



# McDonald's® Works for Me

**Committed to Being America's Best First Job**



**Employee Success Guide**

Revised 03.08.23



# Table of Contents

<b>01 I Speak Up</b> - Open communication .....	3
<b>02 I Know My Stuff</b> - The secrets to your success.....	4
<b>03 I Care About a Safe Workplace</b> - Avoiding accidents and injuries and having a workplace free of violence .....	6
<b>04 I Play a Key Role in Food Safety</b> - Because germs are gross .....	10
<b>05 I Show Up</b> - Scheduling .....	11
<b>06 I Look Sharp</b> - Wardrobe, hygiene and grooming.....	12
<b>07 I Put My Education First</b> - Working students .....	13
<b>08 I Earn My Paycheck</b> - Getting paid .....	13
<b>09 I Dig In</b> - Free and discounted employee meals.....	15
<b>10 I Give and Get Respect</b> - Workplace diversity.....	16
<b>11 I Do the Right Thing</b> - Policy against discrimination, harassment and retaliation.....	16
<b>12 I Keep it Professional</b> - Dating, nepotism and fraternization .....	21
<b>13 I Keep My Head in the Game</b> - Electronic devices and online communications .....	22
<b>14 I Am Smart About Money</b> - Cash handling.....	24
<b>15 I Need Time</b> - Absences and family/medical leave .....	25
<b>16 I Can Handle Hairy Situations</b> - Service animal guidelines .....	25
<b>17 I Respect Boundaries</b> - Solicitation and distribution policy .....	26
<b>18 I Play by the Rules</b> - Disciplinary process.....	26
<b>19 Appendix</b> - Policy against Discrimination, Harassment, and Retaliation - California Addendum.....	27
<b>20 Appendix</b> - Policy against Discrimination, Harassment, and Retaliation - City of Chicago, Illinois Addendum .....	28
<b>21 Appendix</b> - Policy against Discrimination, Harassment, and Retaliation - Illinois Addendum .....	29

## **This is how our legal department says: “Welcome”**

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 President of McDonald’s USA, LLC.

References about management refer to General Manager, Assistant General Manager and Restaurant Team Leaders.

01



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:

#### **Crew Connections**

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.

#### **Shift Huddles**

We discuss policies, events and promotions, or special situations at these fun and productive meetings.

#### **Employee Listening Survey**

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.



# I Speak Up

## Open Communication



## Speak Up to HR Powered by People Place

#### **People Place**

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 manager or Operations Consultant know. You may also connect directly with HR using People Place or by calling 1-877-623-1955.

*People Place is your place to ask questions, share concerns and find answers on HR topics.*

#### **Access**

You can access People Place online 24/7 on a computer, phone or tablet by visiting [peopleplace.mcd.com](https://peopleplace.mcd.com). All you need to login is the email address we have on file for you and your password. If your email address needs to be updated or you haven't provided one before, contact your manager.

#### **Create a Case**

You can submit a case by selecting a topic and filling out a form with details regarding your questions or concerns. An HR team member will contact you as soon as possible and send you updates in People Place. You can check the status of your case anytime and can send messages to the HR team member assigned to your case.

#### **Find Answers**

Check out the Knowledge Library for policies, procedures and articles with helpful information about your work.

Visit [peopleplace.mcd.com](https://peopleplace.mcd.com) - we're always here to help!



**02**

# **I Know My Stuff**

**The Secrets to Your Success**



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 three hours in advance (where practicable) if you cannot make it to your shift on time. Depending on where you work, different scheduling practices may apply because of predictive scheduling laws. In those locations, your manager and/or HR Consulting will discuss scheduling practices with you.

### **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 manager or HR consultant know.

### **Make a Good Impression**

People are eating here! Refrain from using tobacco, e-cigarettes, and chewing gum while you are working.

### **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 else 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, you should immediately contact your restaurant manager, your Operations Consultant, or submit a case via People Place at [peopleplace.mcd.com](https://peopleplace.mcd.com). 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.

### **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, other than your employee meal.

Refrain from giving free food to your friends or family.

### **Protect Your Stuff**

Leave valuable belongings and/or large amounts of cash at home.

### **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, unless otherwise permitted by state or local law.

### **Be Clear-Headed**

It gets busy around here and we need you to be sharp. Alcohol and illegal drugs in any form are strictly prohibited on the premises. You may not report to work intoxicated or under the influence. You may not possess, sell, or distribute illegal drugs or alcohol on the premises, in the parking lot, or at any function or activity sponsored by McDonald's.

### **Tell Us What's Going On**

Please tell us when you change your address, telephone number, legal name, emergency contact, or availability so we can update our records. Login to [OracleHR@MCD](mailto:OracleHR@MCD) to view and update your information.

### **Speak Up**

We want to know if something isn't going right. You are encouraged to speak with your manager anytime you have a concern, but we've also made People Place available to support you online 24/7. Using a phone, computer, the tablet in your restaurant, or any other device, log in to [peopleplace.mcd.com](https://peopleplace.mcd.com) to share a question or concern about HR topics like scheduling, unfair treatment, and safety.

# I Care About a Safe Workplace

## Avoiding Accidents and Injuries and Having a Workplace Free of Violence



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 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 book provides Safety Data Sheets (SDS) (formerly known as Material Data Safety Sheets "MSDS") and contains important safety information about each chemical product, label information, and special first aid information and

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.
- If you have an urgent concern about safety, please contact your manager or HR Consulting at 1-877-623-1955. All other matters can be shared using Speak Up to HR Powered by People Place at [peopleplace.mcd.com](https://peopleplace.mcd.com).

