



# **McDonald's® Works for Me**

## **Crew Handbook**

### **Employment Practices and Policies**

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The Peters' Organization  
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## Quick reference Guide:

**Peters' Organization Website:** [crew.petersmcd.com](http://crew.petersmcd.com)

**Payroll Company Website:** [www.readypayonline.com](http://www.readypayonline.com)

**Owner/Operator:** [Larry.peters.jr@partners.mcd.com](mailto:Larry.peters.jr@partners.mcd.com)

**Director of Operations:** [Julie.wiskup@us.stores.mcd.com](mailto:Julie.wiskup@us.stores.mcd.com)

### Area Supervisors:

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### Payroll (including paycheck, direct deposit, W2s and Earned Sick Time issues):

[rspeters19@gmail.com](mailto:rspeters19@gmail.com)

McDonald's (®), Peters Management Group, LLC and The Peters' Organization may be used interchangeably throughout the policy book. Please note we are a Franchise Owner of McDonald's Restaurants and are not part of McDonald's Corporation.

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# I KNOW MY STUFF

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## The secrets to your success – Page 1 of 2

**“At Will” Employment.** The statements in this guide are not promises and do not create any kind of employment contract. Your employment is “at will.” This means that both you and your McDonald’s are free to terminate employment at any time, with or without notice, for any reason or no reason at all. Your McDonald’s reserves the right in its sole discretion, without any prior consultation or agreement with any employee, to change or modify any of its policies at any time, with or without notice. The at-will nature of employment may be modified or changed only in writing, addressed specifically to you, expressly stating that you are no longer employed at will, and must be signed by the owner, Larry Peters, Jr.

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

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

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

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

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

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

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

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

## I Know My Stuff (Cont.) – Page 2 of 2

**Protect our profits.** We get it — our food is delicious. But we need people to buy it. Ask your manager for approval before taking food you have not paid for, other than your employee meal. Refrain from giving free food to your friends or family; it's considered theft. We have a zero-tolerance policy for theft.

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

**Keep it professional.** If you are a crew member, dating a fellow crew member is okay as long as both parties agree and it does not interfere with our restaurant operations. No manager is allowed to date a crew employee who works in the same restaurant. See the "Dating Nepotism and Fraternization" policy in Section 11 for additional information.

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

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

**Come unarmed.** Weapons of any type are prohibited on the premises, in the parking lot, or at any function or activity sponsored by McDonald's. This will be treated as a ZERO TOLERANCE offense and termination will result.

**Be clear-headed.** It gets busy around here and we need you to be sharp. Alcohol, marijuana, and illegal drugs in any form are strictly prohibited on the premises. You may not report to work intoxicated, high or under the influence. You may not possess, sell, or distribute any drugs or alcohol on the premises, in the parking lot, or at any function or activity sponsored by McDonald's. This will be treated as a ZERO TOLERANCE offense and termination will result.

**Tell us what's going on.** Please tell us when you change your address, telephone number, legal name, emergency contact, banking information, so we can update our records. If you change your legal name, you must provide us with a copy of the legal document and your social security card with your new name.

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

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# I CARE ABOUT A SAFE AND SECURE WORKPLACE

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## **Avoiding accidents and injuries**

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

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

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

### **Be safety smart**

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

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

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

### **Keeping yourself and the store safe and secure.**

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

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## I PLAY A KEY ROLE IN FOOD SAFETY

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### **Because germs are gross**

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

- If you have (or suspect you may have) an illness or disease that may be spread through food handling, stay home and call your manager to report this immediately.
- These illnesses/diseases include, but are not necessarily limited to, Coronavirus, Typhoid, Salmonella, Shigella, Hepatitis A, Norovirus, Campylobacter, or E. coli. Similarly, if you have come into close contact at work, school, or home with someone who has (or is suspected of having) one of these illnesses, do not come to work. Instead, immediately contact your restaurant manager to discuss the situation.
- If you have any cuts or sores on your hands, cover them with a bandage and wear disposable gloves over the bandage while you are at work.
- Stay home (and follow your restaurant's call-in procedures) if you are suffering from diarrhea, fever, vomiting, jaundice, or fever accompanied by sore throat. Please contact your manager if you have any questions about whether your illness requires you to stay home from work.
- Wash your hands before starting to work with food, once an hour for the entirety of your shift, always after using the restroom, or anytime you leave your station. You must remove your gloves when leaving your station and then wash your hands and put on fresh gloves before returning to your station. Please see the full explanation described in the food safety training module.
- Follow McDonald's procedures for cooking, preparing, and handling food. You can find food safety modules on the Food Safety Tablet, Fred Training Tablet, or CAMPUS.
- If you become aware of any situation that you think may jeopardize the safety of our food, our customers, or your fellow employees, report it to your manager immediately.



