas accessed by individual users. Unauthorized access to information or programs not deemed necessary to your job description/requirement is strictly prohibited.
- ❖ Release of any confidential or proprietary information, e.g., sales, P&L information, or trade secrets is prohibited. This includes via electronic media including, but not limited to websites, texts and emails.
- ❖ BOS passwords must be protected. Do not allow employees to watch you. If you feel your password has been seen, make sure you have it changed.
- ❖ Internet access is for business purposes only. Managers are not to access their private email accounts or browse internet sites at McDonald's, unless they are on a break with their own laptop or Smart Phone.



STAGGERED METHOD OF OPENING

Philosophy: To ensure the safety of our employees during this vulnerable part of the day, we have set forth some common-sense rules. It is imperative that all store management be aware of and follow the stated procedures.

Procedure: Staffing for opening must include a minimum of three employees – a manager and at least two other employees.

The opening manager and crew meet at a well-lit designated site close to the restaurant. The opening manager and crew then drive to the restaurant, using at least two vehicles.

At the restaurant, drive around the parking lot to check the building and property. If anything looks suspicious, such as a door ajar, window smashed, etc., drive away immediately and call the police.

If the restaurant looks secure, one driver parks near the parking lot exit, positioning the vehicle for visibility to those employees who will enter the store.

The driver of that vehicle will act as the lookout while the manager and other crew park their vehicle(s) as close as possible to the designated entrance and quickly enter the restaurant.

If anyone approaches the manager and crew, the lookout immediately drives away and calls the police.

If anyone approaches the lookout's vehicle, he/she should drive away immediately.

Once inside the restaurant, the manager immediately locks the door. The opener(s) turn on the inside and outside lights with phone available to call 911 if necessary. If anything appears unusual, such as an open safe or smashed window, exit the restaurant immediately and call police.

If the restaurant is secure, the opening manager will signal the lookout driver to enter the restaurant. The lookout will then park his/her vehicle near the entrance to the restaurant.

As the driver enters, have a phone available to notify the police if anyone approaches.

The manager lets the last employee in and then locks the door.

Only the management and employees on the clock are allowed in the store prior to opening.

Once the opening team is inside the restaurant, all doors and windows are to be kept closed and locked. No one should enter or leave until the restaurant opens for business. Including an employee that arrives late for their shift.

No one is to work outside before the store opens for business.



STAGGERED METHOD OF CLOSING

Philosophy: To ensure the safety of our employees during this vulnerable part of the day, we have set forth some common-sense rules. It is imperative that all store management be aware of and follow the stated procedures.

Procedure: Staffing for closing must include a minimum of three employees – a manager and at least 2 other employees.

All employees must be parked as close as possible to the exit door at least one hour before closing.

Just before closing, the manager checks all restrooms, closets and other places where someone could hide.

After checking the restaurant, the closing manager locks all doors including the drive-thru window. If customers are still eating, the manager must wait in the lobby area to let them out. Do not give the keys to crew members as securing the restaurant is primarily the manager's responsibility.

Only employees on the clock and working managers are allowed in the store after it is closed. Once the door is locked, no one is permitted to enter or leave the restaurant. If someone approaches the restaurant and appears to have a legitimate emergency, offer to make a telephone call for that person, but do not unlock the door under any circumstances. Employees are not permitted to work outside the store during closed hours.

Please follow the lot light schedule for your restaurant.

When closing is complete, all employees go to the exit door at least one employee should be prepared to call 911 if necessary. The manager checks the parking lot for anything unusual, especially strange vehicles.

If everything is normal, the manager lets one employee exit the building and then relocks the door. That employee is to go directly to his/her vehicle, start the engine, turn on the lights, and immediately position the car near the exit. If someone approaches the lookout, the crew member calls the police. The remaining crew and manager should move away from the glass doors and wait for the police. Do not open the door.

Once the lookout has given an all-clear signal, the manager and crew exit the building. The manager locks the door while the crew members remain next to him/her.

The manager and crew go directly to their vehicles and drive off the lot together. If anyone approaches the manager and/or crew the lookout should be prepared to drive away and call the police. If crew members have someone picking them up, have them allow those employees who are driving their own cars to leave first.

Closing crew members and managers are not to remain in the restaurant more than 2 hours after closing. If the store must be occupied after the closing crew leaves, there must be at least three employees present. You must receive prior approval and/or contact the Owner/Operator if this situation were to occur. Under no circumstances should any manager or crew member remain in the restaurant alone.



SCAMS, HOAXES AND TRICKERY

Recent months have shown an increase in Scam attempts. To prevent or respond appropriately to scams and frauds targeting our restaurants we have put the following protocol in place.

Steps to take

If someone calls the restaurant or emails you claiming to be from McDonald's Corporate, Law Enforcement, Vendor or Utility Company follow these steps:

1. Obtain their name, phone #, agency, and position
2. Do not provide any information regarding restaurant personnel, operations, or processes hang up the phone
3. If they call back, hang up the phone
4. Contact your General Manager or Supervisor **immediately**
 - Under no circumstances should management direct a crew member to leave the restaurant to handle McDonald's related business
 - Under no circumstances should management remove monies and take out of the restaurant

Possible Scams to Watch Out For

Impersonation of Company Employees Requesting Money

McDonald's Corporate employees will NEVER call a restaurant requesting money to be taken out of the safe, register, or personal employee account to be transported to an undisclosed location or ask for gift cards to be purchased with the restaurant funds.

The caller may use names and titles that are familiar to the restaurant. Hang up immediately if these calls are received.

Impersonation of Vendors/Utility Companies

One of the most prevalent scams involves phone calls telling the person who answers that it's time to reorder toner, asking for the model number of the printer, and then sending out toner that is extremely expensive and of poor quality. **The only toner that you will receive comes from either Eric or Matt.**

Be aware of utility companies or vendors contacting the restaurant requesting immediate funds to resolve an issue. Advise the caller that the restaurant will notify a supervisor will contact the company directly. Vendors and utility companies will NOT contact a restaurant with these types of demands.

If a vendor arrives at the restaurant to perform a service, ensure they have the appropriate identification before they are given access to areas behind the counter or other restricted areas.

Impersonation of Law Enforcement

Someone calling claiming to be from law enforcement asking for information regarding the store or its employees.

Invoices and E-mails

Receiving an invoice or email requesting money.

If you fail to follow company protocol you may be responsible for reimbursing The Peters' Organization for any costs incurred.



TRANSFERRING PRODUCT

From time to time during your shifts, you may run low on product and have to borrow from another McDonalds. You may also receive a request from other McDonalds asking you to loan them product. Our goal is to keep these occurrences to a minimum. If you find yourself in either of these situations, please follow the steps listed below.

- Get the name of the manager that is loaning their product to you
- Get the time you **will** be picking up the product
- Get name of the person picking up the product.

