

WHAT WE WILL DO FOR YOU

Taking care of the people who take care of our customers is one of your management teams' top priorities. After all, it makes good business sense to treat our employees as well as we want them to treat our customers. We know that satisfied employees lead to satisfied customers.

In this section, we'll outline six of the key benefits to working at our McDonalds:

- Training
- Safety
- Performance reviews and pay increases.
- Your schedule
- Career opportunities
- Vacation Time
- Communications
- Extras

Training

Much of this McDonalds success can be attributed to our emphasis on training. We are committed to giving you the latest information about new technology and restaurant procedures to help you serve your customers. Your management team will discuss your training needs and provide you with the instruction you need to be successful.

Learning isn't limited to formal training. As we've mentioned earlier in this handbook, employees consciously pick up many important job skills at McDonalds. These skills will help you throughout your work life, whether you stay with our restaurant or continue your career at another company.

Safety

It is all of our responsibilities to provide a safe environment for the customers as well as the employees. In the event you are involved in an accident during work hours, be sure to tell a member of your management team. Immediately alert a manager of any illness, accident or unsafe working condition in the restaurant. We provide protection against job-sustained injuries and loss of work through workers compensation insurance. This protection is paid entirely by the McDonalds franchise. All medical, hospital and surgical expenses for job-sustained injuries are covered under this policy.

Safety is our number one priority. To help us continue to provide a safe place to work, we welcome any safety suggestions so they may be corrected. We ask that you do your part in maintaining a safe work environment by working safely, wearing safety equipment when

required, observing our safety rules, and keeping our workplace neat and clean. Crew members must have their **black slip-resistant shoes** by their first paycheck, or they will be removed from schedules. This is considered safety equipment. Emergency Action Plans, evacuation procedures, and emergency contact information are maintained in designated locations within the restaurant. Employees are expected to familiarize themselves with these procedures and locations. Employees are required to take McDonald's safety training prior to working to help understand these procedures and should speak with a manager immediately if they have any questions or do not understand.

The Safety Data Sheets (SDS) are available for reading and referencing at any time on HazCom app. This will explain how to identify hazardous chemicals, how to read and understand product warnings labels, and how to properly handle the use of the chemicals you are exposed to. Agreeing to this handbook is confirming that you know the SDSs are available for reading and referencing at any time. If you have any questions about them, please ask your manager.

PERFORMANCE REVIEW AND PAY INCREASES

This McDonalds franchise is a pay for performance company. This means that the better you do your job, the more money you can make.

Your management team will review your job performance and wages with you throughout the year. This is your chance to see how well you are doing and how you can improve. Based on your performance level, you will be considered for a pay increase. The better your performance, the better your pay increase.

The first 60-days of your employment will be a probationary period. This is an opportunity for you to evaluate our organization and for us to evaluate your performance, dependability and character. Any time prior to this 60-day period, either of us may terminate your employment. After this initial trial period, if you choose to continue with us, you will be considered officially part of our restaurant team

PERFORMANCE REVIEWS

Wage reviews typically occur each July. You must be employed with us three full months to receive a raise.

YOUR SCHEDULE

Our schedules are completed two weeks ahead. You will be scheduled based upon the hours you have stated you are available to work. It is your responsibility to communicate with the scheduling manager any changes that may come up to that availability. We want to ensure you have a work schedule that fits your life and commitments.

If you have a special scheduling request such as a needed day off, a temporary or permanent change in work availability, or any special needs, you make these requests provided it is in

writing and done two weeks in advance of schedules being posted. We are not able to guarantee the total number of hours scheduled when making availability changes.

These completed request forms are in the crew room and are to be placed in the appropriate receptacle in the management office.

Schedules are printed and posted in your restaurant in a designated area. It is your responsibility to review your own work schedule and write it down for your future needs. Please do not call the restaurant and request your schedule. When this happens, mistakes can be made, and it also keeps the managers from serving our customers and operating the business. Do not contact other employees via social media, texting, or telephone calls requesting your schedule. You will be held responsible for your own schedule and making sure you show up on time and ready to work.

Here at McDonalds, we are a part-time employer. Your hours will be based upon this policy.

PAYCHECK

We get paid every other Thursday.

Your first pay will be via paycheck.

You will receive your following pay either by Direct Deposit or on a pay card that is provided for you.

Pay Card:

- If you use your pay card at a bank atm it will charge you \$1.75
- Atm at CVS, Rite Aid, Walgreens there is no charge
- Teller can withdraw the exact amount on the card at no charge
- If you swipe card at the pump there is an authorization hold for 3-5 business days
- You can get cash back
- There are no monthly charges
- If you lose your card the first can be replaced for free after that there is a \$5 charge

If you have any questions please see your store manager, schedule manager or Paul

CAREER OPPORTUNITIES

A little-known fact is that many of McDonald's managers in our restaurants started as crew. And thousands more of today's top executives in companies across the United States also had their first work experience and developed valuable career skills in McDonalds restaurants.

If you show a flair for the food industry and are interested in training or management, you should begin thinking about longer-term career opportunities at McDonalds.

A typical career path could look like this:

Crew Person—Crew Trainer—Swing Manager—Assistant Manager—Training Manager—Supervisor—Owner/Operator

INSURANCE

With the inception of the Affordable Care Act of 2014, you now have the opportunity to choose your own insurance through the Insurance Marketplace. We encourage you to go to their website (healthCare.gov). At this website you will find valuable information of the types of insurance available to you and its cost to you.

COMMUNICATIONS

Satisfying the needs of our employees and customers requires frequent communication. Your managers will be communicating with you in several ways. They will also be asking you for your input on how to make things better. Here are some of the communication tools we use in this restaurant:

- **Rap sessions**
- **Crew Meetings**
- **Opinion Surveys**
- **Your Ideas**
- **Open Door Policy**
- **Newsletter**

EXTRAS:

VACATION

We offer all hourly employees the opportunity to have a one-week paid vacation per year once you have been employed with our organization for one year. You will be paid for one week's wages based on the average hours you work in a week through that timeframe.

Your service time can be affected by a leave-of absences, suspensions, performance issues and terminations/resignations.

Once you have completed your one-year anniversary, complete the necessary paperwork prior to schedules being posted and return it to your restaurant manager for approval. Approval is

based upon meeting employment requirements, other employee pre-approved scheduled vacations, staffing levels within your restaurant. Submitting a vacation form does not guarantee that this time will be available in your store. Submit your request as soon as possible to better ensure your approval.

We offer this benefit to allow you to take a well-deserved rest, to spend time with your family and friends. ENJOY!

BREAKS

Breaks will be provided depending on your work hours. Breaks range from a quick pause to get something to drink to a 30-minute meal break. (40-minute for minors) State Law and the number of hours you work will dictate the length of your break. Your manager will let you know when to take these breaks.

EMPLOYEE MEALS

One of the best benefits of working for this McDonalds is the food! The free meal is a safety incentive. If an employee gets hurt the previous month the meal will be 50% off. Employee meals are to be consumed on the premises. They are not to be taken home with you unless you have prior management approval.

LEAVE OF ABSENCE--If you find you must temporarily leave active employment at this McDonalds due to school; obligations, travel or other reasons, you may request a leave of absence, which your management team will consider. Please put your request in writing with two weeks' notice of the event and when you will be returning. You will also need to return your uniforms at that time as well. Upon your return you will be reissued a new set of uniforms. There is no guarantee as to when you will be rescheduled; however, we will attempt to do it as soon as possible. Full details are available through your restaurant manager.