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# I SHOW UP

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## Scheduling – Page 1 of 2

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

**Work availability.** If your availability changes, please notify us in writing at least two weeks in advance. Several times each year, we will ask you to complete an updated availability list so we can plan for vacations or school schedules. All changes to your availability must be discussed with and approved by your General Manager.

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

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

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

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

**Tardiness.** Report to work on time for your assigned shift. Except in the case of an emergency, if you are going to be late, you must notify the manager on duty in advance of your shift's start time. You must maintain an On Time Rating of 95%.

**Call-in procedures.** If you are unable to report for your shift, contact the manager on duty at least 2 hours before your shift begins — or, if you're scheduled for the breakfast shift, the night before. In the event of illness, your manager may request documentation. You must maintain an attendance Rating of 90% or greater each month.



## I Show Up (Cont.) – Page 2 of 2

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

Due to state and local labor laws, all employees must be paid at least minimum wage during time of employment, unless the employee is a minor and being paid under the training wage guidelines as set forth by the Michigan Department of Labor.

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

**No call, no show.** Failing to call in or report to work for a scheduled shift will be considered an unexcused absence unless doing so would be unreasonable under the circumstances. Three consecutive no call, no shows will be considered job abandonment and you will be terminated.

**In the event that your employment is terminated because of job abandonment (quitting without notice or three (3) consecutive no call, no shows), you, as the employee, are subject to a decrease in wages no less than minimum wage for that pay period only per the guidelines as set forth by the Michigan Department of Labor.**



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# I LOOK SHARP

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## Wardrobe, hygiene and grooming – Page 1 of 2

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

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

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

**Hand washing.** Washing hands properly is probably the most important thing you can do to help ensure that our customers receive safe food. During orientation, your manager will demonstrate proper hand-washing technique. Always wash your hands a minimum of every 60 minutes or:

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

**Uniforms.** Keep your McDonald's uniform clean, and wear it whenever you are working. McDonald's uniforms are made of wash-and-wear material and can be routinely washed and dried with other clothes.

Dark, closed toe, non-skid shoes are required. Crocs, sandals, slides or any other type shoe that is not closed toe will not be allowed.

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

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

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

**Fingernails.** Keep nails short (no more than 1/8 inch past the tip of your fingers), clean, neat, and manicured. Artificial nails are not allowed by State of Michigan's Health Dept and create a risk to our customers. They are strictly prohibited.

**Hair.** Keep your hair clean, restrained, off the face, and pinned back or up. Hair coverings must be worn at all times. If the local health board requirements are stricter, follow their standards.

## I Look Sharp (Cont.) – Page 2 of 2

**Facial hair.** Sideburns should only reach to the bottom of the ear. Mustaches must be neatly trimmed to the corner of the mouth. Beards and goatees are allowed, if kept trim and close to the face. Beard guards/nets must be worn at all times.

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

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

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## I PUT MY EDUCATION FIRST

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### Working Students

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

- Education is a significant priority. Between education and employment, your education comes first. That's why McDonald's provides flexible working hours to accommodate classes, homework assignments, and extracurricular activities.
- We don't want excessive or late working hours to compromise your grades and school attendance.
- McDonald's provides training programs that help develop your skills and emphasize the importance of responsibility and self-discipline.
- McDonald's complies with all laws concerning the employment of minors.
- We take a leadership role in working with parents, educators, and students on education issues
- McDonald's believes in supporting education by recognizing our employees' scholastic achievements.