Picking up the product:

- 1st Choice should be a manager on their way in for their shift (must be paid).
- 2nd Choice should be a manager on the shift
- 3rd Choice (for Bay City Stores) should be to ask Chad or (for all stores) call your supervisor
- 4th Choice should be a willing adult that must be paid during the entire transfer process

UNDER NO CIRCUMSTANCE CAN A MINOR EVER BE ASKED TO MAKE A TRANSFER!!!

Before leaving the restaurant make sure you count your product and that the loaning and borrowing managers agree on the amount of the product being transferred.

Return to your restaurant immediately after receiving the product. Do not smoke in the car or make any other stops. McDonalds is a smoke free environment and therefore you must follow our non-smoking guidelines throughout the process, remember you are still punched in. You may also be transporting some temperature sensitive products so it's imperative that you get it back into refrigeration asap.

Once you return to your restaurant put the product away in its appropriate storage area and follow your restaurants' policy for notifying the food cost manager of the transfer.

INVENTORY CONTROL

A management person must supervise and verify all deliveries All stock transfers must be properly documented

Cooler/freezer keys must always be under management control

The giving away of food, food products or any stock items is strictly prohibited unless a store promotion requires it.

Shift managers have authority to replace meals for customer satisfaction as needed.



SECTION III: BANKING AND CASH CONTROL

BANK DEPOSITS – NON-SMART SAFE STORES

179, 4799, 5237, 13686, 17705

To protect the assets of the business while ensuring the safety of the management, crew, and customers, the following policies and procedures have been set forth.

Stores located in the Bay City area will have their deposits taken to the bank by the Banking Manager. If for some reason he is unable to make the deposits, the procedures must be followed.

Procedures

1. No one other than Managers over 18 years of age may be in possession of bank deposits.
2. A minimum of two deposits must be made daily (day and night) for restaurants without deposit pickup.
 - The day deposit must be taken to the bank before dark, but never later than 7:00 p.m. If the day deposit cannot be taken to the bank immediately after it is prepared, it is to be locked in the safe.
 - The night deposit must be locked in the safe overnight and taken to the bank the next morning.
 - If the manager responsible for taking the deposit to the bank is unable to do so, they are to notify their General Manager, Area Supervisor or Owner/Operator immediately.
3. Only one deposit is to be in the restaurant or taken to the bank at any one time. Managers should not be in possession of more than one deposit. The opening manager is responsible for dropping the prior nights' deposit and the day manager is responsible for dropping their day deposit.
4. Both the preparing and the depositing manager must make the appropriate BOS entries indicating their names as preparer/depositor (as applicable).
5. Deposits are to be concealed while being transported to the bank. If using a bag to disguise the deposit, remove it from the bag before placing it in the overnight vault door.
6. It is the responsibility of the opening manager to verify that the night deposit is present during initial safe verification, and to ensure it gets to the bank by 11:00 a.m.
7. Managers are to proceed directly to the bank. Managers are not to stop to conduct any other personal or Peters Organization business while in route to the bank or returning to the restaurant with change.
8. When using the night drop after banking hours, double-check (reopen) the vault door to be sure the deposit bag has fallen into the vault.
9. Under no circumstances is The Peters Organization money to be left unattended in a vehicle.
10. Use caution when depositing the bank bag. Vary the time and route to the bank to avoid setting a pattern. Look for situations out of the ordinary.
11. It is the General Manager's responsibility to ensure deposit tickets are validated daily. The date and the amount must be verified. Any discrepancy should be reported to the owner/operator.

Violation of these policies will result in disciplinary action, up to and including possible termination.



BANK DEPOSITS – SMART SAFE STORES

**3356, 6130, 6642, 12094, 16733,
17295, 17601, 24404, 32510, 36549**

To protect the assets of the business while ensuring the safety of the management, crew, and customers, the following policies and procedures have been set forth.

Procedures

1. A minimum of two deposits must be made daily (day and night) for restaurants with Smart Safe.
 - The proceeds from each drawer must be entered into smart safe immediately.
 - If the smart safe is experiencing technical difficulties, you must notify your General Manager immediately.
2. Drawers counted prior to 4pm are coded as the day deposit.
3. Drawers counted after 4pm are coded as extra/night deposit.
4. The amount of money deposited into the smart safe must balance with amount entered into Cash/inventory on Computer.
5. It is the responsibility of the opening or day shift manager for ensuring that the deposits are validated in cash/Inventory for the previous day. If the amounts do not balance you must contact your General Manager.
6. Weekly coin orders are the responsibility of managers. You are responsible for knowing the proper protocol. (day/time of the week order is due and day money should be deposited to pay for coin order)
7. Safe contents are picked up once a week by an armored car service. When they arrive, you must put in your safe code, record contents of inner box and verify accuracy of coin order.

Violation of these policies will result in disciplinary action, up to and including possible termination.



CASH CONTROL REVIEW

Below is a review of the cash control policies signed as a crew member. Please review these policies and ensure that crew members are following proper cash control procedures.

1. All crew members assigned to cash register duties must have a signed cash policy on record.
2. Cash drawers may not be left at the front counter unless they are in use. A crew person's register will be deactivated when he/she is on break or away from the drawer for an extended period. The drawer will be pulled immediately after the crew person's shift.
3. Each cashier will be given a fresh drawer and only that person will enter that drawer, apart from skims done by managers.
4. The manager assigned to cash is responsible for documenting crew on their shift for violations of cash (+/- \$2.00).
5. Excessive t-reds (average greater than \$1.25, or more than 5 without approval from a manager), and invalidated promo (missing coupons). Cash shortages may not be reconciled through payments by employees.
6. Only managers may make change between drawers and should handle any customer request for change.
7. All bills, to detect altered currency, will be placed face down in the drawer.
8. Twenty (\$20), fifty (\$50), and hundred (\$100) dollar bills are to be kept under the cash drawer. All fifty (\$50) or hundred (\$100) dollar bills are to be accepted only by a manager to ensure it is not counterfeit.
- 9. If a manager works a drawer, his/her name will appear as the window person. Register violations by a manager will be handled in the same manner as a crew person. Failure to properly follow all crew cash security procedures will cause the manager to be disciplined for any loss.**
10. Skims must be taken a minimum of every two hours or when the cash drawer exceeds \$200. Always skim in the presence of the cashier and out of the view of customers.
11. All refunds and over rings are to be rung up on the POS at the time of the occurrence and supported by a refund/over ring slip which must contain these three pieces of information: (1) Manager's signature, (2) Crew person's signature, and (3) Reason for the refund/over ring. Refund slips should be signed by the customer.
12. Credit card charges over \$50.00 must have a customer signature and must be handled by a manager who must verify the customer's ID and signatures and initial the credit card receipt.
13. No gift card orders over \$200.00 may be purchased with a credit card. Failure to ring up any sale at the time of the transaction is prohibited. Unauthorized distribution of coupons and BOG cards is prohibited.
14. No one other than salaried managers and swing managers may have access to the store keys, including POS. A manager giving their store keys to a crew person is committing a violation of security.
15. Purses and bags are not allowed under the front counter for both security and food safety reasons.
16. The "Employee Meal" management function is to be used strictly in accordance with The Peters Organization meal policy. It cannot be used for customer recovery, or any other reason.
- 17. A cash shortage of greater than \$20.00 will be investigated and may result in termination. Failure of management to follow stated cash/security policies that results in a cash loss greater than \$20.00 may also result in termination of the cash manager. Cash losses include shortages due to credit card fraud resulting from credit card guidelines in #11 and #12 not being followed and may result in termination.**