PRIORITY REFERENCE--If you are planning to relocate, a priority reference may be available to you if you are in good standing within our organization. A priority reference verifies you as a McDonald's crew member to other participating McDonald's restaurants. Speak with your store manager concerning the details of this program.

PARKING--There is a designated area for employees to park at your restaurant. These parking spots would be the ones furthest from the entrances to the store to allow convenience to our customers with the closer parking spots for their use.

WHAT WE EXPECT IN RETURN

This section of your handbook explains our expectations to you. Much of the information is provided to ensure your safety and that of your fellow employees and customers.

- Basic Responsibilities
- Business Guidelines
- Rules of conduct

BASIC RESPONSIBILITIES

Your most basic responsibility is **taking care of the customer**—but there are some other things we are going to ask you to do to assist the flow of business:

- Emergency Information- in order to keep our records up to date, always notify your management team when you change your name, address, telephone number, emergency contact or availability.
- Report Accidents-If you suffer with a work-related injury be sure to let your managers know when it happens.
- Illness- If you are ill, call your restaurant and ask to speak to a manager. You need to call in at least 2 hours prior to your shift if you are unable to work. In certain incidents you may be required to provide a doctor's excuse indicating you are healthy enough to return to work without limitations.
- Personal Hygiene—Always ensure that you arrive for work thoroughly clean and neat. Hands must be washed whenever you start your shift, you change workstations, handle money, eat, smoke, clean or use the restroom. Proper hygiene includes a daily shower or bath, being odor-free, minimal use of jewelry and cosmetics (no hoop earrings, large rings, or dangling necklaces), hair contained in a hat or hair net.
- Safety—you must wear dark, slip-resistant shoes at all times.
- Uniforms—When you are on the job, you must always wear the approved uniform. This includes a shirt, pants, approved McDonalds hat, name tag and slip-resistant shoes (employee responsible for shoes). Keep your uniforms clean and laundered.
- Tattoos— Offensive tattoos must be covered at all times when working.
- Piercings—. A clear spacer may be placed but must be non visible. Ear/nose gauges must be clear in color while working.

BUSINESS GUIDELINES

The following is an explanation of our standard business practices at this restaurant. We ask that you use good judgment in all situations.

- No use of tobacco products are to be used while working. No chewing gum is permitted during working hours.
- No Vaping, smoking, or dipping are not permitted inside the restaurant. Including on break.
- The office telephone may be used with management's permission in the event of an emergency or if you are requested to change your work schedule for the day. These phone calls are to be brief in nature. (<2 minutes in length)
- Review communications boards regularly for information or policy changes. All notices placed on bulletin boards or in the crew room must be pre approved by the restaurant manager before displaying.
- Do not bring valuable belongings or large amounts of cash to work. The owners and management of this restaurant will not be responsible for lost or stolen property.
- Personal purchases of food or promotional items must be done at the front counter. Employee must have an accompanying receipt of payment and signed by the member of the management team at the time of purchase.
- Dating other team members is permitted on a case by case basis. All relationships inside the restaurant need to be communicated to the General Manager as soon as they occur. All crew or manager relationships that are deemed to interfere with the flow of our business, can be separated into different shifts, and or other restaurants. We have the right to suspend or terminate any employees that don't follow our dating policy.
- Beard Policy, We allow beards in our restaurants. Any employee with a beard must provide their own beard net and wear it while clocked in. Failure to do so can result in suspension or termination.
- Fingernail policy, nails must be short and clean and less than 1 inch long. We do permit professionally maintained nails that meet our nail standards.
- Ask your management team to explain any work policies or procedures which you do not fully understand.

- Quitting without notice or fulfilling a two-week notice may result in the inability to be rehired at any of our restaurants in the future.

RULES OF CONDUCT

As in any organization, we must specify rules of conduct for the safety and well-being of our employees, customers and community. Examples of misconduct that will result in **termination** of employment include:

- Falsifying Records—Examples include applicant forms, information regarding your employment, timecard records and claims of injury.
- Harming Others—Deliberately assaulting or injuring any employee or customer or attempting to do so.
- Obscenity—Using profane, obscene, vile or abusive language with employees or customers.
- Stealing—Taking without permission or authorization of cash, cash equivalents, coupons, raw products, wasted food, materials that are confidential and properties such as parts or tools. This includes giving away or under-charging for food, beverage and promotional products and consuming food which was not purchased or given to you by the restaurant management staff.
- Felonies—Any activity classified as a felony or misdemeanor.
- Drugs & Alcohol—Reporting to work under the influence of drugs or alcohol or consuming drugs or alcohol on the restaurant property. This includes the purchase of alcoholic beverages for a McDonald's employee if that employee is a minor or the purchase of any illegal drugs for an employee. We reserve the right to call in law enforcement to conduct sobriety tests at any time. If the officer can confirm you are under the influence of any substance it will result in immediate termination.
- Neglect—Carelessness which results in the loss, damage or destruction of restaurant, employee or customer property.
- Failure to allow search—Failure to allow search of any personal bags or large purses by a manager.
- Absenteeism—Leaving the job without permission, absences or conducting personal business without permission while on the job. This also includes fraudulent absenteeism or requests for time off work because illness.
- Unauthorized possession—Having unauthorized possession, handling or use of another employee's property, including clothes, purses, wallets, gym bags, etc.

- Unauthorized consumption of food—consuming any food or beverage without authority or payment.
- Unauthorized access and removal from premises—Gaining access to restricted areas, property or records or removing them from the restaurant premises without proper written authorization, including restaurant property, food, records or other materials or removing from the restaurant premises without proper authorization, the property of customer or fellow employees.
- Making false statements—making false statements regarding coworkers to other employees, customers or complaint call centers. This can be either in writing, verbal, or social media. Inciting disruption in the workplace through gossip.
- Posting, removal or defacing of notices—posting, removing or defacing notices posted in the restaurant without authorization.
- Inappropriate conduct—inappropriate conduct on the part of an employee while in McDonald attire and /or representing McDonalds.
- Confidential information—disclosing to any person, including television, radio and print media representatives, any confidential information relating to this McDonalds franchise, its business, customers, finances or trade secret.
- Soliciting—An employee is not permitted to ask other (employee or customer) to purchase items, memberships, distribute literature from any other organization for the purpose of fundraising or else at any time. An employee is not permitted to promote or encourage monies from employees on McDonald’s premises, whether on the clock or off the clock. It is your responsibility to handle all affairs of this type outside of the workplace. McDonalds and its management will not be responsible for any transactions that may occur and are not to be handled on our premises. We take no responsibility for any transactions occurring in this restaurant other than the purchase and delivery of McDonald brand items, services and its beneficiaries. Restaurant premises must always be kept clean and free of litter and do not leave literature laying around.
- Social Media Misuse—employees are prohibited from engaging in all personal online communications during working time or in working areas, even when using your personal electronic communications tools such as a cell phone and other mobile devices. Managers & adult crew are to use sound judgment to “friend” or follow minor employees under the age of 18. Your posted material should not include names, customers, franchisees or suppliers by name without their permission. Material should not be bullying in nature. Do not post or misuse the McDonald’s trademark or disclose any confidential information or any photos or videos of employees in uniform or while in the restaurant.