### Limitations on working students

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



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# I EARN MY PAYCHECK

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## Getting Paid – Page 1 of 2

McDonald's takes seriously its obligation to pay you properly and to make sure our pay practices comply in all respects with all federal, state and local laws. This means you are entitled to be paid for all time worked, including overtime. If for any reason you believe you have not been paid for all the time that you have worked, you should immediately contact your General Manager, Area Supervisor or Payroll Department. To contact the Payroll Department, email Rebecca at [rspeters19@gmail.com](mailto:rspeters19@gmail.com) or call 989-686-4056 Ext 301 and she will assist you in any concerns with your pay.

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

If you perform work without being punched in you must record your time and you will be paid for all time worked. If you falsify your hours worked in any way, you may be subject to discipline, up to and including termination, for violating McDonald's policy.

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

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

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

If you and your manager cannot agree on a correction to your time records, call your General Manager or Area Supervisor so that the issue can be resolved promptly. If you are still unhappy with the resolution, bring it to the attention of the Payroll Department. Email Rebecca at [rspeters19@gmail.com](mailto:rspeters19@gmail.com) or call 989-686-4056 Ext 301 as soon as possible so that the issue can be resolved.

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

**When to expect your paycheck.** Workweeks run from Monday to Sunday. You will be paid every two weeks on Friday. Ask your Hiring Manager, the People Manager or the General Manager for your first pay date.



## I earn my Paycheck (Cont.) – Page 2 of 2

### Direct Deposit

Direct Deposit is our preferred way of paying. In order to set up direct deposit we need two documents.

1. The first document is a required **from your banking institution**. It must include their name, your name, bank routing number, account number specific to your checking or savings account, and whether the account is a checking or savings account. All this information is needed to set up your direct deposit. Your name on your account must match the name our payroll company has or your payment may be returned.
2. The second document that is required is our payroll company form authorizing them to make deposits into your account. This form must be typed out completely, signed and dated.

Both of these documents must be presented before your direct deposit is set up.

#### **If you change banking institutions, you must submit new paperwork (both documents).**

We are not responsible if the direct deposit information you have given us is not correct and your payment is rejected by your banking institution. If your payment is rejected due to your providing incorrect or incomplete information, it will take up to one week for us to be able to replace your paycheck. If your payment is rejected by your banking institution, there will be a \$7.00 charge for having the payment reissued.

If you change banking institutions you must notify us immediately. Payroll is processed five (5) days before the Friday pay date. Again, if your payment is rejected because of your failure to provide us with the correct information in a timely manner, your pay will be delayed and you will be charged a \$7.00 reissue fee.

### Pay Card

If you do not have a bank account, you may request a pay card. To request a pay card, you must fill out our payroll company form requesting a pay card.

Pay cards are sent to your restaurant, unless you make other arrangements. If you lose your pay card, we will replace it once for free. After that there will be a \$7.00 charge for each replacement.

### Failure to provide required information

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

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

### Paystubs and W2s

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

**<https://www.readypayonline.com/Proliant/Login/Login.aspx>**

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

### Performance reviews and raises

At McDonald's, we review our employees' (crew) performance quarterly with the possibility of receiving a raise each quarter based on your performance review. We strive to provide competitive wages and benefits to all our employees and to pay our employees correctly.

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## I DIG IN

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### Free and discounted employee meals

As a valued employee, you are entitled to either a 50% discount (not to exceed \$7.00) on your meal for each shift worked or one free meal for each shift that you work.

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

#### **BREAKFAST MEAL**

- Sausage Biscuit, Sausage McMuffin, Breakfast Burrito, Hash Brown

#### **REGULAR MENU MEAL**

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

Drinks during your shift are available upon request and with the permission of a member of the management team. The health department prohibits drinks in all work areas. All food received under this policy is for your personal consumption only. Enjoy it in the restaurant. Order 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 meals need to be approved by a manager. All employee meals are to be assembled and presented by the employee working behind the counter. Under no circumstances will you be allowed to prepare or assemble your own meals. When you are not on the clock, you are not allowed behind the counter unless you are in the crew room.