SAFE CONTROL

Philosophy: The store safe is management's way of protecting hard earned dollars and monies necessary to conduct business. Due to the immense importance of the store's safe, it is imperative that all store management be aware of and follow the stated policies.

Policies

1. No one other than department managers and swing managers over 18 years of age may have the safe key/code.
2. Only the general manager will give other managers a safe key/code.
3. Each manager assuming control of the safe must verify its contents (cash drawers, back-up cash and coin) at the start and end of his/her shift. Transition between two managers must be done together when verifying the safe contents. Each safe verification will be recorded on the BOS at the time of countdown.
4. Only the manager assigned to the safe may access the safe. He/she will be held accountable for all monies during the shift. Any shortages must be reported immediately to the General Manager, Area Supervisor or Owner/Operator.
5. An unlocked safe and/or money must never be left unattended by authorized employees. This includes leaving money on the desk, in a drawer or the safe door open.
6. The safe key must be deactivated each time there is a management change. This includes suspended and/or borrowed managers.
7. The personal password must be changed each quarter at a minimum. Do not maintain a written record of the password.
8. When the safe is open, no one is allowed in the office area unless authorized to be so.
9. Do not store any personal property (such as handbags or phones) of crew members or managers in the safe under any circumstances.
10. Backup funds are not to be used for petty cash.
11. All petty cash receipts must be logged into the cash drawer on the same day the advance from the cash drawer was distributed. Inserting the receipt plus the change from the transaction must always equal accounting ledger petty cash column.
12. Personal borrowing, lending, or use of company funds is prohibited and will result in termination and prosecution.



Section IV: Workplace Standards and Conduct

ZERO TOLERANCE POLICY REGARDING DISCRIMINATION, HARASSMENT AND SEXUAL HARASSMENT

The Peters' Organization has zero tolerance for unlawful discrimination, including any type of harassment including sexual harassment. Employees who violate this policy will be disciplined up to and including termination.

You have had training through HU Online/FRED/CAMPUS on Safe, Respectful Workplace and Mitigating Violence in the Workplace. This section of the handbook reiterates parts of those learnings.

The Peters' Organization Group Prohibits Discrimination

The Peters' Organization strongly believes that employees and applicants for employment should be treated fairly and without regard to race, color religion, creed, national origin or ancestry, ethnicity, sex, sexual orientation, gender (including gender nonconformity and status as a transgender or transsexual individual), height, weight, familial or marital status, pregnancy (including childbirth or related condition), age, physical or mental disability, citizenship, past current or prospective service in the uniformed services, genetic information, or any other characteristic protected under applicable federal, state or local law.

This applies to all employment practices, including recruiting, hiring, pay, performance reviews, training and development, promotions and other terms and conditions of employment. Discrimination or harassment of an employee of The Peters' Organization, whether by another employee, supplier, vendor or customer, will not be tolerated.

The Peters' Organization Prohibits Harassment

The Peters' Organization will not tolerate any form of harassment, joking remarks or other abusive conduct (including verbal, non-verbal, or physical conduct) that demeans or shows hostility toward an individual because of his/her race, color religion, creed, national origin or ancestry, ethnicity, sex, sexual orientation, gender (including gender nonconformity and status as a transgender or transsexual individual), height, weight, familial or marital status, pregnancy (including childbirth or related condition), age, physical or mental disability, citizenship, past current or prospective service in the uniformed services, genetic information, or any other characteristic protected under applicable federal, state or local law and that creates an intimidating, hostile or offensive work environment, unreasonably interferes with an individual's work performance or otherwise adversely affects an individual's employment opportunities.

The Peters' Organization Prohibits Sexual Harassment

The Peters' Organization has zero tolerance for any form of sexual harassment of any employee, whether male or female. Sexual harassment is prohibited because it may be intimidating, an abuse of power, and is inconsistent with policies, practices and management philosophy of Peters Management Group. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and certain other verbal, non-verbal or physical conduct which is sexual or based on gender if that conduct could reasonably offend another person, whether or not such conduct was intended to offend.

(Continued on next page)



Zero Tolerance Policy Regarding Discrimination, Harassment and Sexual Harassment – Continued

Application of The Peters' Organization's Zero Tolerance Policy

All employees are required to adhere to Peters Management Group Policy prohibiting discrimination and harassment while on The Peters' Organization premises, engaging in work related activities, company sponsored training or other functions, and at non- company activities when conduct at these activities would affect the work environment.

Employee Recourse

Every employee has the right and is encouraged to tell any employee of The Peters' Organization in a professional manner to stop behavior towards them that the employee believes to be discriminatory, harassing and/or offensive. Any employee who feels subjected to discrimination or harassment should immediately report it to their General Manager, Supervisor or the Owner/Operator.

Larry Peters Jr
Owner/Operator
989-686-4056 x306
larry.peters.jr@partners.mcd.com

Julie Wiskup
Director of Operations
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Sharon Winters
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Tara Manyen
Area Supervisor
989-415-8298
tara.manyen@us.stores.mcd.com

Ken Wisniewski
Area Supervisor
989-327-5433
ken.wisniewski@us.stores.mcd.com

Every report will be investigated thoroughly, with sensitivity towards confidentiality. If the report has merit, corrective action will be taken, including, but not limited to, disciplinary action against the offender ranging from warning to termination.

No Retaliation

The Peters' Organization strictly prohibits and does not tolerate unlawful retaliation against any employee by any employee. All forms of unlawful retaliation are prohibited, including any form of discipline, reprisal, intimidation, or other form of retaliation for participating in any activity protected by law. Examples of protected activities include, but are not limited to:

Lodging a good faith internal complaint (written or oral) with management specifically opposing unlawful discrimination or any form of harassment or complaining about violations of wage and hour law (i.e., not paid overtime they are owed).

Filing a good faith complaint of unlawful discrimination or harassment with the US Equal Employment Opportunity Commission (EEOC) or in court.

Participating in The Peters' Organization internal investigation into allegations of sexual harassment.