### McOpCo Restaurant Workplace Violence Prevention Policy

McDonald's is 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. This Policy supplements our policies and procedures regarding safety and security, including but not limited to, any existing policies and procedures related to the physical security of restaurant premises.



## 03 I Care About a Safe Workplace

### Definition of Workplace Violence

Workplace violence includes any behavior that interferes with our ability to maintain a safe, productive, and pleasant 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:

- Hitting, punching, kicking, pushing, or inappropriately touching another employee or a guest
- Bullying or harassment directed at one employee by another employee, even if the behavior happens away from the restaurant during non-work hours
- Bringing a firearm or other dangerous weapon to work
- Sending another employee emails, text messages, or voicemail messages which contain 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
- Posting inappropriate materials on social media sites that offend other employees or embarrass the company-owned restaurant where you work or the McDonald's brand
- Any form of sexual harassment, including inappropriate comments or jokes, unwelcome touching, sexual advances, or sexual assault
- Bothering someone with an excessive number of unwanted visits or communications, or by following them outside of work
- Any belligerent speech or behavior, or excessive arguing or profanity
- Possessing, consuming, selling, or distributing alcohol or illegal drugs, including marijuana, in the workplace
- Intentionally damaging company property or the property of another employee or guest
- 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 is disruptive, concerning, or 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 restaurant 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 restaurant property, including parking areas, except in states that allow employees the right to store firearms on restaurant property in their private vehicles. Under these circumstances, employees must store any firearm out of plain site and keep their vehicles locked while on restaurant property. Weapons may not be handled or displayed on restaurant property, even in private vehicles.

### When, Where, and To Whom This Policy Applies

This Policy applies to all restaurant employees and staff. The Policy provides guidance on responding to incidents of actual or threatened workplace violence and covers such conduct regardless of who engages in the behavior, whether an employee or any other person who visits the restaurant, including, but not limited to, guests, vendors, and contractors engaged in business with the restaurant.

We do not tolerate violence by or against anyone who works in one of our company-owned restaurants or by or against anyone who visits one of our company-owned restaurants (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 company-sponsored events, activities, and training; on business trips; and at work-related meals and gatherings
- When using company communication systems, equipment, or resources

## 03 I Care About a Safe Workplace

- Any conduct outside work hours, including text messaging and using social media on personal devices, where the conduct has an impact or foreseeable impact on the McDonald's brand, a restaurant, or employees or guests

### 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 to HR Consulting and Business Integrity can be made anonymously, and all reported incidents will be investigated promptly and impartially. If necessary, we will take steps to try 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 or incidents warranting confidentiality will be handled appropriately, and information will be disclosed to others only on a need-to-know basis.

Reports of violent behavior can be made to any of the following:

- **Speak Up to HR** Powered by People Place (online reporting can be accessed [here](#))
- Your restaurant's General Manager or Ops Consultant
- HR Consulting **1-877-623-1955** to speak with an HR team member
- HR Consultant or HR Manager for your restaurant
- District Field Security Manager
- Business Integrity **1-800-261-9827** (reporting can be anonymous)

We encourage you to report potential violations of this Policy even if it is your manager or supervisor whom you think may be violating the Policy. When you let one of the resources listed above know that conduct prohibited by this Policy 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.

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

All other criminal incidents or activities should be reported to the police as soon as a manager becomes aware of such incidents or activities and is in a safe position to do so, such as after the emergency or threat has passed.

### Reporting Potential Policy Violations.

We want you to feel comfortable and safe at work. We encourage and support you contacting one of the available resources identified here 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 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 workplace free from threatening or violent behavior. Working together to eliminate any threatening or violent 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. Emergencies and threats of immediate harm must be reported to the police or other emergency personnel without delay.

### Additional Guidance for Threats of Harm

- 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. For more information on deescalating aggressive behavior, see the U.S. Security home page at [www.atmcd.com/sitepage/393641/home](http://www.atmcd.com/sitepage/393641/home)
- Do not engage or confront potentially violent guests/customers or follow them outside of the restaurant or office locations
- Failure of a customer to stop threatening or inappropriate behavior may result in the customer being removed from the premises by police or other law enforcement and the customer being barred from future entry to the restaurant premises
- Contact your District Field Security Manager with any further questions or concerns



## 03 I Care About a Safe Workplace

### Enforcement

Violations of this Policy may lead, at our 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. This Policy supplements all other policies that require appropriate and respectful behavior.

### 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 a 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
- **National Sexual Assault Hotline**  
at 1-800-656-4673

This Restaurant requires employees to immediately notify one of the resources identified in the **Reporting** section above of any situation that could reasonably present the risk of on-the-job violence or may impact the workplace. When appropriate, we 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 one of the resources identified in the **Reporting** section above and provide 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.





04

# I Play a Key Role in Food Safety

**Because Germs are Gross**

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

- If you have (or suspect you may have) an illness or disease that may be spread through food handling, stay home and call your manager to report this immediately. These illnesses/diseases include, but are not necessarily limited to, Typhoid, Salmonella, Shigella, Hepatitis A, Norovirus, Campylobacter, or E.coli. Similarly, if you have come into close contact at work, school, or home with someone who has (or is suspected of having) one of these illnesses, do not come to work. Instead, immediately contact your restaurant manager to discuss the situation. If you have any cuts or sores on your hands, cover them with a bandage and wear disposable gloves over the bandage while you are at work.
- Stay home (and follow your restaurant's call-in procedures) if you are suffering from diarrhea, fever, vomiting, jaundice, or fever accompanied by sore throat (unless these symptoms are caused by a medical condition that your medical provider has confirmed will not cause food borne illness — and you feel capable of working). Please contact your manager if you have any questions about whether your illness requires you to stay home from work.
- Wash your hands before starting to work with food, after using the restroom, and at all other times described in the food safety crew training module.
- Follow McDonald's procedures for cooking, preparing, and handling food. You can find safety modules on Fred 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. You can also share your concerns using Speak Up to HR Powered by People Place at [peopleplace.mcd.com](https://peopleplace.mcd.com).