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

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

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## I GIVE AND GET RESPECT

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### **Workplace diversity**

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

#### **Equal opportunity**

Opportunities, recruitment, hiring or employment, training, development, performance reviews, pay, advancement, and all other aspects of employment are based solely on individual abilities and job performance. This policy ensures a practice of equal employment opportunity regardless of race, color, sex, religion, national origin, citizenship status, age, disability, veteran status, sexual orientation, gender identity/expression, genetic information, pregnancy or any other prohibited basis.

#### **Diversity and inclusion**

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

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# I WILL BE HERE FOR OUR GUESTS

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## Guest Relations

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

- Greet customers as they walk through the door, come to the drive thru speaker, and the drive thru windows.
- Thank customers as you give them their order.
- Treat customers the way you want to be treated.
- Present only hot, fresh, tasty food.
- Children have a special relationship with McDonald's and we encourage you to find ways to treat them as Stars.
- Help customers by carrying trays, opening doors, moving high chairs, getting condiments and refills, etc.
- Clear dirty tables and pick up trash when you see it.

### If there is a problem

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

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

# “STRIVE FOR THE 5!”





# I KEEP IT PROFESSIONAL

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## **Dating, Nepotism, and Fraternization**

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

### **Dating or romantic relationships**

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

### **Nepotism**

Claims of favoritism or a conflict of interest may exist when an employee reports (directly or indirectly) or is reported to (directly or indirectly) by a spouse or immediate family member. This is generally not allowed in the restaurant. Exceptions to this can only be made by the restaurant’s Area Supervisor, the Director of Operations or Owner/Operator.

### **Fraternization between management and crew employee’s restaurant management and crew employees**

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

That means they are prohibited from fraternizing or socializing outside of work with any crew employee who works in the same restaurant, unless the fraternizing or socializing occurs in public and at least three or more McDonald’s employees are present.

Restaurant management employees may not offer alcohol or drugs, legal or illegal, to crew employees. Further, restaurant management may not consume alcohol or drugs, legal or illegal, in the presence of, or be present if alcohol or drugs, legal or illegal, is consumed by crew employees who work in their restaurant.

McDonald’s management employee may not live in the same dwelling with employees that report to them.

### **Employee obligations**

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

Any employee who would like to enter into a reporting relationship that may be subject to the nepotism policy must report the relationship to their General Manager or Area Supervisor immediately.

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# I KEEP MY HEAD IN THE GAME

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## Electronic Devices and Online Communications – Page 1 of 2

### Electronic devices

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

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

Employees **MAY NOT** wear or carry electronic devices, such as cell phones, earbuds, headphones, Bluetooth speakers and/or smart watches while on working time. Personal electronic devices may be used while on break only and not in view of customers.

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

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

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

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

### Know the Rules

- Do read this policy and all relevant McDonald's policies, including the "Dating, Nepotism and Fraternization Policy" and "Policy Against Discrimination and Harassment", and ensure your posts are consistent with these policies.
- Avoid posting or texting statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening, or intimidating (such as posts that include discriminatory remarks or content, harassment and threats of violence, or similar inappropriate or unlawful conduct).
- Do think about what you will say and about disclosing your personal details. You post material at your own risk and you are personally responsible for the content of your communications.
- Do respect your coworkers' privacy. You should not share on any social media site private information that may create a cybercrime risk. Cybercrime risks include online identity theft, financial fraud, and stalking. Examples of this type of information include, dates of birth, social security numbers, passwords, and bank account numbers. This does not prohibit you, however, from disclosing or discussing personal, confidential information with others, so long as you did not come into possession of such information as part of your formal company duties.