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Zero Tolerance Policy Regarding Discrimination, Harassment and Sexual Harassment – Continued

Supporting another employee's internal or administrative complaint of unlawful discrimination (by, for example, testifying or providing an affidavit in support of a co-worker who has filed a discrimination complaint with the EEOC).

Requesting an accommodation under the Americans with Disabilities Act or state anti-discrimination statutes.

Requesting or taking leave under the Family and Medical Leave Act or filing worker's compensation claims.

The examples above are illustrative only, and not exhaustive. No form of retaliation for any protected activity will be tolerated.

Violating this policy will lead to disciplinary action up to and including discharge; this policy creates no contractual rights on the part of any person.

ZERO TOLERANCE POLICY REGARDING TREATMENT OF CUSTOMERS, SUPPLIERS AND VENDORS

The employees of The Peters' Organization are prohibited from discriminating against or harassing (including treating rudely) customers, suppliers and vendors, based on race, color, religion, creed, national origin or ancestry, ethnicity, sex, sexual orientation, gender (including gender nonconformity and status as a transgender or transsexual individual), height, weight, familial or marital status, pregnancy (including childbirth or related condition), age, physical or mental disability, citizenship, past current or prospective service in the uniformed services, genetic information, or any other characteristic protected under applicable federal, state or local law both in the course of work-related activities and at company sponsored training or functions.

Management employees who witness or receive reports of discriminatory or harassing behavior are required to take appropriate action, including immediately reporting such behavior directly to the Area Supervisor, Director of Operations, or Owner/Operator.



SERVICE ANIMALS

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 or service animal to remain in the 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 customer states the animal is not a service animal, politely request they take the animal outside. (In this case it is acceptable to offer to take their order and bring it out to them.)

If the service animal appears to be threatening other customers or otherwise acting in a disruptive manner, you should 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 upcoming 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. Offer to take the customer's order and bring it out to them.

Always provide the customer the option of remaining on the premises without the service animal.

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



ONLINE COMMUNICATIONS POLICY

McDonald's is proud to be one of the most recognized brands in the world. Every day we serve 60 million customers in our restaurants worldwide and people discuss debate and embrace McDonald's all over the internet. Research shows that every five seconds someone mentions McDonald's online!

Therefore, you have to follow these online communications policies:

- ❖ Use of social media on The Peters' Organization electronic equipment during working time is permitted, only if your use is for legitimate, preapproved business. Please discuss the nature of your anticipated business use and the content of your message with the Owner/Operator. Obtain their approval prior before such use.
- ❖ Respect copyright, trademark and similar laws and use such protected information in compliance with applicable legal standards.
- ❖ This policy applies to any form of personal social networking, including without limitation, postings outside of work hours and through non-Peters' Organization computer systems.

Restrictions (YOU MAY NOT do any of the following):

- ❖ Do not comment on trade secrets and proprietary Peters' Organization and McDonald's Corporation information (business, financial and marketing strategies) without the advance approval of the Owner/Operator.
- ❖ Do not make negative comments about our customers on any social media platform.
- ❖ Due to the potential for issues such as invasion of privacy (employee and customer), sexual or other harassment (as defined by our Discrimination and Harassment Policy), protection of proprietary recipes and preparation techniques, employees may not take, distribute, or post pictures, videos, or audio recordings while on working time. Employees also may not take pictures or make recordings of work areas, unless protected by the NLRB.
- ❖ Use of The Peters' Organization or McDonald's Corporation (or any of its affiliated entities) logos, marks or other protected information or property for any business/commercial venture without the Owner/Operator's express written authorization.
- ❖ Make knowingly false representations about your credentials or your work. Create a blog or online group related to The Peters' Organization (not including blogs or discussions involving wages, benefits, or other terms and conditions of employment, or protected concerted activity) without the advance approval of the Owner/Operator. If a blog or online group is approved, it must contain a disclaimer approved by the Owner/Operator.
- ❖ General Managers, Department Managers, Certified Managers, Area Supervisors, and office employees may not "friend" or otherwise "invite" crew members on any social media site including but not limited to Facebook, Instagram, TikTok and Snapchat. You are also prohibited from using our employees' information to create and communicate through individual or group text messaging.
- ❖ Do not violate the law and related company policies.

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(Online Communication Policy – continued from previous page)

Be thoughtful in all your communications and dealings with others, including email and social media. Never discriminate, harass (including sexual harassment) as defined by our zero-tolerance policy regarding harassment), threaten, libel or defame fellow professionals, employees, customers, competitors or anyone else. In general, it is always wise to remember that what you say in social media can often be seen by anyone. Accordingly, harassing comments, obscenities or similar conduct that would violate The Peters' Organization's policies is discouraged in general and is never allowed while using The Peters' Organization equipment or during your working time.

All employees are expected to know and follow this policy. Nothing in this policy is, however, intended to prevent employees from engaging in concerted activity protected by law. If you have any questions regarding this policy, please ask the Owner/Operator before acting.

Any violations of this policy are grounds for disciplinary action, up to and including immediate termination of employment.

PREMATURE CLOSURE OF THE RESTAURANT

Every one of our McDonalds restaurants have posted hours of operations on several media outlets as well as in restaurant. It is your responsibility to follow these posted hours of operations.

Occasionally we have situations that require us to either close earlier or later than the posted hours of operations. The decision to open a restaurant later or close early is taken very seriously and many factors are taken into consideration.

Therefore, the only person that can make this decision is the Owner/Operator.

If you feel that you may be in a situation that would require us to alter the hours of operations in any way, you must contact your restaurants' supervisor and they will look into your request. This includes the decision to close the lobby early and leave the drive-thru open or vice-versa. Your supervisor will conduct an investigation of the circumstances, reach out to the Operator if necessary and let you know the decision.

Under no circumstances do you have the authority to make this decision and doing so is in complete disregard for Peter's Management Group of restaurants. Our guests rely on the posted hours of operations to be up-to-date and accurate; deviating from them results in loss of sales and consumer confidence.

Therefore, failing to follow this policy will result in your termination of employment.



POLICY ON THE EMPLOYMENT OF MINORS

The Peters' 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 Peters' Organization expectations for the duties and hours worked by Minor Employees (defined below). The Peters' 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 contact:

Larry Peters Jr

Owner/Operator
989-686-4056 x306
larry.peters.jr@partners.mcd.com

Julie Wiskup

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Tara Manyen

Area Supervisor
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tara.manyen@us.stores.mcd.com

Ken Wisniewski

Area Supervisor
989-327-5433
ken.wisniewski@us.stores.mcd.com

MINOR EMPLOYEES

For purposes of this Policy, a minor includes any individual between the ages of 15 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, box cutters, snow blowers, or power washers
- Using, cleaning, or adjusting shredders, or other bakery machines, such as ovens
- Standing or working on a ladder or scaffolding
- Driving on public roadways while on the job

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(Policy on the Employment of Minors – continued from previous page)

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

- Cooking and baking
- Operating fryers or steamers 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

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(Policy on the Employment of Minors – continued from previous page)

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 one (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 one (1) day or partial day.