# I Show Up

## Scheduling

### 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.

### 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.

### Schedule Posting

Work schedules for the following week will be posted at least fourteen (14) 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 amount of hours may vary each week.

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

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

Depending on where you work, different scheduling practices may apply. McDonald's complies with all state, city, or local laws regarding scheduling. If you have any questions about scheduling practices in your specific location, please contact your manager or HR Consultant.

### Call-In Procedures

If you are unable to report for your shift, contact the manager on duty at least 3 hours before your shift begins — or, if you're scheduled for the breakfast shift, the night before. In the event of illness, your manager may request documentation demonstrating that your absence was for a medical reason or emergency.

### 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.

### 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 3 hours in advance of your shift's start time.





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

### **Personal Hygiene**

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

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

### **Hand Washing**

Washing hands properly probably is 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:

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

### **Uniforms**

Keep your McDonald's uniform clean and neat and wear it whenever you are working. McDonald's uniforms are made of wash-and-wear material, can be routinely washed and dried with other clothes, and do not require dry cleaning, special treatment, or ironing.

As a minimum, each crew member should have two complete uniforms (pants and shirts). If an employee works 3 or more days, an additional set should be given out. For example, if an employee works 4 days, they should receive 4 uniform sets. McDonald's will replace uniforms that are damaged through your work or through normal wear and tear. For any questions regarding uniforms, please see restaurant management, Operations Consultant, your Human Resources Representative, or HR Consulting via [peopleplace.mcd.com](https://peopleplace.mcd.com) or 1-877-623-1955.

# **I Look Sharp**

## **Wardrobe, Hygiene And Grooming**

### **Jewelry**

Loose, dangling bracelets, earrings, hanging necklaces, and excessive amounts of jewelry can be a safety hazard while preparing and serving our food. Please limit the amount and type of jewelry worn, with no visible chains or necklaces. Small or stud earrings may be worn. Jewelry should be moderate and not excessive. Visible small piercings on the face, tongue and other body parts are allowed.

### **Fingernails**

Keep nails short, clean, neat, and manicured.

### **Hair**

All hairstyles are welcome. Please make sure that your hair, no matter the hairstyle, is able to be kept off the face and pinned back or up while you are working. If the local health board requirements are stricter, follow their standards.

### **Facial Hair**

Mustaches must be neatly trimmed to the corner of the mouth. Beard guards must be worn with beards, goatees or sideburns that pass the bottom of the ear in all areas of the restaurant.

### **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 Human Resources.

07

# I Put My Education First

## Working Students



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

- Education is a significant priority. Between education and employment, your education comes first.
- That's why McDonald's provides flexible working hours to accommodate classes, homework assignments, and extracurricular activities.
- We don't want excessive or late working hours to compromise your grades and school attendance.
- McDonald's provides training programs that help develop your skills and emphasize the importance of responsibility and self-discipline.
- McDonald's complies with all laws concerning the employment of minors.

- We take a leadership role in working with parents, educators, and students on education issues.
- McDonald's believes in supporting education by recognizing our employees' scholastic achievements.

### Limitations on Working Students

Federal, state and local laws regulate the hours and duties a minor (16- and 17-year-olds) 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, Operations Consultant, or HR Consulting via [peopleplace.mcd.com](https://peopleplace.mcd.com) (877-623-1955).

08



# I Earn My Paycheck

## Getting Paid

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 any overtime. If for any reason you believe you have not been paid for all time that you

have worked, you should immediately contact your General/ Restaurant Manager, your Operations Consultant, or HR Consulting via [peopleplace.mcd.com](https://peopleplace.mcd.com) (1-877-623-1955) and they will assist you in receiving pay for all hours worked.

### Clocking In and Out

To make sure that you get paid for all time that you work, be sure to clock in before you begin any work and clock out only when you have finished all of your work for the day. Do not clock out until your last task is completed. Depending on the length of your shift and the state in which you work, you may also be required to clock in and out for meal and/or rest breaks. Because it is important that you receive pay for all hours that you work, 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, except with prior approval from your General Manager.

If you perform any work while not clocked in, you must keep a record of all time spent on work and provide it to your General Manager as soon as possible so your manager can make sure you are paid for all time worked. If you perform work without being punched in and without permission from your General Manager, you must still record your time and you will be paid for all time worked. But, you may be subject to discipline, up to and including termination, for violating McDonald's policy.

Depending on the length of your shift and the state in which you work, you may also be entitled to meal and rest breaks. Your manager should inform you about breaks at the start of your employment, so you know what to expect. If you have any questions about meal and rest breaks or concerns about whether you are receiving breaks in accordance with state law, please notify your General/ Restaurant Manager, your Operations Consultant, or HR Consulting via [peopleplace.mcd.com](https://peopleplace.mcd.com) (877-623-1955) as soon as possible. We can work together to make sure you get the meal and rest breaks to which you are entitled.

### Errors and Corrections

We all know that mistakes can happen clocking in and out. If you made a mistake, 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. You may be required to sign any payroll report as requested by your manager.

If you and your manager cannot agree on a correction to your time records, call your General Manager so that the issue can be resolved promptly. If you are still unhappy with the resolution, bring it to the attention of your Operations Consultant, or HR Consulting via [peopleplace.mcd.com](https://peopleplace.mcd.com) (877-623-1955) as soon as possible so that the issue can be resolved and you can receive all of the pay you have earned with minimal delay.