## I Keep My Head in the Game (Cont.) – Page 2 of 2

- Because we want to provide 100% customer satisfaction, during working time do not use your cell phone to engage in personal online communications or otherwise. Working time does not include breaks, meal periods, or other time when an employee has been relieved from duty.
- Do comply with all copyright, trademark, trade secret, right of publicity and other intellectual property laws in your online communications.
- If you use McDonald's trademarks or logos in online conversations, do not use them in a way that suggests McDonald's sponsors, endorses, or is otherwise affiliated with your statements. Only McDonald's official spokespersons are authorized to speak on behalf of the Company.
- Do not disclose or post McDonald's trade secrets or other confidential information. This may include, for example, our methods or processes, sales figures, guest counts, business plans, how food or marketing promotions are doing, and any other similar internal business-related confidential information or communications.
- We encourage you to participate in any social media platform sponsored by McDonald's. Make it clear that you are a McDonald's employee and that your views and opinions are yours and not those of McDonald's when you endorse one of our products in any online communications or blog discussing McDonald's.
- Because FTC regulations consider the employer/employee relationship a material connection that must be disclosed by the employee, you are required to indicate that you are an employee of McDonald's if you are endorsing the company's products or sharing content about the company's products. This restriction does not apply to other discussions about the Company or brand. Acceptable disclosures include "I'm an employee of McDonald's" or "I work for McDonald's" or #mcdemployee.

If you fail to follow these policies, it may result in disciplinary action, up to, and including, termination. If you have questions regarding this policy, contact your General Manager, Area Supervisor or Director of Operations. Peters Management and McDonald's reserves the right to amend this policy and other policies and practices without prior notice, at any time. Further, nothing in this policy should be construed as limiting employees from discussing wages, hours, and other terms and conditions of employment.

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# I AM SMART ABOUT MONEY

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## Cash Handling

### Here's how we handle cash at our restaurants

- Every window person starts with a clean (unused) drawer. If there is a problem with the drawer, notify a manager immediately.
- You are to ring only on the register assigned to you. Other employees are not permitted to ring on your drawer. To ensure security, ask a manager to turn off your register if you need to leave it for any reason.
- Crew members are not to make change between drawers.
- Ask your manager to handle customer questions regarding their change.
- Call a manager to accept \$50/\$100 or checks.
- Counterfeit pens must be used to authenticate all \$20, \$50 and \$100 bills.
- If you think you've made an error, call a manager and explain the problem. Do not try to adjust it yourself.
- If your drawer is more than \$2.00 over/short or your T-red average is more than \$2.00, you may be disciplined up to, and including, termination.
- At the end of your shift, or when you are moved to another station, PLEASE ensure that a manager pulls your drawer and places it in the safe.
- All refunds are to be done by the manager only. If an over-ring/refund is required, sign the slip in the space provided and place inside your cash drawer.

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## I SPEAK UP

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### Open Communication

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

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

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

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

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

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

#### Area Supervisors:

Kenneth.wisniewski@us.stores.mcd.com

Sharon.winters@us.stores.mcd.com

Tara.manyen@us.stores.mcd.com

**Director of Operations:** Julie.wiskup@us.stores.mcd.com

**Owner Operator:** Larry.peters.jr@partners.mcd.com



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# I NEED TIME

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## **Absences and family/medical and paid time off**

On occasion, you may need time off from work. We try to respect and accommodate such needs; however, a request for time off for personal reasons may not always be approved. If you need time off for personal reasons, obtain approval in advance from your manager. Be sure to follow McDonald's policies and practices regarding absences. Leaves of absence are generally unpaid, unless otherwise specified under applicable state, federal, or local laws. If you have a question about whether or not time off or a leave of absence is paid, email Rebecca in the Payroll Department at [rspeters19@gmail.com](mailto:rspeters19@gmail.com) or call 989-686-4056 ext. 301.

### **Family and medical leave**

You may be eligible for job-protected leave under the federal Family and Medical Leave Act (FMLA), as well as leave under applicable state and local leave laws. FMLA allows you time off for certain family and medical needs, including, among other things, the birth of a child, adoption or foster care of a child, caring for a spouse, child, or parent who has a serious health condition, because of your own serious health condition, due to the call to active covered military duty of a parent, child, or spouse, and certain qualified military caregiver leave. Eligibility is based on your having been employed with McDonald's for at least twelve (12) months, having worked a minimum of 1,250 hours in the preceding 12-month period, and working at a facility with 50 or more employees within a 75-mile radius. McDonald's Leave Year for FMLA is a rolling 12-month period measured backward from the date any FMLA Leave is taken, except for military caregiver leave. In certain circumstances, FMLA Leave may be taken intermittently or you may work a reduced schedule.