MEAL AND REST BREAKS FOR MINOR EMPLOYEES

The Peters Organization provides all Minor Employees who work more than 4.5 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 Peters' Organization maintains records for each Minor Employee. These records contain documentation regarding all aspects of the Minor Employee's employment with The Peters' 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 Peters' 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 Director of Operations.

RETALIATION

The Peters' 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.



DATING, NEPOTISM, AND FRATERNIZATION

While we understand and respect employees' needs to develop personal relationships at work, the following rules apply in order to avoid workplace conduct that may negatively impact the work environment.

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, a conflict of interest, or problems with supervision, safety, security, or morale may exist when relatives have a direct or indirect reporting relationship to each other. As a result, nepotism is prohibited in the restaurant. Generally, relatives may not have a direct or indirect reporting relationship to each other. Any exceptions to this policy to minimize the problems of supervision, safety, security, or morale can only be made by the Area Supervisor or Owner/Operator.

Restaurant Management and Crew Employees: Restaurant Managers are prohibited from purchasing alcohol or drugs for any underage crew members, and for any crew members who work in the same restaurant.

Employee Obligations: Any employee who enters or plans to enter into a dating or romantic relationship that violates this policy must advise his/her General Manager immediately.

Relatives who experience a change in employment status and find themselves in a direct or indirect reporting relationship to each other must advise the Area Supervisor, Director of Operations or Owner/Operator immediately.

In order to address a violation of this policy and to minimize problems of supervision, safety, security, and/or morale, The Peters' Organization 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, demoting the management level employee or terminating the management level employee.

Employees who violate this Dating and Fraternization Policy will be disciplined up to and including discharge.

The Policy Against Discrimination and Harassment applies to all work-related situations.

Unwelcome advances of a sexual nature toward any individual in a work-related situation always are prohibited.

For further review of our policies for a Safe, Respectful and Inclusive Workplace, go to crew.petersmcd.com and click on the Safe, Respectful and Inclusive Link.



PROHIBITED ACTIVITIES

Listed below are some activities that are prohibited by The Peters' Organization. This list is not all inclusive. The Peters' Organization also prohibits other activities that endanger or could endanger the safety or welfare of its employees, customers, or property.

Procedures: The following miscellaneous policies reflect specific prohibited actions/activities.

Violations will result in disciplinary action up to and including termination of employment.

1. No store employee may carry any firearm or weapon on his/her person or bring it onto McDonald's property. This includes the storage and/or concealment of any such weapons either on the premises or within a vehicle.
2. Possession, sale, or use of illegal or legal drugs, this includes marijuana, as it is federally prohibited.
3. No employee of The Peters' Organization is to purchase alcoholic beverages or cigarettes for an underage McDonald's employee.
4. Being under the influence of alcoholic beverages or drugs (including marijuana) while on McDonald's property is prohibited. Alcoholic beverages are not allowed on McDonald's property.
5. Smoking is not allowed in any restaurant or by any building entrance/exit at any time. This includes vape cigarettes, e-cigarettes or any other type of smoking apparatus.
6. Leaving the restaurant without management supervision to smoke is prohibited.
7. Managers and crew over 21 may smoke outside and out of the view of customers. All smoke breaks are unpaid breaks; you must clock out for a minimum of 20 minutes when going out of the restaurant to smoke. When the lobby is locked, smoking is not allowed. This applies to all types of smoking.
8. No employee is to work "off the clock" or be requested to work "off the clock". All employees are to be paid for all time worked.
9. Conversely, every employee must clock out when leaving the store for personal business or for extended breaks (more than 20 minutes).
10. There may be no unauthorized parties on McDonald's property at any time.
11. Employees may not engage in any activity which results or could result in the loss, damage, destruction or theft of company property or the property of The Peters' Organization employees or customers.
12. No fighting, verbally or physically, is allowed while working or on McDonald's property.
13. No threats of violence or harm or use of obscenities against an employee or customer.
14. Violation of The Peters' Organization Safe, Respectful, Workplace and Mitigating Workplace Violence policies is prohibited.
15. Conversations that customers and/or fellow employees find offensive are prohibited, including use of derogatory, obscene or profane language.
16. All management employees must protect The Peters' Organization's resources and assets at all time. No products/monies are to be removed for any reason, without prior General Manager, Supervisor or Owner/Operator approval.
17. Cell phones may be used only while on break. Texting is not allowed while on working time as it detracts from taking care of business/customers. All shift managers must abide by this as well as enforce among their employees. Earbuds are not allowed at any time.
18. **Rudeness to employees, customers and/or suppliers will not be tolerated. Customers and fellow employees deserve to be treated with dignity and respect.**



GROOMING AND APPEARANCE GUIDELINES FOR MANAGERS

Our image depends, in part, on how our employees present themselves to our customers. McDonald's stresses the importance of maintaining the highest standards possible in all phases of our operation, including standards regarding cleanliness and neatness of all McDonald's employees. More importantly not meeting our standards could create a health risk to our customers.

FULL UNIFORM: Wear your McDonald's uniform whenever on the job. Our McDonald's manager uniform, consists of:

McDonald's Shirt

Black Pants/Trousers – Business Casual Only
(no yoga, jeans, cargo, etc.)

Black Non-Slip Shoes

Dark Socks or Neutral Hose
Belt - if pants have loops

Your uniform must be worn in the restaurants at all times. Managers are encouraged to wear an apron when doing tasks that may soil their uniform. The entire uniform should always be clean, neat and free of stains and wrinkles.

Hoodies and fleece jackets are not allowed in the store while working.

Face masks must also be worn as a part of your uniform whenever a public health crisis exists.

PERSONAL HYGIENE: Keeping good personal hygiene is one of the ways to help make sure that our food is safe. These are some of the things that employees need to do:

- Keep clean by bathing or showering and brushing your teeth every day. Stay neat by wearing a clean uniform and keeping fingernails short.
- If you have an infectious or contagious illness that may prevent you from serving food or handling food equipment in a sanitary manner, contact your restaurant manager before arriving for your shift.

NAILS: 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: Controlling the hair on your head or face is imperative not only from an appearance standard but more importantly from a FOOD SAFETY standard.

Hair on your head must be clean, restrained, in a restraint and not falling in your face. Hair pulled back into a ponytail must be braided to meet the restrained criteria.

Hair on your face must be kept clean and neatly trimmed. Beards are allowed but must be kept groomed and close to the face. Facial hair resulting from lack of daily shaving and not intentional or beards over 1 inch in length are not allowed.