McDonald's is committed to paying you for all time that you work and following all legal requirements for meal and rest breaks. If you believe that a manager is not living up to this commitment, please bring it to the attention of your General Manager, your Operations Consultant, or HR Consulting via [peopleplace.mcd.com](https://peopleplace.mcd.com) (877-623-1955) as soon as possible so that we can correct the situation quickly.

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 Wednesday to Tuesday.

McOpCo pay day is Tuesday, except where otherwise required by law. Payslips are available electronically and will be emailed to your address listed in Oracle. If receiving pay through direct deposit or on a pay card you can view your payslip on OracleHR@MCD via [People Place](https://peopleplace.mcd.com).

### Performance Reviews and Raises

At McDonald's, we review our employees' wages and give a performance review on an annual basis. We strive to provide competitive wages and benefits to all our employees and to pay our employees correctly.



# I Dig In

## Free and Discounted Employee Meals

As a valued employee, you are entitled to one free meal for each shift that you work. An employee meal consists of one (1) item from each of the following categories:

### Breakfast Meal

- Main Course: ANY Regular Menu Breakfast Sandwich, Hotcakes & Sausage, Big Breakfast, Breakfast Deluxe
- Side Item: Hash Brown, Sliced Apples, Dessert or Oatmeal
- Beverage: Small juice, small McCafé beverage, 16 oz. soft drink/water, white or chocolate milk jug

*Breakfast Substitutions:* Two Breakfast Burritos or a Sausage Gravy with Biscuit may be substituted for the Breakfast Sandwich. All limited-time promotional products are included.

### Regular Menu Meal

- Main Course: ANY Regular Menu Sandwich, 4-, 6- or 10-piece McNuggets
- Side Item: Medium Fry, Sliced Apples, Dessert, or Oatmeal
- Beverage: Small juice, small McCafé beverage, 16 oz. soft drink/water, white or chocolate milk jug

Regular Menu Sandwich includes all limited-time promotional products, i.e. Daily Double, McRib, etc. The 20-piece McNugget is not a part of the employee meal program.

Drinks during your shift are available upon request and with the permission of a member of the management team. The health department prohibits drinks in all work areas. All food received under this policy is for your personal consumption only. Enjoy it in the restaurant. Order crew food on the “customer side” of the counter, and enter it into the cash register system just like any customer transaction.

Crew food needs to be approved by a manager. All employee meals are to be assembled and presented by the employee working behind the counter. Under no circumstances will you be allowed to prepare or assemble your own meals.

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 50% off your meal and one guest's meal (not to exceed \$15 in total discounts) at the McDonald's where you work. McDonald's reserves the right to amend or terminate this benefit at any time without prior notice.

# 10



A variety of people work at McDonald's — and that's one of the best things about our organization. Our guidelines will help you work well with everyone at McDonald's and minimize misunderstandings. Take them seriously.

These policies not only make good business sense, but many are required under the law.

## Equal Opportunity

Opportunities, recruitment, hiring or employment, training, development, performance reviews, pay, advancement, and all other aspects of employment are based solely on individual abilities and job performance. This policy ensures a practice of equal employment opportunity regardless of race, color,

# I Give and Get Respect

## Workplace Diversity

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.

# 11



We care about you and the experience you have working here. 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. McDonald's is 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 the 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

# I Do the Right Thing

## Policy Against Discrimination, Harassment, and Retaliation

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

## 11 I Do the Right Thing

respect to marital, familial, and/or parental status (including, for example, whether you are married, single, have biological or adopted children, or are planning to have children).

### **What is harassment?**

For purposes of this policy, harassment is any type of unwelcome conduct based upon the characteristics discussed above and other protected characteristics as defined by local laws. Here, all employees must treat each other with respect and contribute to creating a work environment that is free from harassment. Any harassing conduct that creates a hostile work environment for our employees will not be tolerated. This is also true of harassment based on characteristics described above, including gender, race, age, sexual orientation, disability status, citizenship status, military service, or any other characteristics protected under the law.

This Policy prohibits a wide range of conduct – even if the conduct only offends some employees, but not other employees. Offensive words or actions can be in the form of sexually-suggestive comments; inappropriate jokes; teasing about a person's appearance or their age, race or sex; insults, unwanted nicknames, or stereotyping based on the factors listed above; and the sharing of emails, texts, or pictures that are degrading, make someone uncomfortable, or are insulting, even if the conduct is not sexual in nature.

### **What is sexual harassment?**

We also will not tolerate sexual harassment. For purposes of this policy, sexual harassment includes unwelcome advances or sexually suggestive comments, requests for sexual acts, and other conduct based on sex, where agreeing to the conduct becomes a condition of employment, or the conduct is used as the basis for an employment decision, or the conduct creates an intimidating, hostile, or offensive work environment. Even if this conduct is not being used as a basis for an employment decision, it 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 McDonald's 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 McDonald's employees – on McDonald's property, at company-sponsored events, 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 the "Dating, Nepotism, and Fraternization" policy in the Employee Success Guide or reach out to one of the resources identified herein.



## 11 I Do the Right Thing

### ***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 their managers or any of the other McDonald's resources described in more detail below.

### ***A regular 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 does not work with you. 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 you think 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. The individuals and resources listed below are here to ensure that any offensive conduct stops and appropriate action is taken:

- **Speak Up to HR** Powered by People Place (online reporting can be accessed [here](#))
- Your restaurant's General Manager or Ops Consultant
- HR Consultant or HR Manager for your restaurant

- HR Consulting **1-877-623-1955**
- Business Integrity **1-800-261-9827** (reporting can be anonymous)

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.