MISCELLANEOUS RESTAURANT POLICIES:

- No one is permitted into the kitchen area or beyond unless scheduled to work or to conduct business with the manager.
- Any crew person entering or leaving the store by way of the back door will be subject to dismissal.
- Do not punch in on the time clock until your scheduled time (or five minutes prior if you need to count a cash drawer) and you are dressed and ready to work.
- Any employee who neglects to punch in from a 10- or 30-minute break later than two minutes or more may result in suspension. Subsequent offenses may result in termination.
- When sent on break, the employee must punch out immediately. Food should be ordered at the front register and rung up as an employee meal by a manager. Food is not to be prepared before punching out for break, nor is the employee permitted to prepare their own food prior to punching out for break.
- Anyone found in the crew room without reasonable cause will receive a written warning. Subsequent violations may result in suspension or termination.
- Upon completion of your shift, employees may not sit in the dining room with a uniform on unless waiting for transportation or receiving permission from the restaurant manager. Period of time should not last longer than 30 minutes or could be considered loitering.
- Smoking is not permitted inside the restaurant or while an employee is punched in on the time clock. Designated areas for smoking are to be used at all times. No smoking around the entrances or exits at any time.
- No crew person is permitted in the office area unless approved by a manager.
- All security policies must be adhered to.
- The following policies outline attendance:
 - Lateness—any employee arriving late for their scheduled shift will be considered tardy unless the management team is notified or an unusual circumstance such as an accident has taken place.
 - No Call/No Show—Defined as an employee who does not report at the scheduled time and does not notify the restaurant prior to two hours before their scheduled shift.
 - First Offense—Suspension
 - Second Offense—Termination

- **Call Offs**—If you are ill or have an exceptional circumstance that you are unable to work on a scheduled day, you must “call in” with a two (2) hour notice. If this notice is not given, the employee is considered tardy or a no call / No Show and disciplinary action will be taken.
- **Walking off the job**—Leaving the job without permission or conducting personal affairs without authorization while on the company’s time clock is considered job abandonment and will result in termination. If you chose to leave during your break and do not return, the offense will be considered under this policy. You will no longer be considered to be rehired at any of our McDonald’s locations in the future.
- All procedures of conducting business as outlined in the McDonald’s Operations and Training Manual and on the current observation station checklists must be adhered to. Employees are welcome to review the training via FRED just ask your manager.
- **Absolutely no cellphone usage or texting** is to occur during work hours. Employees are not to have their phones out where customers can view them. Management has the right to confiscate them until the end of the employee shift if found in violation of this policy. We are not responsible for any damage that may occur to your electronic devices. Subsequent violations will result in further disciplinary actions.
- Each restaurant may post a set of miscellaneous policies specific to that restaurant, such as parking policies, employee meals, etc. These will be placed on the communications board and crew room.
- No employee may have their children in the dining room during their shift unattended without another responsible adult. They are also not authorized to be behind the counter in the working areas of the restaurant.
- No spouse/family members/significant other are to be present in the dining room during an employee's shift longer than 30 minutes.

CASH REGISTER POLICIES

The following information outlines procedures which will be applicable to you should you be assigned to any cash handling position in the restaurant. You will be instructed by a management team member on proper cash handling procedures. Our expectation is that you will follow these procedures any time you are assigned to a cash position.

- If a cash drawer is more than plus or minus \$2.00, the employee will be notified, and the following will be taken:
 - **First Offense**—Verbal and written warning. Cash register review. Retraining if necessary.

- o Second Offense—Suspension without pay. (Upon return to work, employee may be transferred to another area of the restaurant operations.)
 - o Third Offense—Termination
- Serious cash offenses of \$10.00 or more at any time will result in immediate suspension without pay. A second offense will result in termination.
- Extreme offenses of \$20.00 or more at any time will result in an immediate termination from employment. A review of video surveillance will occur to determine the cause of cash lost. If determined it was from employee theft, the local authorities will be alerted and brought in to handle the cash loss. Prosecution is at the discretion of the Owner/Operator.
- Any incident of undercharging or giving away food or premiums for free will result in immediate termination and leave employees liable to prosecution.
- Employees may count the drawer prior to ringing on it. Employees must arrive to work five minutes prior to scheduled time to start and punch in to do so. Employees may also count their drawer at the close of their shift as long as they are still punched in on the time clock.
- Any employee assigned to a cash register must lock their register from being used while they are away from the front counter area (i.e. stocking or cleaning the dining room or break). If you do not know how to do this, ask a manager. They would be glad to assist you.
- Counter persons are to ring only on the cash drawers assigned to them; they are not to ring on any other drawer or permit any other employees to ring on their drawers.
- Overrings or errors are to be handled as follows:
 - o If a mistake has been made, the transaction should be stopped immediately, and a manager called.
 - o The problem should be explained to the manager and the employee should proceed as directed.
 - o No manual overring slips will be accepted.
 - Overring slips must be signed by both crew person and manager in charge at the time the overring occurs.
- Crew persons are not to make change between drawers or make change for customers. Call the manager.

- Under no circumstances will employee checks, payroll or otherwise, be cashed at the restaurant.
- Employees are not authorized to borrow money from the back up bank, cash register drawers, deposit bags, etc.
- Refunds are to be made by a manager only. A register receipt must be signed by the employee and manager and placed in the drawer.
- Bills over \$20.00 and travelers' checks will only be accepted with manager approval. Twenty-dollar bills will be placed upside down under the cash drawer. All bills and coins must be kept in their proper drawer slots.
- All \$20.00 bills and larger must be placed into counterfeit money detectors or counterfeit pens must be used. In the event a counterfeit bill is received, contact your manager and do not accept it from the customer.
- Unauthorized reductions of orders (t-red/partial cancellations) while during the course of operation should not exceed \$2.00 average and will be handled the same as cash +/- guidelines.
- Invalidated promo. (Promotional discounts not substantiated with a coupon or register tape) will also follow the cash +/- guidelines.
- All money received from customers must be kept in the register drawer. If a customer forgets his or her change, notify your shift manager immediately.
- Employees may not accept tips from customers.
- We DO take competitors coupons.

SECURITY POLICIES AND PROCEDURES

Employee and customer safety is of the utmost importance to us. The following security procedures should be strictly adhered to.

- Staggered method of opening and closing—Once opening crew and management are inside the restaurant prior to opening, the doors should remain locked and no one should enter or leave until the restaurant opens for business. Once the restaurant is closed for business, no one is permitted to leave or enter until the staggered process begins. Specific details of staggered open and close are outlined in the McDonald's O&T Manual that we invite you to review. If you do not understand this important security process, you need to discuss it with your restaurant manager.
- Back Door—The back door must be locked at all times when not in use. Deliveries or trash runs are only permitted during daylight hours.

- Robbery—in the event of a robbery.....
 - Try to remain calm.
 - Do exactly what you are told to do
 - Do not argue or hesitate.
 - Give the robbers what they want.
- Weapons – No weapons of any kind are permitted on the restaurant premises. This includes guns, knives or any chemical or gas sprays.

Restaurant Workplace Violence Prevention Policy

Introduction

McDonald's is committed to providing safe, pleasant, and productive workplaces where restaurant employees and guests are treated with dignity and respect. To that end, we have received several inquiries and requests from U.S. Owner/Operators for resources on workplace violence prevention policies to help keep your teams and customers safe.