All hair must be completely covered by McDonald's approved coverings and not by the hat or mask of your choice from home. Your head covering and beard guards are part of your uniform.

These policies must be followed at all times regardless of your work assignment while you are on the clock or in the service and grill areas at any time.

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(Grooming and Appearance Guidelines for Managers – continued from previous page)

FASHION VS PROFESSIONALISM: Please do not confuse being fashionable with looking professional. New fashions and styles are not always acceptable in a professional working environment. McDonald's suppliers are constantly working to balance both worlds with changing uniform styles to keep us looking current and professional. Adding your own accessories may not be considered professional and therefore we strongly encourage you to not deviate from our uniform guidelines.

COSMETICS: Cosmetics must be subtle, moderate and within the natural color spectrum. This includes hair coloring and colognes.

JEWELRY: In accordance to Health Department regulations, only wedding bands are allowed on hands and no jewelry is allowed on wrists or arms, this includes watches. Earrings and necklaces that can be tucked under clothing are allowed. Facial piercings must be kept small and whenever possible removed or hidden before the beginning of your shift.

SHOES: Shoes must be leather, with "slip resistant" soles and, for obvious reasons, flat and comfortable. Canvas shoes or open toed footwear are a safety risk and therefore cannot be worn while working. Employees may wear dark athletic leather shoes. Multi-colored shoes are not permitted. Dark socks or neutral hose must always be worn. Croc like shoes DO NOT meet this standard and therefore not allowed.

Always Look Professional!

ACCOMMODATIONS TO THE GROOMING & APPEARANCE GUIDELINES FOR RELIGIOUS BELIEFS AND/OR PHYSICAL CONDITIONS

Recognizing and respecting the diversity of applicants and our employees, there may be circumstances when McDonald's provides accommodations to these Grooming & Appearance standards.

Under certain circumstances, McDonald's will provide a reasonable accommodation to these standards to accommodate an applicant or employee's religious beliefs and/or physical condition.

It is important for you to inform your General Manager or Area Supervisor if you require any such accommodation. If you and your manager cannot agree on acceptable accommodation, you can contact your Area Supervisor or Director of Operations to discuss the issue.



DOCUMENT FALSIFICATION

It is extremely important that all records, files, reports, and other documents be kept in an accurate manner. Falsified time records, employment applications or intentionally and maliciously falsifying The Peters' Organization business records will result in disciplinary action up to and including termination.

Employees of The Peters' Organization may not falsify or fail to maintain in a proper and accurate manner, any record, file, report, or other document. Such records include, but are not limited to, cash sheets and inventory reports, LifeLenz information, register reports, time runs, and personnel reports.

Employee records have sensitive information and must be kept secure and confidential. All employee records, from their hiring paperwork to discipline and commendation reports, and separation paperwork, must be sent to the Bay City office immediately upon completion.

The Peters' Organization pays all employees for all hours worked. Signing anyone in or out when they did not work is considered theft and may be grounds for immediate termination.

TRANSFER AND RELOCATION POLICY

The Peters' Organization currently owns and operates 15 restaurants.

Due to the changing needs of our restaurants, there may come a time in your career when you will be asked to transfer from your current location into a different store. As an employer we will take any concerns you may have into consideration but ultimately the decision is ours.

Failure to report to your newly assigned location is considered a voluntary resignation of your position and is considered job abandonment. In the event that your employment is terminated because of your failure to report to your new location, you, as the employee are subject to a decrease in wages no less than minimum wage for that pay period only.

Or, if you fail to report to your new location, and you owe money for training or uniforms per your repayment agreement, that amount will be deducted from your final paycheck. You will not be paid less than minimum wage.

INSUBORDINATION

It is important to do your best to follow directions given by your General Manager, Department Heads, the Organization Supervisors, Director of Operations and Owner/Operator. If you feel a direction is unsafe or not in the best interests of Peters Management Group or its customers, you should notify your General Manager or Supervisor immediately.

Otherwise, deliberate disregard of a specific direction is insubordination and will be grounds for further disciplinary action, up to and including termination.



OPEN DOOR POLICY

It is the intent of The Peters' Organization, to have open communications. Should you have any questions, problems, or issues, you are encouraged to see your General Manager. If your General Manager is not able to successfully answer your questions or concerns, or your concern is about your General Manager, please feel free to speak with:

Larry Peters Jr

Owner/Operator
989-686-4056 x306
larry.peters.jr@partners.mcd.com

Julie Wiskup

Director of Operations
989-233-4221
julie.wiskup@us.stores.mcd.com

Sharon Winters

Area Supervisor
989-443-9325
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989-327-5433
ken.wisniewski@us.stores.mcd.com

24-HOUR COOLING OFF POLICY

Philosophy: The Peters' Organization 24 hour cooling off policy helps ensure that employees are treated fairly and consistently.

Procedures: If an employee commits a policy violation that could cause termination (ex— multiple cash losses or single loss over \$20.00, multiple attendance issues, insubordination, swearing, harassment, theft, etc.) they are to be suspended without pay and given a time to come back in for a meeting. They must be given an opportunity to tell their side of the story in writing.

Only the General Manager, Owner/Operator, Director of Operations, or Supervisor has the authority to terminate an employee. If the General Manager is terminating a manager, it can be done only after review by the Owner/Operator, Director of Operations, or Supervisor.



V: WORK HOURS AND ATTENDANCE

SCHEDULING AND TIMEKEEPING

As part of the restaurant management team, you have a responsibility to ensure that the restaurant runs properly. Many of our restaurants are open 24 hours per day, 7 days a week. This will require you to work a changing schedule of various shifts.

Your work schedule runs from Monday through Sunday. Discuss with your General Manager or Scheduling Manager when manager schedules will be posted for your restaurant.

You are expected to know your work schedule and follow it unless excused by your General Manager or Area Supervisor. Your work schedule will be set up to fit your needs, the needs of other employees, and the restaurant's needs to deliver impressive customer satisfaction.

As a manager you are expected to set an example to team members by having excellent attendance. You will be held to the standard of maintaining an On-Time Rating of no less than 90% and an Attendance Rating of no less than 90%.

If your availability should change, please notify us in writing (using a change of availability form) at least two weeks prior to the change. Both the General Manager and Area Supervisor must approve this change before it can go into effect. Approval will only be given if your availability still meets the needs of the restaurant and does not interfere with delivering impressive customer satisfaction. The change in availability is only valid with the signatures of both General Manager and Supervisor on the required document.

Once the schedules are posted, you will be notified of any changes to the schedule as soon as possible. Your days off and working days will vary from week to week

Your management team is committed to treating you fairly and with respect. We want to ensure that you are paid for all hours worked, including overtime, and that our pay practices comply in all aspects of all Michigan, federal, and local laws.