You may also want to reach out to one of McDonald's third party Employee Assistance Programs ("EAPs") such as the **Lyra** Employee Assistance Program, Behavior Health and Doctor on Demand. These EAPs are free and confidential and can help support you in many different situations. The services provided by the EAPs include counseling, referrals, and other support services that may be helpful. Please contact HR Consulting at **1-877-623-1955** for contact and other information about EAPs. HR Consulting is available 24 hours a day/7 days a week. In addition, McDonald's resources can provide assistance to you in contacting local law enforcement.

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

We want you to feel comfortable and safe at work. We encourage and support you contacting one of the available resources identified above to discuss your concern. We are here to support you through that process and assist you with any behavior you believe may violate this Policy.

We also encourage you to raise concerns or complaints not only about your own experiences, but also about any possible violations of the Policy you observe. Raising concerns or complaints regarding conduct you observe that may violate this Policy – even if you're not sure whether or not it violates the Policy – will help McDonald's 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.

## 11 I Do the Right Thing

### ***Are Supervisors and Managers required to escalate 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 one of the resources listed above 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 one of the resources listed above so that it can be reviewed and addressed appropriately. In addition, where the circumstances warrant, a supervisor or manager may believe that 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 one of the resources listed above.

### ***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, depending on the circumstances and the severity of the conduct involved, you may also want to reach out to third parties such as local law enforcement, which you may 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 the resources listed above 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 once I raise 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 McDonald's 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 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, immediate directions to others to cease 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.

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 by McDonald's. 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

## 11 I Do the Right Thing

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

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

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

### ***What happens after an investigation?***

If our investigation confirms that this Policy has been violated or that inappropriate conduct has occurred, we will take appropriate timely actions to ensure the conduct does not continue. The type of action taken will depend on the nature and

severity of the violation that has occurred and other relevant factors. It may include corrective action with respect to the employee who violated the Policy in a variety of forms, including termination, reassignment to another job or location, changes in reporting relationships, written warning, training, coaching, counseling, and/or other measures that we find appropriate for the circumstances.

After the investigation of your complaint is completed, if you have any continuing concerns or wish to provide additional information about your complaint or any other situation that makes you feel uncomfortable, please reach out to the resources listed above. Also, if you feel like you are being retaliated against, punished, or treated poorly after you made a complaint, you should reach out to one of the available resources immediately. Your concerns will be reviewed and appropriate action will be taken.

We care about you and the experience you have working here. We have resources to assist you. We are all in this together, and we are stronger and better when we work together to keep our workplace a respectful, safe, and inclusive work environment.

If you work in one of the following locations, please click on the appropriate link below for additional information and resources:

### **California**

### **Illinois (City of Chicago)**

### **Illinois (Outside of City of Chicago)**





# I Keep it Professional

## 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 Human Resources Consultant/Manager. See the Standards of Business Conduct on **Workplace library** for guidelines on engaging family members as vendors or independent contractors.

### Fraternization Between 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 to, consume alcohol in the presence of, or be present if alcohol is consumed by crew employees who work in their restaurant.

### Employee Obligations

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

Any employee who would like to enter into a reporting relationship that may be subject to the nepotism policy must report the relationship to his/her Human Resources Consultant/Manager immediately.



# I Keep My Head in the Game

## Electronic Devices and Online Communications

### Electronic Devices

Avoid using 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. For additional information on using electronic devices in connection with social media, please consult our online communications policy.

Employees should not wear or carry electronic devices, such as cell phones, while on working time. Any emergency calls that the employee receives should come through the restaurant's telephone.

For additional information on using electronic devices in connection with social media, please consult our online communications policy.

### McDonald's Online Communications Policy For U.S. Restaurant Employees

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.

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 the policies.
- Posts that include discriminatory remarks, harassment (e.g., sexual harassment), and threats of violence or similar inappropriate or unlawful conduct may subject you to disciplinary action, up to, and including, termination.
- Managers must exercise caution and sound judgment if interacting with subordinates on Facebook, Workplace, or similar social media sites.
- Participating in such forums with subordinates may increase the potential to violate these rules and policies. For example, it may not be sound judgment for Managers to "friend" minor employees under the age of 18.
- General Managers should not use Facebook, or other external websites for work-related communications.
- Do think about what you will say and about disclosing your personal details. You post material at your own risk and you are personally responsible for the content of your communications.
- 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.

### 13 I keep my head in the game.

- 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.
- FTC regulations consider the employer/employee relationship a material connection that must be prominently disclosed by the employee. Therefore, you are required to expressly indicate that you are an employee of McDonald's when you endorse the company's products or share 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"
  - #mcdemployee
- Do avoid posts that reasonably could be viewed as malicious, obscene, threatening or intimidating (such as posts that include discriminatory remarks or content, sexual harassment and threats of violence or similar inappropriate or unlawful conduct).
- Do comply with all copyright, trademark, trade secret, right of publicity and other intellectual

property laws in your online communications. If you use McDonald's trademarks or logos in online conversations, do not use them in 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.

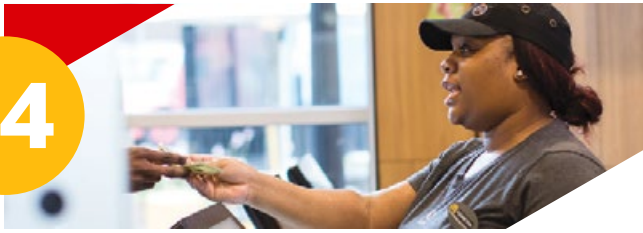
Remember: If you fail to follow these policies, it may result in disciplinary action, up to, and including, termination.

Questions: If you have questions regarding this policy, contact your restaurant manager or the Global Compliance and Privacy team at business.integrity@us.mcd.com.