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

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

### **Earned Sick Time**

In accordance with Michigan's Earned Sick Time Act (ESTA), you will be eligible to earn paid sick time at a rate of 1 hour per 30 hours worked in a calendar year. Earned sick time begins accruing after your first 120 days of continuous employment. Earned sick time may be used in 1-hour increments; you must request to use the earned sick time via our payroll company app within the time period described below.

If the need for earned sick time is foreseeable, we require advance notice of not more than 7 days.

If the need for earned sick time is unforeseeable, you must submit a request to be paid using your earned sick time via the Payroll Company App within 7 days after the use of the earned sick time.

Please refer to the Earned Sick Time Act policy during your onboarding for further information. ESTA information is also posted in the crew room.



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# I CAN HANDLE HAIRY SITUATIONS

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## Service Animal Guidelines

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

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

- Permit the customer and service animal to remain in restaurant. Service animals are not allowed on table tops or seating of any kind.
- Do not ask the customer about his/her disability
- Do not request documentation or any proof that the customer is disabled or that the animal is in fact a service animal
- Do not touch, feed, pet, talk to, or make noises directed at the service animal
- If the service animal appears to be threatening other customers, or otherwise acting in a disruptive manner, ask the owner why the animal is acting in this manner BEFORE taking any action.
- If the service animal barks or growls, it may be performing its job by warning its owner of an oncoming seizure or other danger
- If, after talking to the service animal's owner, you conclude that the animal is in fact threatening other customers, you should ask the owner to either control the animal or take the animal outside of the restaurant
- Always provide the customer the option of remaining on the premises without the service animal

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



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# I RESPECT BOUNDARIES

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## Solicitation and Distribution Policy

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

- Individuals not employed by this restaurant are prohibited, at all times, from engaging in solicitation or distribution anywhere on restaurant property, including parking lots.
- You may not solicit on restaurant property during your own working time or when the employee being solicited is on working time. Working time does not include breaks, meal periods, or other time when an employee has been relieved from duty. Solicitation is always prohibited in customer selling areas.

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

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

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# I PLAY BY THE RULES

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## Disciplinary Process

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

- **Verbal coaching** — Your management team may provide verbal coaching for non-serious and/or unintentional policy violations.
- **Written warning** — You may receive this for a first-time policy violation.
- **Second written warning** — If you received a second written warning you could be subject to further disciplinary action up to, and including, suspension.
- **Discharge** — Your employment may be terminated after multiple written warnings and/or following a serious policy violation. Remember, however, because you are an at-will employee, McDonald's reserves the right to terminate your employment at any time, for any reason.

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



## Appendix A – FMLA

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

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

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

**II. REASONS FOR LEAVE** - An FMLA leave may be requested for any of the following reasons:

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

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

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

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

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

Spouses employed by McDonald's may share certain types of FMLA leave.

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

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

An employee who intends to continue to work at a second job that the employee already had before the leave commenced, must have the written permission of his/her immediate Area Supervisor, Director of Operations, or Owner/Operator.

**IV. LEAVE IS UNPAID/SUBSTITUTION OF ACCRUED PAID LEAVE** - FMLA leave is unpaid leave. Any paid time used during FMLA, including paid time under McDonald's workers' compensation program, will apply as part of the 12-week (or where applicable, the 26-week) leave period.

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

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

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

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

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

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

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

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

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

## Appendix B - More of the Legal Stuff

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

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

### **Americans with Disabilities Act**

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

Any employee or applicant who requires an accommodation to perform the essential functions of the job should contact their General Manager, Area Supervisor, or Director of Operations and request an accommodation. Once McDonald's is aware of the request for an accommodation; McDonald's will engage in an interactive process to identify possible accommodations that will enable the applicant or employee to perform the essential functions of the job. McDonald's will determine what limitation(s) may prevent the employee from performing the job, and identify possible accommodations that may resolve the limitation(s). If the accommodations are reasonable and do not impose undue hardship on McDonald's and do not present a possible direct threat to the health or safety of others in the workplace or to the individual, the necessary accommodations may be granted.

The interactive process described in this policy is a collaborative process. An employee seeking an accommodation shall cooperate with McDonald's requests.

Consistent with these requirements McDonald's will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship.

### **Employee Rights Under the National Labor Relations Act**

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

### **30 Day Probation Period**

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