CALLING IN PROCEDURES

In the event that you should become ill and are unable to work your assigned shift, please contact the restaurant within a reasonable amount of time preferably at least eight (8) hours prior to the beginning of your shift. If you are unable to reach your General Manager, you must call your Area Supervisor. No one else can approve time off for illness.

Since we can only replace your shift with another manager you may be required to cover another shift later in the week. If you call in sick Friday, Saturday or Sunday you will be required to cover a weekend for the manager that covered for you.

Excessive calling in for any reason disrupts our business and places an extra burden on all of our employees. We consider over 5 call-ins excessive, unless there are extenuating circumstances. If you call in for your assigned shift and give a false reason it will be considered a “No Show” and you will be terminated.

In the event of an emergency or unforeseeable event please contact your GM or Supervisor as soon as you are safely able. A medical return to work document will be required if you are injured in a way that would make it difficult for you to complete tasks or if your illness is a threat to public health. Do not send messages via text messages, Facebook or any other social media mode. You must speak with the General Manager or Area Supervisor to make sure that they understand why you are calling in and to get further instructions.

If you are the opening manager, you must contact your General Manager or Area Supervisor as soon as you know you will be unable to open the restaurant. Having the restaurant not open when it is supposed to is not an option; your crew and customers are counting on you. Please be sure to discuss with your General Manager how they want you to handle such situations.



GIVING NOTICE VS. NOT GIVING NOTICE

When you walk out during your shift, you compromise restaurant operations and customer service. The restaurant cannot be left without certified supervision. If you leave the restaurant without notifying your O/O, GM or Supervisor, it will be considered job abandonment. Should this happen, The Peters Organization will treat this as a voluntary resignation of your position with our organization.

Should a crisis arise outside of work you must notify your general manager or area supervisor so that a certified manager can come to the store to take over your shift. Do not leave until relieved by another certified manager or unless you are given permission by your general manager or area supervisor.

As a courtesy to The Peters Organization, you are requested to provide two weeks' notice for any resignation. Not giving notice places a burden on all remaining employees and directly impedes our ability to deliver a great experience to our customers. This would include calling in and quitting, giving notice but not working out the full two weeks' notice and walking out during your shift.

In the event you quit without giving notice, you, as the employee are subject to a decrease in wages no less than minimum wage for that pay period only.

Or, if you abandon your job and you owe money for training or uniforms per your repayment agreement, that amount will be deducted from your final paycheck. You will not be paid less than minimum wage.

FAILURE TO REPORT

Failing to report (no call, no show) for your scheduled shift without speaking with your General Manager or Area Supervisor places a burden on all remaining employees and directly impedes our ability to deliver a great experience to our customers.

After three consecutive no call, no shows, unless you can provide proof of extenuating circumstances that caused you to not report for your shifts, Peters Management Group, LLC will treat this as job abandonment and consider this a voluntary resignation.

Allowable extenuating circumstances do not include car trouble, oversleeping, or other non-emergency events.

In the event that your employment is terminated because of your failure to report to work, you, as the employee are subject to a decrease in wages no less than minimum wage for that pay period only.

Or, if you fail to report and you owe money for training or uniforms per your repayment agreements, that amount will be deducted from your final paycheck. You will not be paid less than minimum wage.



VI: BENEFITS

BENEFITS - INSURANCE

Health Insurance

The Peters Organization makes every effort to follow the rules and mandates of the Affordable Care Act (ACA). The Affordable Care Act requires you be offered “Qualified” (meaning it covers specific items outlined in Federal legislation) and it must be “Affordable” (meaning your share of the premium cannot be more than a certain percentage of your household income. This percentage is adjusted annually.

The Affordable Care Act applies to every employee who averages 30+ hours/week over the last 52 weeks. We are required to make dependent coverage available; however, the cost is covered by the employee. The health insurance plan offered by The Peters Organization is considered “qualified” under the Affordable Care Act.

The implementation of the Affordable Care Act mandates is on-going and continually changing. This information is a guide only and may be different, depending on mandates and policies implemented at the time. You can find the most up-to-date information at Healthcare.gov.

When you become a manager, if you have not been offered insurance previously during open enrollment or at your one-year anniversary, you will be offered health insurance. This is provided you are, or will be, schedule for 30+ hours/week. Your offer will be sent for the first of the month following 60 days after becoming a fully certified manager.

Health insurance is partially paid for by The Peters Organization. Because there are multiple plans and levels available, this information will be provided to you in a separate handbook “Employee Benefit Summary—Management Staff” provided by our insurance company

Vision Insurance

As with health insurance, once you become a full time, fully certified manager you will be eligible for vision insurance provided you were not offered it on a previous date. Vision insurance premiums are fully covered by the employee. Your offer will be sent for the first of the month following 60 days after becoming a fully certified manager.

Dental Insurance

Dental insurance will also be offered once you become a full time, fully certified manager if you have not yet been offered it previously. Dental insurance premiums are fully covered by the employee.

Open Enrollment

Our open enrollment period is each May. Health, vision and dental insurance policies run from June 1 to May 31. Once your selection has been made (enrolling or waiving) you must wait until the next open enrollment period to make changes to your selection unless you have a qualifying event.

Life Insurance

All Department Managers and General Managers are eligible for life insurance at no cost to the manager. The policy is for \$25,000.00 Life and Accidental Death and Dismemberment. When you become a department manager the policy will go into effect on the first of the month 60 days after your promotion provided you have completed and returned in a timely manner the Beneficiary Designation form that will be sent to you. Should you step down or be demoted from a qualifying position to a non-qualifying position, you will lose this benefit.



BENEFITS – TIME OFF

Paid Time Off (PTO)

Beginning in 2025, Michigan's time off laws changed. Since this change in 2025, PTO hours and ESTA (Earned Sick Time Act) hours are earned on an accrual basis.

Certified Swing (full time) managers are eligible to accrue up to 80 hours of PTO. Accrued PTO hours are based on the hours worked during the accrual period.

Department Managers are eligible to accrue up to 120 hours of PTO. Accrued PTO hours are based on the hours worked during the accrual period.

You can request paid time off thru the ProLiant – Ready Pay app regardless of the balance on your ProLiant account. Your time off request will then be approved or denied depending on your account. Requests must be made a minimum of 14-days before the requested time off date.

Both you and your General Manager will receive an email from Rebecca, rspeters19@gmail.com, with approval or denial (with explanation) of your request. Please be sure to keep your email address updated and watch for that email to come shortly after making the request.

You must be an employee in good standing to receive your PTO (you must not be on a Performance Improvement Plan).

All requests for **any paid time off** must be made through the ProLiant app or on the ProLiant website only.