We are pleased to share with you this optional Restaurant Workplace Violence Prevention Policy for Owner-Operators ("Policy") as a resource to enhance your own efforts to maintain safe workplaces. This Policy addresses our Brand Standard on workplace violence prevention and mitigation, which requires putting "procedures in place for incident reporting, as well as policy and training established to mitigate the risk of violence in the workplace."

This Policy is an optional resource for Owner/Operators, and Owner/Operators remain solely responsible for compliance with all applicable laws and regulations. It is particularly important for Owner/Operators to monitor and comply with state/local law on workplace violence prevention requirements, which may require measures beyond those outlined in the attached template.

Elements of a WPV Prevention Policy

a. Brand Standard

Every McDonald's U.S. Owner/Operator must develop its own policy to address workplace violence in accordance with the Global Brand Standards, which require "procedures in place for incident reporting, as well as policy and training established to mitigate the risk of violence in the workplace."

McDonald's defines workplace violence as "any behavior that causes or threatens to cause fear, injury, or disruption to people on company property or engaged in company business, or causes or threatens to cause damage or loss to the company's reputation or other assets, even if the concerning behavior occurs away from the workplace, during non-work hours, and/or via the Internet or an electronic device that is not owned by the Company."

Examples of prohibited behaviors include, but are not limited to:

- o Any form of physical assault, with or without a weapon, including

inappropriate touching, pushing, or hitting

- o Any acts or threats of violence, intimidation, or harassment directed at one employee by another employee, even if the behavior occurs away from the workplace, during non-work hours, or is communicated through the Internet or a personally owned electronic device

- o Bringing a firearm or other dangerous weapon to work

- o Verbal abuse or harassment by any means, including sending or directing to another employee emails, text messages, chat messages, voicemail messages, or any other messages (whether direct messages or posted generally online) containing threatening, offensive, sexually explicit, racially or culturally insensitive, or other inappropriate content
- o Any form of sexual harassment, including inappropriate jokes and comments, unwelcome touching, sexual advances, or sexual assault
- o Possession, consumption, sale, or distribution of alcohol or illegal drugs, including marijuana, in the workplace
- o Any threatening or hostile speech, or excessive arguing or use of profanity
- o Bothering someone with an excessive number of unwanted visits or communications, or by following them outside the workplace
- o Intentionally damaging or destroying Company property or the property of another employee or guest
- o Willfully ignoring or disobeying health and safety regulations with the intent of causing harm
- o Sabotage of Company property or operations, or refusing to follow Company procedures and policies

The Workplace Violence Prevention Policy adopted by U.S. Owner/Operators must also include a reporting and response protocol, through which:

- o Employees can report concerns (anonymously, if they wish) about actual or potential acts of workplace violence and/or retaliation
- o Allegations of workplace violence and/or retaliation will be investigated promptly and thoroughly by a manager
- o Timely and proportionate corrective action will be imposed when and where warranted

Finally, training tools should be developed to ensure employees are aware of the Workplace Violence Prevention Policy and its elements and are periodically reminded of the Policy and its purposes.

b. Recommended Best Practices

A best-in-class Workplace Violence Prevention Policy should include the following elements, all in accordance with federal, state, and local law. Owner/Operators should include other elements in their policy that they find beneficial.

- o An unequivocal statement that you do not tolerate any abusive, threatening, or violent behavior, regardless of whether the alleged perpetrator is an employee, customer, or contractor

- o A statement that employees have discretion and authority—without further permission—to take certain actions in order to avoid workplace violence (e.g., disengage with a customer, call 911 in case of an emergency, etc.)
- o A clear definition of workplace violence, consistent with applicable national laws
- o A clear statement that workplace violence can include conduct via social media (e.g., threats of violence or similar inappropriate or unlawful conduct), and may occur outside of work, including violence stemming from past and present personal relationships
- o Instructions regarding what reporting mechanisms are available and how to access them, and a statement that all managers/supervisors are expected to report any potential concerns or violations that have been brought to their attention to Stephen Patula
- o The reporting mechanism should be easily accessible to all employees and shall have numerous points of contact (e.g., options to report should extend beyond just reaching out to a manager)
- o A provision which allows employees and staff to report concerns anonymously and without fear of retaliation
- o A statement that all reported instances of workplace violence will be investigated, and where appropriate, will receive timely and proportionate corrective action
- o Inform and provide employees with a copy of your organization's Workplace Violence Prevention Policy during the induction/orientation process
- o Tailor training towards the audience and cover the basics of your organization's Workplace Violence Prevention Policy, including instructions on how to report potential issues
- o Provide skills-based training to staff on how to deescalate various situations. For restaurant employees, leverage shift huddles and short meetings to refresh employees on these topics

DISCLAIMER: This is an optional resource for independent owner/operators. Owner/operators may choose to use all, some, or none of this resource in operating their own McDonald's restaurant(s) and businesses.

Owner/Operator Policy Template

Restaurant Workplace Violence Prevention Policy

About this Policy

PFR III and PFR IV (Patula Organization) independently owns and operates this McDonald's-brand restaurant ("Restaurant") and is your employer, not McDonald's Corporation or McDonald's USA. Here, at Patula we are committed to providing a workplace that is free from

violence or any other behavior that jeopardizes the safety and well-being of our employees and guests.

Definition of Workplace Violence

Workplace violence includes any behavior that interferes with our ability to maintain a safe and productive environment for all restaurant employees, staff, and guests. Workplace violence is more than just fighting or threatening someone at work—it can be anything that makes an employee or guest feel uncomfortable or afraid, or it can be something that makes it difficult for employees to do their job well and enjoy being at work.

These are some examples of the kinds of behaviors that are not allowed:

- o Hitting, punching, kicking, pushing, or inappropriately touching another employee or a guest
- o Bullying or harassment directed at one employee by another employee, even if the behavior happens away from the restaurant during non-work hours
- o Bringing a firearm or other dangerous weapon to work
- o Sending or directing to another employee emails, text messages, chat messages, voicemail messages, or any other messages (whether direct messages or posted generally online) containing threatening, offensive, sexually explicit, racially or culturally insensitive, or other inappropriate content, symbols, or images, even if a personally owned electronic device is used to send the material
- o Any form of sexual harassment, including inappropriate comments or jokes, unwelcome touching, sexual advances, or sexual assault
- o Bothering someone with an excessive number of unwanted visits or communications, or by following them outside of work
- o Any threatening or hostile speech or behavior, or excessive arguing or profanity
- o Possessing, consuming, selling, or distributing alcohol or illegal drugs, including marijuana, in the workplace
- o Intentionally damaging Company property or the property of another employee or guest
- o Ignoring or disobeying company policies or health and safety regulations

In the interest of protecting the safety and security of our employees and guests, we reserve the right to address any behavior in addition to that described above, whenever the behavior generates a reasonable concern for the well-being of Restaurant employees or guests.

Drugs and Alcohol

Employees are not permitted to use or possess alcohol on Company property, except where alcohol is specifically permitted at a Company-sponsored event. Employees may not possess, consume, sell, or distribute illegal drugs, including marijuana, in the workplace, and employees are prohibited from working while under the influence of alcohol, illegal drugs, or any other substance that could prevent them from performing their job safely.