McDonald's reserves the right to amend this policy and other policies and practices without prior notice, at any time. Further, nothing in this policy should be construed as limiting employees from discussing wages, hours, and other terms and conditions of employment.







# I am Smart About Money

## Cash Handling

Here's how we handle cash at our restaurants:

- Every person running a register should start with an (unused) drawer.
- You should count the drawer down before starting or ending your shift.
  - If there is a problem with the drawer, notify any manager immediately.
- You are to ring up only on a register assigned to you.
  - Other employees are not permitted to ring up on your drawer.
- To ensure security, ask the Manager-On-Duty to POS pause or cash out your register if you need to leave or take a break.
- Crew members are not to make change between drawers.
- The Manager-On-Duty should handle customer questions regarding their change.
- You must use McD-approved AccuBANKER to verify all bills \$20 or above
  - Green light = Good bill
  - Red light = Possible counterfeit
- You will be required to call for the Manager-On-Duty to their POS if a red light is displayed on the AccuBANKER counterfeit detector.
  - You should not leave the area when dealing with a suspect bill
- If the bill cannot be validated by the AccuBanker counterfeit Detector, politely ask the guest for another form of payment, and hand the bill back to the guest. (Do not attempt to keep the bill.)

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, further disciplinary action up to, including termination, may occur.
- Ensure that your register has been reconciled at the end of your shift or when you are moved to another station.
- All refunds are to be processed and approved by the Manager-On-Duty.
- If an over-ring/refund is required, write the reason, sign the slip in the space provided, and place it inside your cash drawer. The slip is the register receipt generated from the POS when a refund or overring is processed.
- Manager responsible for cash MUST account for all promo, refunds, manager/crew meals, overrings, discounts receipts during the cash out process.



# 15



On occasion, you may need time off from work. We try to respect and accommodate such needs; however, a request for time off for personal reasons may not always be approved. If you need time off for personal reasons, obtain approval in advance from your manager. Be sure to follow McDonald's policies and practices regarding absences. Leaves of absence are generally unpaid, unless otherwise specified under applicable state, federal, or local laws. If you have a question about whether or not time off or a leave of absence is paid, contact the McDonald's Service Center at 877-623-1955.

## 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.

# I Need Time

## Absences and Family/Medical Leave

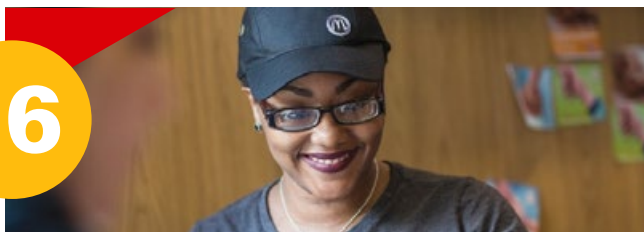
Eligibility is based on your having been employed with McDonald's for at least twelve (12) months, having worked a minimum of 1,250 hours in the preceding 12-month period, and working at a facility with 50 or more employees within a 75-mile radius. McDonald's Leave Year for FMLA is a rolling 12-month 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 the McDonald's Disability and Leave Service Center at 866-365-1332.

It is McDonald's policy to comply with all federal, state, and local laws in accordance with this policy. If you have questions about your FMLA rights, you should call the McDonald's Disability and Leave Service Center at 866-365-1332 or view helpful leave resources online at [mySedgwick.com/McDonalds](https://mySedgwick.com/McDonalds).

To review the Family and Medical Leave policy, please reach out to HR Consulting at 1-877-623-1955 or refer to the [Life Events](#) page in People Place.

# 16



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

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

- Permit the customer and service animal to remain in restaurant
- Do not ask the customer about his/her disability
- Do not request documentation or any proof that the customer is disabled or that the animal is in fact a service animal
- Do not touch, feed, pet, talk to, or make noises directed at the service animal. If the service animal appears to be threatening other

# I Can Handle Hairy Situations

## Service Animal Guidelines

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.

# I Respect Boundaries

## Solicitation and Distribution Policy

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

- Individuals not employed by this restaurant are prohibited, at all times, from engaging in solicitation or distribution anywhere on restaurant property, including parking lots.
- You may not solicit 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).

# I Play by the Rules

## Disciplinary Process

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

- **Verbal warning:** Your management team may provide a verbal warning for less serious policy violations or inappropriate conduct that may not rise to the level of a policy violation
- **Written warning:** You may receive this for ongoing violations or a more serious policy violation.
- **Final written warning:** These are typically issued for very serious violations, ongoing less serious policy violations or final warning before separation of employment
- **Termination:** Your employment may be terminated after multiple verbal and/or written warnings or for a one-time 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.



## McDonald's Policy Against Discrimination, Harassment, and Retaliation California Addendum

This California Addendum (the "Addendum") to McDonald's Policy Against Discrimination, Harassment, and Retaliation (the "Policy") provides additional state-specific information that adds to and is consistent with our expectations for all employees, supervisors, and managers located in the state of California as we work together to maintain a respectful workplace, free from discrimination, harassment, and retaliation.

### ADDITIONAL PROTECTED STATUSES UNDER CALIFORNIA LAW — WHAT IS DISCRIMINATION?

As described in the Policy, discrimination is treating someone or a group of people differently because of certain characteristics, including all of the characteristics listed in the Policy. We are committed to following the law and to making employment decisions for the right reasons. This means that recruiting, 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. In addition to all of the protected statuses described in the Policy, we will also not make decisions based on a person's sex stereotyping (including assumptions about a person's appearance or behavior, gender roles, gender expression, or gender identity), race (including traits historically associated with race, including but not limited to, protective hairstyle and hair texture, e.g. braids, locks, and twists), or mental or physical disability. We interpret the above protected statuses broadly, as well as all of the other protected statuses contained in the Policy, to include the actual status and any perceptions or assumptions made regarding these statuses.