Any requests made inside that 14-day time period, will require you (**not your General Manager**) to send Rebecca an email with a detailed explanation of why the request was not submitted in a timely manner, how many hours you are requesting, along with the days you are/were off. Once Rebecca receives that email, you will get a confirmation email, usually within 24 hours, letting you know she received it and whether or not the request will be manually added to payroll. If you do not hear from Rebecca, that means she didn't get your email and you will not be paid. You should call Rebecca if that happens.

The hours of PTO you receive are based on your job title. If your job title changes, your PTO may reflect that change.

All time off requests should be approved prior to your booking travel plans, including but not limited to airfare, event tickets, rentals, etc. If there is a PTO request already scheduled for the time you are requesting, you may be asked to select a different week. The Peters' Organization will not be responsible for any trip that has to be cancelled because you did not request the time off before booking your travel plans.

Various community events may result in a blackout of specific dates for vacations or PTO. These include, but are not limited to the Walleye Festival in Freeland, Fireworks Festival in Bay City or homecoming/last day of school.

Holiday Pay

General Managers and Department Managers are paid for Christmas and Thanksgiving after three years in management. You must be an employee in good standing to receive your vacation pay (you must not be on a PIP). This benefit is lost if you leave these positions for any reasons.



BENEFITS - MEALS

Manager Meals

All scheduled employees are entitled to a meal during their break or after their shift in accordance with the Employee Meal Policy. Managers are entitled to any meal during their break or after their shift of \$10.00 or less.

Review of the Crew employee Meal Policy: As a manager it is one of your responsibilities to ensure crew members follow the crew meal policies.

Please review the crew meal policies:

One of the benefits included with your employment with The Peters' Organization is the ability to have a meal, at no cost to you, when you have either finished your shift, or during a break.

You are expected to come to work properly groomed in a clean uniform including shoes, hat and name tag. Failure to do so will result in loss of employee meal privileges for that shift.

Crew Members are allowed a free employee meal consisting of any two (2) items from the breakfast or lunch items listed below.

Crew Trainers and Managers have a food allowance of up to \$10.00 in food product per day.

Substitutions. There will be a charge for any extra items or substitutions including, but not limited to, cheese, bacon, tomato and excess sauces.

Happy Meals are not part of the employee meal policy.

- **BREAKFAST MEAL** - Sausage Biscuit, Sausage McMuffin, Breakfast Burrito, Hash Brown
- **REGULAR MENU MEAL** - Hamburger, Cheeseburger, McChicken, 4 or 6-piece McNuggets, Snack Wrap, Small Fry

Drink Breaks. Drink breaks may be allowed during the shift with the managers' approval. Please use a 7 or 12oz cup (depending on restaurant). You must throw the cup out and wash your hands when finished. The Health Department considers open containers in work areas a violation of sanitation standards.

All food received under this policy is for your personal consumption only. Enjoy it in the restaurant. Order employee food on the "customer side" of the counter, it must be entered into the cash register system just like any customer transaction by a manager only.

Crew and crew trainer meals must 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.

National Employee Discount. As a valued employee of The Peters' Organization, 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) through the McDonald's app. The Peters' Organization and/or McDonald's reserves the right to amend or terminate this benefit at any time without prior notice.

(Continued on Next Page)



(Manager Meals – continued from previous page)

Breaks. While management will try to honor requests for timing of breaks, it is not always possible, and is up to management's discretion to best meet the needs of the customers.

Minor employees must receive a 30-minute break for shifts greater than 4.5 hours. Minor employees by state and federal law must stay off the clock for a continuous 30 minutes.

Adult employees (18 years of age and older) will be scheduled a break for shifts greater than 5 hours. These are unpaid 30-minute breaks. Rest breaks may also be granted for adult employees. You must have a manager's permission and you must punch out a minimum of 20 consecutive minutes for rest breaks. Rest breaks are unpaid. Failure to get permission from a manager, or failure to clock out for a continuous 20 minutes, will result in disciplinary action.

If an adult 21 years or older is using the rest break as a smoke break, they must remain out of sight of our customers. No one under the age of 21 is allowed to smoke on the premises (including in their car) at any time.

BENEFITS - TRAINING

Training and Repayment of Training Costs and Associated Costs

The Peters' Organization pays for your training, from management classes to your ServSafe certification, uniform shirts, and everything in between.

If you voluntarily terminate your employment, are terminated from our employment, or are demoted or step down from your management position, you will be subject to re-payment of the costs associated with you training per the prorated payment schedule listed below.

RE-PAYMENT SCHEUDLE

- 30 days or less 100% Repayment
- 31 days to 180 days 70% Repayment
- 181 Days to 270 days 50% Repayment
- 271 Days to 365 days 35% Repayment
- 366 Days to 546 days 20% Repayment



BENEFITS - MISCELLANEOUS

Miscellaneous

McDPerks Discount Program: <https://mcdperks.com> This free service allows you to access many discounts on items you use every day. If you are planning a trip, check out the hotel or theme park options. Just log into the restaurant training computer and set up an account indicating you are a franchise employee.

Employer Matching 401K: Qualifying employees can sign up for an employer matching 401K through Transamerica Retirement.

100% Paid College Tuition: Qualifying employees can have their tuition covered 100% through Colorado Technical University.

Archways to Opportunity: www.archwaystoopportunity.com This is a comprehensive program that helps employees at their point of need like learning English, completing a high school diploma, or moving on to an associate's or bachelor's degree. It also includes resources and support- like tuition assistance and advising services (Benefits from Archways to Opportunity are subject to change.)

- ✓ **Get Your High School Diploma:** You can take classes online and get your high school diploma free of charge
- ✓ **College Tuition Assistance:** Full-time restaurant managers or staff are eligible for \$3000.00 in Tuition Assistance per year if they worked a minimum of 30 hours per week and are in good standing as determined by the Franchise Owner/Operator. Restaurant crew, maintenance, part-time managers or part-time office staff are eligible for \$2,500.00 in tuition assistance each year if they are employed by the same Franchise Owner/Operator at least 90 cumulative days as of the time of the Tuition Assistance Request application, work an average of 15 hours per week and are in good standing as determined by the Franchise Owner/Operator. Go to Archways to Opportunity for complete information on this program and how to apply.
- ✓ **ACE:** The American Council on Education assigns a recommended number of college credits to each McDonald's management training class. For example, if you complete the General Manager Curriculum you would receive 24 college credits! Use the "Virtual Advisor" available on the website to find out which colleges will accept these credits. Mott Community College does accept these credits.
- ✓ **Advising:** get help finding out what college may be right for you
- ✓ **Scholarship Program:** McDonald's has a national scholarship program, awarding \$2500 for individuals submitting an entry. Applications are accepted January through March.
- ✓ **Discounted Tuition:** Go to the Archways website and click on some of the colleges to find out tuition rates and discounts available.

For more information regarding employee benefits go to crew.petersmcd.com and click the Benefits link.