Weapons in the Workplace

Employees are prohibited from possessing a firearm or other weapon on Company property, including parking areas, except in states that allow employees the right to store firearms on Company property in their private vehicles. Under these circumstances, employees must store any firearm out of plain site and keep their vehicles locked while on Company property. Weapons may not be handled or displayed on Company property, even in private vehicles.

When, Where, and To Whom This Policy Applies

This policy applies to all Restaurant employees and staff, as well as vendors and contractor while engaged in business with the Restaurant.

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

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

- On Restaurant property
- Offsite with other employees, contractors, or vendors, including at Restaurant-sponsored events, activities, and training; on business trips; and at work-related meals and gatherings
- When using Restaurant communication systems, equipment, or resources

For Guest or Customer Threats Specifically

- Threatening, erratic, or aggressive behavior by guests/customers should be reported immediately to local police using 911
- If the risk of violence is imminent, employees should immediately act to protect themselves, move to a place of safety, and then call 911 to report the incident
- Employees should only attempt to help others or de-escalate the situation if they can do so without jeopardizing their own safety (access the U.S. Security resource on de-escalating aggressive behavior for more information)
- Do not engage or confront potentially violent guests/customers or follow them from inside store or office locations

- Failure of a customer to stop threatening or inappropriate behavior may result in the customer being removed from the premises and future access being restricted
- If your organization has any questions, please contact your Field Security Manager

Reporting

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

Reports of violent behavior should be immediately reported to your on-duty manager. If you are not comfortable bringing the concern to your on-duty manager, a report can be made to any of the following:

- The Restaurant's General Manager
- Stephen Patula, Owner/Operator skpatula@icloud.com

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

Enforcement

Violations of this policy may lead, at this Patula Organization sole discretion, to disciplinary and/or other appropriate responsive action, up to and including termination of employment, even if it is the first offense. We also further reserve the right to report abusive, threatening, or violent behavior to the proper

legal authorities.

Prohibition Against Retaliation

All employees are required to cooperate fully and truthfully with any investigation of workplace violence or other misconduct. This Policy does not allow any type of retaliation against someone who makes a complaint in good faith, or participates in an investigation of a complaint, even if no violation is ultimately confirmed. Retaliation means being punished or experiencing a negative employment action because you raised a concern or complaint of a potential Policy violation or participated in an investigation. Examples of retaliation include experiencing a reduction in pay, hours, or favorable work assignments. Anyone found to have retaliated against

someone for raising concern under this policy will be subject to disciplinary action under our disciplinary procedures.

Violence Outside of Work

Some employees may experience violence or the threat of violence by a current or former spouse, domestic partner, boyfriend/girlfriend, family member, or friend. We strongly encourage employees experiencing violence in their personal relationships to seek outside resources, including law enforcement (when appropriate), for assistance.

Some resources that you may find helpful are located at:

· National Domestic Violence Hotline at 1-800-799-7233 or TTY 1-800-787-3224, or by online chat · National Sexual Assault Hotline at 1-800-656-4673, or by online chat

This Restaurant requires employees to immediately notify Stephen Patula of any situation that could reasonably present the risk of on-the-job violence or may impact the workplace, using any one of the reporting mechanisms discussed below. When appropriate, this Restaurant will implement a plan for at-risk employees to reduce the likelihood of a potential confrontation in the workplace.

Employees who apply for or obtain a temporary or permanent Protective Order or Restraining Order that includes the company premises must immediately notify Stephen Patula and provide Stephen Patula with copies of any petition or declaration seeking such orders, proof of service, and the signed court order.

We are committed to supporting victims of relationship violence by enforcing any restraining orders at the workplace and by providing referrals for benefits and resources for assistance.

FAQs on Patula Organization Workplace Violence Policy

Why did Patula Organization develop this policy?

We are a people-first Restaurant. We care about you and the experience you have working here. We have resources to assist you. We are all in this together, and we are stronger and better when we work together to keep this Restaurant a safe and violence-free work environment.

Who is covered by this policy?

This policy applies to all Restaurant employees and staff.

What type of conduct does the policy prohibit?

Patula Organization is committed to maintaining a work environment that is healthy, safe, productive, and inclusive for all—this policy prohibits employees and staff members from doing anything that makes a guest or another employee feel unsafe or uncomfortable. This includes

any type of violence, or even the threat of violence, as well as any type of inappropriate comment or communication. Sometimes, an employee or staff member can violate this policy even when they do something when they are away from the workplace or not working.

Who should I contact if I have observed or experienced violent behavior?

Reports of violent, disruptive, or other concerning behavior should be made immediately to any of the following:

- This Restaurant's General Manager.
- Stephen Patula, owner/operator skpatula@icloud.com

Reports can be made anonymously.

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

What will happen if I raise a concern?

All reported incidents will be investigated impartially and as quickly as possible. Patula Organization will treat all investigations, including the names of the people who report issues and those who cooperate during investigations, as confidential matters, but in some cases, certain disclosures may be necessary to fully investigate the complaint, to protect other workers, to take corrective action, or are required by law.

In appropriate circumstances, Patula organization may inform the person who reported the issue of the results of the investigation, but in most cases, the results of the investigation will not be shared with employees so that the privacy of all individuals is respected.

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

Will I be protected from retaliation?

Yes. Retaliation against anyone who makes a complaint in good faith under this policy or who participates in any investigation is strictly prohibited.

Retaliation means punishing someone or taking a negative employment action because someone raised a concern or complaint under this policy, or because someone participated in an investigation. Examples might include:

- Termination of employment;
- Reduction in pay or hours, or changes in work assignments;

- Disciplining, or reassigning someone; or
- Demoting or transferring an employee.

Anyone found to have retaliated against someone for raising any concern under this Policy will be subject to disciplinary action under our disciplinary procedures.

Employees may report actual or potential acts of workplace violence or workplace misconduct anonymously.

What will happen if an investigation finds that inappropriate behavior has occurred?

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

What is our desire for employees?

- You feel comfortable raising any workplace violence incident.
- You feel safe in your workplace.
- You are able to come to work in an environment where you feel respected.
- You know that you can always raise concerns to your management.

What should I do if I think my partner or someone else I know will try to hurt me while I'm at work?

If you believe you are in danger or at imminent risk of harm, move to a place of safety, if possible, and immediately call police or 911. Then notify Stephen Patula of the situation as soon as you can.

Immediately notify Stephen Patula if you apply for or obtain a temporary or permanent Protective Order or Restraining Order that includes company premises.