### WHEN, WHERE, AND TO WHOM DOES THE POLICY AND THIS ADDENDUM APPLY?

The Policy and this Addendum apply to all employees (including co-workers, supervisors, and managers) – on restaurant property or offsite with other employees, contractors, or vendors. In addition, we will not tolerate harassment of employees by non-employees or other third parties (for example: interns, temporary workers, independent contractors, franchisees, guests, customers, vendors, and suppliers), and we will not tolerate harassment of non-employees by employees.

### THE PROCESS AFTER A COMPLAINT IS MADE OR A CONCERN IS RAISED

Information regarding what happens after you raise a concern or complaint is contained in the Policy. That information is not repeated here, except to emphasize that all complaints will be taken seriously and will be investigated timely, thoroughly, and fairly. You will also be provided a timely response.

### GOVERNMENTAL AGENCIES

In addition to the individuals and resources listed in the Policy, if you feel you have been unlawfully discriminated or retaliated against or harassed, you may also file a formal complaint with any of the government agencies set forth below. Raising concerns or reporting complaints to any individual or resource identified in the Policy does not prohibit or prevent you from filing a complaint with any of these agencies.

Any employee who feels they have been subjected to unlawful discrimination or harassment, including sexual harassment, may also file a charge of discrimination with the California Department of Fair Employment and Housing (DFEH) within 3 years of the last discriminatory or harassing incident. Employees can also file a charge of discrimination with the United States Equal Employment Opportunity Commission (EEOC) within 300 days of the last discriminatory or harassing incident.

- **California Department of Fair Employment and Housing**, 2218 Kausen Drive, Suite 100, Elk Grove, CA 95758, <https://www.dfeh.ca.gov/complaintprocess>, tel: 800-884-1684 (voice), 800-700-2320 (TTY).
- **Equal Employment Opportunity Commission**, Roybal Federal Building, 255 East Temple St., 4th Floor, Los Angeles, CA 90012, <https://www.eeoc.gov/employees/charge.cfm>, tel: 1-213-785-3090 (voice), 1-800-669-6820 (TDD).
- **Equal Employment Opportunity Commission**, 450 Golden Gate Avenue, 5 West, P.O. Box 36025, San Francisco, CA 94102-3661, <https://www.eeoc.gov/employees/charge.cfm>, tel: 1-800-669-4000 (voice), 1-800-669-6820 (TDD).

Additional materials, including training, about sexual harassment laws and policies can be found on the California Department of Fair Employment website: <https://www.dfeh.ca.gov/shpt/>.

## McDonald's Policy Against Discrimination, Harassment, and Retaliation City of Chicago, Illinois Addendum

This City of Chicago, Illinois Addendum (the "Addendum") to McDonald's Policy Against Discrimination, Harassment, and Retaliation (the "Policy") provides additional city and state-specific information that adds to and is consistent with our expectations for all employees, supervisors and managers located in the City of Chicago, Illinois as we work together to maintain a respectful workplace, free from discrimination, harassment, and retaliation.

### DISCRIMINATION UNDER CHICAGO LAW

Chicago's Human Rights Ordinance specifically prohibits discrimination based on one's sexual orientation, which it defines as "a person's actual or perceived sexual and emotional attraction, or lack thereof, to another person."

### HARASSMENT UNDER CHICAGO LAW

The Illinois Human Rights Act defines sexual harassment similar to federal law, and as described in the Policy. Chicago's Human Rights Ordinance defines sexual harassment the same way as defined in federal law, and as described in the Policy. Chicago's Human Rights Ordinance also includes a prohibition against sexual misconduct, defined as "any behavior of a sexual nature which also involves coercion, abuse of authority, or misuse of an individual's employment position." Retaliation against an employee for reporting sexual harassment is also illegal in Chicago (as it is throughout Illinois).

### ADDITIONAL EXAMPLES OF HARASSMENT

In addition to the examples listed in the Policy, here are some other examples of prohibited sexual harassment: (1) termination or denial of employment opportunities and benefits after rejecting a supervisor's sexual advances or request(s) for sexual acts; (2) unwelcome sexual conduct by co-workers because of the employee's gender which makes it difficult for the employee to perform their job; (3) sexual innuendos, suggestive comments, insults, humor, and jokes about sex, anatomy or gender-specific traits, sexual propositions, threats, repeated requests for dates, or statements about other employees, even outside of their presence, of a sexual nature; (4) suggestive or insulting sounds (whistling), leering, obscene gestures, sexually suggestive bodily gestures, "catcalls", "smacking" or "kissing" noises; (5) posters, signs, pin-ups or slogans of a sexual nature, viewing pornographic material or websites; (6) touching, unwelcome hugging or kissing, pinching, brushing the body, any coerced sexual act, or actual assault; and (7) "sexting" (electronically sending messages with sexual content, including pictures and video), the use of sexually explicit language, harassment, cyber stalking and threats via all forms of electronic communication (email, text/picture/video messages, intranet/on-line postings, blogs, instant messages and social network websites like Facebook and Twitter).