POLICY AGAINST DISCRIMINATION, HARASSMENT, AND RETALIATION

PFRIV & PFRIII (Patula Organization) independently owns and operates this McDonald's brand restaurant and is your employer, not McDonald's Corporation or McDonald's USA. McDonald's cares about you and the experience you have working in our restaurant. This Policy against Discrimination, Harassment, and Retaliation (the "Policy") describes our expectations for all employees, supervisors and managers as we work together to maintain a respectful workplace, free from discrimination, harassment, and retaliation. We are committed to supporting this Policy because it is important to us that you work in a safe, respectful, and inclusive workplace. Discrimination, Harassment, and Retaliation – Definitions and Their Applications

What is discrimination? For purposes of this Policy, discrimination is treating someone or a group of people differently because of certain characteristics, including the characteristics listed below. We are committed to following the law and to making employment decisions for the right reasons. This means that hiring and firing decisions, pay, promotions, assignments, and career development opportunities will be made based on your performance and the needs of the business, not on characteristics that are protected under the law. We will not make decisions based on sex, sex stereotyping, pregnancy (this includes pregnancy, childbirth, and medical conditions related to pregnancy, childbirth, or breastfeeding), race (including, but not limited to, hairstyle and hair texture), color, religion, ancestry or national origin, age, disability, medical condition, sexual orientation, gender, gender identity, gender expression, status of being transgender, military or veteran status, citizenship status, genetic information, or any other protected group status or characteristic as defined by local laws. We also prohibit discrimination with respect to marital, familial, and/or parental status (including, for example, whether you are married, single, have biological or adopted children, or are planning to have children).

What is harassment? For purposes of this Policy, harassment is any type of unwelcome conduct based upon the characteristics discussed above and other protected characteristics as defined by local laws. Here, all employees must treat each other with respect and contribute to creating a work environment that is free from harassment. Any harassing conduct that creates a hostile work environment for our employees will not be tolerated. This is also true of harassment based on characteristics described above, including gender, race, age, sexual orientation, disability status, citizenship status, military service, or any other characteristics protected under the law. This Policy prohibits a wide range of conduct – even if the conduct only offends some employees, but not other employees. Offensive words or actions can be in the form of sexually-suggestive comments; inappropriate jokes; teasing about a person's appearance or their age, race or sex; insults, unwanted nicknames, or stereotyping based on the factors listed above; and the sharing of emails, texts, or pictures that are degrading, make someone uncomfortable, or are insulting, even if the conduct is not sexual in nature

. What is sexual harassment? 2 We also will not tolerate sexual harassment. For purposes of this Policy, sexual harassment includes unwelcome advances or sexually suggestive comments, requests for sexual acts, and other conduct based on sex, where

agreeing to the conduct becomes a condition of employment, or the conduct is used as the basis for an employment decision, or the conduct creates an intimidating, hostile, or offensive work environment. Even if this conduct is not being used as a basis for an employment decision, it still may be unwelcome. Unwelcome sexual conduct is inappropriate and never acceptable. Here are some examples of inappropriate behavior: touching any person in a sexual manner; making comments about a person's body; intentionally brushing up against another person; staring at a person in a way that makes them feel uncomfortable; and sharing pictures, jokes, cartoons, or any materials of a sexual nature. This Policy prohibits sexual harassment, sexual orientation harassment, gender identity harassment, gender expression harassment, and more severe physical misconduct, such as sexual assault.

What is retaliation? You will not be retaliated against for raising concerns or complaints about behavior that you believe potentially violates this Policy. This Policy – and the law – does not allow any type of retaliation against someone who, in good faith, makes a complaint or participates in an investigation of a complaint. Retaliation means being punished or experiencing a negative employment action because you raised a concern or complaint of a potential Policy violation or participated in an investigation. Examples of retaliation include an employee experiencing a reduction in pay, hours, or favorable work assignments. Other examples of retaliation include an employee: being disciplined without a legitimate reason; receiving a performance evaluation that is lower than it should be based on relevant performance factors; experiencing verbal or physical abuse; or being unduly scrutinized for non-work related reasons. If you believe that you are being retaliated against or treated poorly because you raised a concern, made a complaint, or participated in the investigation of a concern or complaint, please contact any of the resources listed below as soon as possible so that we can take appropriate steps.

When, Where, and to Whom does this Policy apply? This Policy applies to all employees – on restaurant property or offsite with other employees, contractors, or vendors. In addition, we will not tolerate harassment of employees by non-employees (for example: interns, temporary workers, independent contractors, franchisees, guests, customers, vendors, and suppliers), and we will not tolerate harassment of non-employees by employees. If you have questions regarding the applicable policies around dating and/or socializing with your co-workers, please review your restaurant's dating policy or reach out to one of the resources identified herein for more information. What if others around me make sexual jokes, and I seem to be the only person who feels uncomfortable? All employees are entitled to a workplace free from harassment. Jokes, teasing, and sharing pictures, emails, or videos that are sexual, degrading, or insulting in nature are frequently considered harassment, even if they are shared as a joke. This type of conduct is simply not OK in our workplace, and we support employees who bring it to the attention of the resources available to them and identified in more detail below. 3 A regular restaurant guest or employee of a vendor frequently pays me a lot of attention, including complimenting me on my looks, and it makes me uncomfortable.

Is there anything I can do? Yes, we want you to feel comfortable and safe at work, even if the offending behavior is done by someone who is not an employee of the restaurant. We

encourage you to raise concerns or complaints regarding unwelcome attention of a physical or sexual nature so that it can be addressed and you feel comfortable and safe at work. What to Do When You Experience or Witness Discrimination, Harassment, or Retaliation – Knowing When and How to Raise a Concern or Complaint

What do I do if I think I am being treated in a manner that violates this Policy? If you experience or observe conduct that potentially violates this Policy, we want to hear from you! We will support you if you tell the person who is making you feel uncomfortable to stop, but you are not required to, because we recognize that doing so is not always easy or possible. No employee is required to confront a person who is making them feel uncomfortable before raising a concern or complaint. There are multiple individuals who will support you as soon as you contact them. These individuals and resources -- listed below are here to ensure that any offensive conduct stops and appropriate action is taken. Stephen: Operator 606-401-5875, skpatula@icloud.com . We encourage you to report potential violations of this Policy even if it is your manager or supervisor who you think may be violating the Policy. When you let one of the resources listed above know that discrimination, harassment, or retaliation has or may have occurred, we will ensure that the appropriate steps are taken as outlined in this Policy and will support you through the process, including during any investigation, and after it is concluded.

What if I think I might have been subjected to discrimination, harassment, or retaliation, but I'm not sure? We want you to feel comfortable and safe at work. We encourage and support you by contacting one of the available resources identified above to discuss your concern. We are here to support you through that process and assist you with any behavior you believe may violate this Policy. We also encourage you to raise concerns or complaints not only about your own experiences, but also about any possible violations of the Policy you observe. Raising concerns or complaints regarding conduct you observe that may violate this Policy – even if you're not sure whether or not it violates the Policy – will help us ensure a safe and respectful workplace, free from discrimination, harassment, and retaliation. Working together to eliminate any offensive or uncomfortable behavior is crucial to maintaining a positive working environment for you and all of our employees. You can also choose to reach out to third parties such as local law enforcement.

Are Supervisors and Managers required to inform other relevant restaurant resources of concerns or complaints of potential Policy violations? Yes. If an employee supervises or manages people, they have multiple responsibilities with respect to this Policy. Supervisors and managers must set a positive example by ensuring their own conduct, including their employment decisions and workplace behaviors, are free of discrimination and harassment. It is also all supervisors' and managers' responsibility to take steps to eliminate all discrimination, harassment, and retaliation. This responsibility requires all supervisors and managers to promptly notify the Owner/Operator if they have observed or become aware of any conduct that could violate this Policy. For example, if an employee provides a supervisor or manager with information that they are uncomfortable because of another person's conduct, the supervisor or manager is required to promptly raise that concern with the owner/operator so that it can be reviewed and addressed appropriately. In addition, where the circumstances warrant, a

supervisor or manager may believe the restaurant should consider taking certain steps, such as a shift or location change, to ensure the safety and health of an employee who believes they are in a work circumstance that violates this Policy. Before taking such steps, always first consult with the owner/operator.

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

What happens after I raise a concern or complaint? We encourage you to contact the resources listed above regarding possible violations of this Policy. These resources will help you with any concerns you have regarding any potential violations of this Policy. Complaints will be taken seriously and investigated thoroughly and fairly. This means that a neutral person will conduct the investigation. That person may be someone affiliated with the Patula organization or an outside third party investigator, depending on the circumstances. The neutral person will talk to you, possible witnesses, and the person who allegedly engaged in the conduct that you believe may violate the Policy. While the investigation is taking place, we will take appropriate steps to ensure your safety in the workplace. Those steps are dependent on the circumstances and may include a temporary reassignment or leave for the person who allegedly violated the Policy, immediate directions to others to stop certain behaviors, and/or employee training. After the investigation of your complaint is completed and appropriate steps are taken, you can still provide information about any other situation that makes you feel uncomfortable. Also, if you feel like you are being punished or treated poorly after you made a complaint, you should reach out to one of the above resources immediately. If at any time you have questions about the process or the status of an investigation, please reach out to one of the above resources. You will also be updated and notified once the investigation has been concluded. 5 If the person accused of discrimination, harassment, or retaliation has questions or concerns regarding the process, they should reach out to one of the above resources, but they should not discuss the issues with the complainant.

What happens if I tell someone about a possible Policy violation? Will I experience retaliation? Employees who provide information about conduct they believe may violate this Policy will not be retaliated against in any way. This protection against retaliation also applies to those who provide information in an investigation of alleged Policy violations raised by someone else. All employees have a duty to cooperate in investigations or otherwise respond to questions regarding alleged harassment, alleged inappropriate conduct, or potential policy violations. Complaints will be taken seriously and investigated thoroughly, impartially, and in a timely manner. With respect to the information that is shared by employees, it will be treated as confidentially as possible and permitted by law. This includes information regarding: the identity of individuals who raise concerns regarding harassment, alleged victims, witnesses, and alleged

harassers, along with information obtained as part of an investigation. For example, while it is sometimes important to share information provided regarding the complaint to thoroughly investigate it, the number of people who are aware of the complaint and the identity of the people involved will be limited to what the law or an effective investigation and next steps require. We also note that if you are a minor, local or state law may require us to report your name and the information we have about the alleged harm in certain circumstances. What happens if I am asked to participate in an investigation? Employees are expected to fully cooperate in any investigation into any potential Policy violations or other violations of the law even if they themselves did not raise the initial concern or complaint. We need your help to make sure that all concerns and complaints are investigated in a thorough, impartial, and timely manner. All employees have a duty to cooperate in investigations regarding alleged Policy violations.

What happens after an investigation? If our investigation confirms that this Policy has been violated or that inappropriate conduct has occurred, we will take appropriate timely actions to ensure the conduct does not continue. The type of action taken will depend on the nature and severity of the violation that has occurred and other relevant factors. It may include corrective action with respect to the employee who violated the Policy in a variety of forms, including termination, reassignment to another job or location, changes in reporting relationships, written warning, training, coaching, counseling, and/or other measures that we find appropriate for the circumstances. After the investigation of your complaint is completed, if you have any continuing concerns or wish to provide additional information about your complaint or any other situation that makes you feel uncomfortable, please reach out to the resources listed above. Also, if you feel like you are being retaliated against, punished, or treated poorly after you made a complaint, you should reach out to one of the available resources immediately. Your concerns will be reviewed and appropriate action will be taken. ⁶ We care about you and the experience you have working here. We have resources to assist you. We are all in this together, and we are stronger and better when we work together to keep our workplace a respectful, safe, and inclusive work environment.

Patula McDonald's Responsible and Ethical Recruitment Policy

About This Policy

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

This Policy applies (without limitation) to:

- all restaurant employees and staff employees of Patula McDonald's
- all third parties recruiting and/ or managing migrant labor on behalf of Patula McDonald's
-

Patula McDonald's commitments

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

We are committed to eliminating the practice of migrant workers paying recruitment fees and related costs to secure their employment as informed by the ILO's [general principles](#) and operational guidelines for fair recruitment and the [Employer Pays Principle](#).

Patula McDonald's condemns all forms of slavery, forced labor, human trafficking, or exploitation, and we prohibit such practices across our business.

All Patula McDonald's restaurant employees and staff when engaging in the recruitment of migrant workers are expected to implement the following standards:

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

How we Help Ensure Responsible and Ethical Recruitment of Migrant Workers

We encourage open and honest communications among our employees and our business partners. Employees may raise recruitment-related issues, or report potential or actual responsible recruitment violations through a number of reporting channels, including contacting their manager, a designated Human Resources representative, or another designated

representative of Patula McDonald's at skpatula@icloud.com. Reports received by Patula McDonald's of violations of our policies, including this Responsible and Ethical Recruitment Policy are reviewed and addressed as appropriate.

Child Labor Policy

Contained within this guide are the following:

1. A set of Frequently Asked Questions (“FAQ”) regarding the Optional Template “Policy on the Employment of Minors”
2. An Optional Model Template Policy on the Employment of Minors

This template is provided as an optional resource to independent franchisees. Franchisees (Owner Operators or “O/Os”) are independent employers and each alone is responsible for all employment matters at the restaurant(s) they own and operate, and may choose to use some, none, or all of this resource in operating their restaurants. The FAQs are offered as additional optional guidance to help Owner Operators prepare their own child labor policies and practices. For any legal issues affecting their business, franchisees should consult their legal counsel.

The template includes several footnotes which are intended to highlight areas where states may have stricter requirements than the suggested standard. The information in the footnotes is not exhaustive, nor is the information legal advice. It is recommended O/Os consider each footnote and then either incorporate as appropriate or delete if not relevant.

Owner Operators are highly encouraged to work with your EPLI and/or employment counsel to ensure that your organization’s policy is appropriately tailored to meet your organization’s needs and the local, state, and federal legal requirements applicable to your employees.

Patula organization POLICY ON THE EMPLOYMENT OF MINORS

Patula 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 Patula Organization’s expectations for the duties and hours worked by Minor Employees (defined below). Patula 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 Stephen Patula, owner/operator, skpatula@icloud.com

MINOR EMPLOYEES

For purposes of this Policy, a minor includes any individual between the ages of 14 to 17 (“Minor Employees”).¹

PROHIBITED WORK DUTIES FOR MINOR EMPLOYEES

All employees under age 18 are prohibited from:

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

Additionally, employees ages 14-15 are prohibited from:

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

RESTRICTIONS ON WORKING HOURS FOR MINOR EMPLOYEES

When can employees ages 16-17 work?³

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

- Before 5:30 AM or after 10:30 PM
- 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 27.5 hours per week
- More than 5 consecutive days

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

- Before 5:30 AM or after 11:30 PM
- More than 8 hours per day
- More than 37.5 hours per week
- More than 5 consecutive days

When can employees ages 14-15 work⁴

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

- Before 7:30 AM or after 6:30 PM
- During hours when the Minor Employee is required to attend school
- More than 2.5 hours on a school day
- More than 7.5 hours on a non-school day
- More than 17.5 hours per week
- More than 5 consecutive days

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

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

For the purposes of this Policy, school is “in session” when the local public school district wherein the Minor Employee resides is in session and students are required to attend for at least 1 day or partial day. School is not

“in session” outside of school hours, during any holidays or vacations, including fall, spring, and summer breaks.⁵ Additionally, a “week when school is in session” refers to any week the local public school district wherein the Minor Employee resides is in session and students are required to attend for at least 1 day or partial day.