### GOVERNMENTAL AGENCIES

In addition to the individuals and resources listed in the Policy, if you feel you have been unlawfully discriminated or retaliated against or harassed, you may also file a formal complaint with any of the government agencies set forth below. Raising concerns or reporting complaints to any individual or resource identified in the Policy does not prohibit or prevent you from filing a complaint with any of these agencies. Any employee who feels they have been subjected to unlawful discrimination or harassment, including

sexual harassment, may also file a charge of discrimination with the Illinois Department of Human Rights (IDHR) within 300 days of the last discriminatory or harassing incident. That charge will be investigated and, if there is substantial evidence that discrimination or harassment has occurred, a complaint may be filed with the Illinois Human Rights Commission (IHRC), or employees may file a complaint in Illinois state court on their own behalf. Employees can also file a charge of discrimination with the United States Equal Employment Opportunity Commission (EEOC) within 300 days of the last discriminatory or harassing incident.

#### The IDHR can be contacted at:

State of Illinois  
Department of Human Rights  
555 West Monroe Street, Suite 700  
Chicago, Illinois 60661  
(312) 814-6200

#### The IHRC can be contacted at:

State of Illinois  
Human Rights Commission  
Michael A. Bilandic Building  
160 North LaSalle Street, Suite N-1000  
Chicago, Illinois 60601  
(312) 814-6269

#### The EEOC can be contacted at:

United States Equal Employment Opportunity Commission  
JCK Federal Building  
230 S Dearborn Street (Suite 1866)  
Chicago, IL 60604  
(312) 872-9777  
TTY: (800) 669-6820

**Chicago employees may also report discrimination and harassment, including sexual harassment, to the Chicago Commission on Human Relations ((312) 744-4111) within 365 days of the last discriminatory or harassing incident.**

#### The Chicago Commission can be contacted at:

#### Chicago Commission on Human Relations

740 N. Sedgwick, 4th Floor  
Chicago, IL 60654  
(312) 744-4111  
(312) 744-1081 (fax)  
(312) 744-1088 (TTY)  
[www.Chicago.gov/CCHR](http://www.Chicago.gov/CCHR)  
[cchr@cityofchicago.org](mailto:cchr@cityofchicago.org)

### TRAINING

All employees must participate in annual sexual harassment prevention training. All Chicago employees will receive one hour of sexual harassment training. Managers will receive two hours of training. All Chicago employees must also participate in one hour of annual bystander intervention training. Remember, we encourage bystander intervention, as we feel that if we are all willing to stand up for one another, the more likely that the work environment will be more civil, productive and unified, and more filled with respect.

## McDonald's Policy Against Discrimination, Harassment, and Retaliation Illinois Addendum

This Illinois Addendum (the "Addendum") to McDonald's Policy Against Discrimination, Harassment, and Retaliation (the "Policy") provides additional state-specific information about our expectations that adds to and is consistent with our expectations for all employees, supervisors and managers located in the state of Illinois (outside of the City of Chicago) as we work together to maintain a respectful workplace, free from discrimination, harassment, and retaliation.

### HARASSMENT UNDER ILLINOIS LAW

The Illinois Human Rights Act defines sexual harassment similar to federal law, as described in the Policy.

### ADDITIONAL EXAMPLES OF HARASSMENT

In addition to the examples listed in the Policy, here are some other examples of prohibited sexual harassment: (1) termination or denial of employment opportunities and benefits after rejecting a supervisor's sexual advances or request(s) for sexual acts; (2) unwelcome sexual conduct by co-workers because of the employee's gender which makes it difficult for the employee to perform their job; (3) sexual innuendos, suggestive comments, insults, humor, and jokes about sex, anatomy or gender-specific traits, sexual propositions, threats, repeated requests for dates, or statements about other employees, even outside of their presence, of a sexual nature; (4) suggestive or insulting sounds (whistling), leering, obscene gestures, sexually suggestive bodily gestures, "catcalls", "smacking" or "kissing" noises; (5) posters, signs, pin-ups or slogans of a sexual nature, viewing pornographic material or websites; (6) touching, unwelcome hugging or kissing, pinching, brushing the body, any coerced sexual act, or actual assault; and (7) "sexting" (electronically sending messages with sexual content, including pictures and video), the use of sexually explicit language, harassment, cyber stalking and threats via all forms of electronic communication (email, text/picture/video messages, intranet/on-line postings, blogs, instant messages and social network websites like Facebook and Twitter).

### GOVERNMENTAL AGENCIES

In addition to the individuals and resources listed in the Policy, if you feel you have been unlawfully discriminated or retaliated against or harassed, you may also file a formal complaint with any of the government agencies set forth below. Raising concerns or

reporting complaints to any individual or resource identified in the Policy does not prohibit or prevent you from filing a complaint with any of these agencies.

Any employee who feels they have been subjected to unlawful discrimination or harassment, including sexual harassment, may also file a charge of discrimination with the Illinois Department of Human Rights (IDHR) within 300 days of the last discriminatory or harassing incident. That charge will be investigated and, if there is substantial evidence that discrimination or harassment has occurred, a complaint may be filed with the Illinois Human Rights Commission (IHRC), or employees may file a complaint in Illinois state court on their own behalf. Employees can also file a charge of discrimination with the United States Equal Employment Opportunity Commission (EEOC) within 300 days of the last discriminatory or harassing incident.

#### The IDHR can be contacted at:

State of Illinois  
Department of Human Rights  
555 West Monroe Street, Suite 700  
Chicago, Illinois 60661  
(312) 814-6200

#### The IHRC can be contacted at:

State of Illinois  
Human Rights Commission  
Michael A. Bilandic Building  
160 North LaSalle Street, Suite N-1000  
Chicago, Illinois 60601  
(312) 814-6269

#### The EEOC can be contacted at:

United States Equal Employment Opportunity Commission  
JCK Federal Building  
230 S Dearborn Street (Suite 1866)  
Chicago, IL 60604  
(312) 872-9777  
TTY: (800) 669-6820

### TRAINING

All employees must participate in annual sexual harassment prevention training.