MEAL AND REST BREAKS FOR MINOR EMPLOYEES

Patula Organization provides all Minor Employees who work more than 5 hours in a day with an unpaid, uninterrupted meal period of at least 30-minutes.⁶ 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.

Patula Organization also provides Minor Employees with a paid 10-minute rest break for shifts from 3.5 to 6 hours, and a second paid 10-minute rest break for shifts of 6 to 8 hours.⁷ Minor Employees who are entitled to a rest break may take their rest break in addition to their 30-minute meal break.

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.⁸ Minor Employees should contact Stephen Patula, owner/operator if they have any questions regarding these requirements.

Upon the Minor Employee’s termination of employment, Patula Organization will return the Minor Employee’s original work permit to the Minor Employee. Patula Organization will notify the proper authority upon the Minor Employee’s termination of employment or if the Minor Employee’s work permit requirements are modified due to a change in the Minor Employee’s age.

RECORDKEEPING

Patula Organization maintains records for each Minor Employee. These records contain documentation regarding all aspects of the Minor Employee’s employment with [Patula 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.¹⁰

POLICY COMPLIANCE AND REPORTING REQUIREMENTS

Consistent with Patula Organization 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 Stephen Patula, owner/operator, skpatula@icloud.com

RETALIATION

Patula Organization will not retaliate against any employee who raises concerns or complaints 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 Stephen Patula, owner/operator, skpatula@icloud.com

Food Code

***Rule 3717-1-02.1**

Management and Personnel: Employee Health**

Effective: September 5, 2024

(A)

The license holder will ensure food employees and conditional employees report to the person in charge information about their health as it relates to diseases that are transmissible through food. A food employee or conditional employee is obligated to report the information in a manner that allows the person in charge to reduce the risk of foodborne disease transmission, including providing necessary additional information, such as the date of onset of symptoms and an illness, or of a diagnosis without symptoms, if the food employee or conditional employee:

(1) Has any of the following symptoms:

- (a) Vomiting;
- (b) Diarrhea;
- (c) Jaundice;
- (d) Sore throat with fever; or
- (e) A lesion containing pus such as a boil or infected wound that is open or draining and is:
 - (i) On the hands or wrists, unless an impermeable cover such as a finger cot or stall protects the lesion and a single-use glove is worn over the impermeable cover;
 - (ii) On exposed portions of the arms, unless the lesion is protected by an impermeable cover;or
 - (iii) On other parts of the body, unless the lesion is covered by a dry, durable, tight-fitting bandage.

(2) Has an illness diagnosed by a health care provider due to:

- (a) *Campylobacter*;
- (b) *Cryptosporidium*;
- (c) *Cyclospora*;
- (d) *Entamoeba histolytica*;

- (e) Shiga toxin-producing *Escherichia coli*;
- (f) *Giardia*;
- (g) Hepatitis A;
- (h) Norovirus;
- (i) *Salmonella* (nontyphoidal);
- (j) *Salmonella Typhi*;
- (k) *Shigella* spp.;
- (l) *Vibrio cholerae*;
- (m) *Yersinia*.

(3) Had a previous illness, diagnosed by a health care provider, within the past three months due to *Salmonella Typhi*, without having received antibiotic therapy, as determined by a health care provider.

(4) Has been exposed to, or is the suspected source of, a confirmed disease outbreak, because the food employee or conditional employee consumed or prepared food implicated in the outbreak, or consumed food at an event prepared by a person who is infected or ill with:

- (a) Norovirus within the past 48 hours of the last exposure;
- (b) Shiga toxin-producing *Escherichia coli* within the past 10 days of the last exposure;
- (c) *Shigella* spp. within the past 4 days of the last exposure;
- (d) *Salmonella Typhi* within the past 14 days of the last exposure;
- (e) Hepatitis A virus within the past 50 days of the last exposure.

(5) Has been exposed by attending or working in a setting where there is a confirmed disease outbreak, or living in the same household as, and has knowledge about, an individual who works or attends a setting where there is a confirmed disease outbreak, or living in the same household as, and has knowledge about, an individual diagnosed with an illness caused by:

- (a) Norovirus within the past 48 hours of the last exposure;
- (b) Shiga toxin-producing *Escherichia coli* within the past 10 days of the last exposure;
- (c) *Shigella* spp. within the past 4 days of the last exposure;
- (d) *Salmonella Typhi* within the past 14 days of the last exposure;
- (e) Hepatitis A virus within the past 50 days of the last exposure.

(B)

The person in charge is to **notify the licenser** when a food employee is diagnosed with an illness due to a pathogen specified under paragraph (A)(2) of this rule.

(C)

The person in charge is to ensure that a conditional employee:

(1) Who exhibits or reports a symptom as specified under paragraph (A)(1) of this rule, or who reports a diagnosed illness as specified under paragraph (A)(2) or (A)(3) of this rule, is precluded from becoming a food employee until the conditional employee meets the criteria as specified under paragraph (E) of this rule; and

(2) Who will work as a food employee in a food service operation or retail food establishment that serves a highly susceptible population and reports a history of exposure as specified under paragraphs (A)(4) and (A)(5) of this rule, is precluded from becoming a food employee until the conditional employee meets the criteria as specified under paragraph (E) of this rule.

(D) Conditions of exclusion and restriction — exclusions and restrictions

(1) The person in charge will restrict the duties of a food employee of a food service operation or retail food establishment that has any of the symptoms listed in paragraph (A)(1) of this rule; and

(2) The person in charge will restrict or exclude a food employee diagnosed with illnesses listed in paragraph (A)(2) of this rule from a food service operation or retail food establishment in accordance with rule 3701-3-13 of the Administrative Code.

(E) Removal of exclusions and restrictions

The person in charge may remove an exclusion or restriction specified under paragraph (D) of this rule if the food employee is **released by a health care provider or by approval of the licenser**.

This provision does not prevent a person in charge from removing the restriction of a food employee if:

- The restriction was due to symptoms listed in paragraph (A)(1),
- The symptoms have ceased, **and**
- The illness was not from an infectious disease agent listed in paragraph (A)(2).

Acknowledgement of Review of Employee Handbook and Company Policies

I have read this Employee Handbook carefully and I accept all of the rules, policies, regulations and responsibilities set forth herein. I recognize that this Handbook does not constitute a contract of employment, oral or written, nor a guarantee of benefits or compensation. I understand that my employment is at will and for no set period of time and can be modified or terminated, with or without cause and with or without prior notice at any time, at the option of either company or myself. I further recognize that the company reserves the right to change the policies, procedures and benefits set forth in this handbook, either with or without notice, and that the changes can be made either in writing or orally. However, the president of the company can only make such changes. I understand that no representative of the company other than the president has an authority to enter into any agreement for employment for a specified period of time or to make any agreement contrary to the foregoing, except that the president of the company may do so in writing.

DATE

EMPLOYEE SIGNATURE