

## Employment Policies for McDonald's/Jedele Enterprises (6/20/08)

### Dependability Standards

1. Schedule is posted at least four days in advance. You are required to know and follow your posted schedule.
2. You are required to be dressed in complete uniform before you clock in, and to clock in at the time posted on your schedule.
3. You are required to notify a member of the management team at least one day in advance if an error has been made on your schedule regarding your permanent availability or request for a day off. If you fail to do this, you will remain responsible for the scheduled shift.
4. An absence will be considered excused if you find a suitable replacement for the shift and have such replacement approved by the scheduled manager on that shift. Your replacement needs to be written on the posted schedule and be initialed by the approving manager.
5. Requests for days off must be made on a request form /calendar at least two weeks in advance.
6. Misrepresentation of circumstances surrounding lateness or an excused absence is grounds for termination.

### Dependability Policies

#### Lateness

First Offense: Written documentation

Second Offense: Written documentation and warning (If Offense is within 90 days of the first offense).

Third Offense Further discipline up to/and including termination. (If Offense is within 90 days of the first offense.)

#### Absence

#### Openers-Try to call the night before

- A. If you are unable to work your assigned shift (will be absent) due to illness or emergency, you are required to notify shift management as soon as possible, minimally at least two (2) hours before the beginning of your shift (or at least thirty (30) minutes before the store opening time).

If you are absent, due to illness, you may be required to bring in a note from your doctor verifying the illness and a doctor's release to return to work.

- B. Habitual tardiness/absenteeism with or without an excuse is grounds for termination.

- C. All absences, excused or not, will be documented.

#### Unexcused Absence

First Offense: Written warning.

Second Offense: Within three (3) months of the first offense - probable termination.

#### No Call/No Show

First Offense: Written warning.

Second Offense: Within six (6) months of first offense - Probable termination.

### Handwashing/Food Safety

We have special food preparation procedures that you must follow to keep food safe. You will learn about these procedures, but if you ever have a question about any of these procedures make sure to ask a manager.

**Washing your hands is the most important thing you can do to help ensure that our customers receive safe food.** You must wash your hands **Minimally once per hour or:**

- |   |   |
|---|---|
| ⇒ before entering the kitchen and touching food | ⇒ after handling garbage or cleaning supplies |
| ⇒ after using the restroom                      | ⇒ after touching your face, hair, or body     |
| ⇒ after taking a break                          |   |

## Cash Register Policies

### Shortages

- A. The possibility of cash errors in our cash registers does exist. We realize that all people occasionally make mistakes. However, this is a serious matter. You will be trained in the proper methods of handling cash prior to working the counter position. If your cash is +/- \$2.00, you will be notified by the shift/store manager of such a variance.
- B. At your request, you will be given the opportunity to count the register before working it. You will ring only on that drawer which is assigned to you. You will not ring on any other drawer. If you have to leave the drawer for any reason (break, cleaning duty, etc.) ask management to lock the drawer.
- C. Violations of cash, promo, overrings and refunds procedures
  - If a drawer is more than +/- \$2.00:
    - A. First Offense: Written warning
    - B. Second Offense: Written warning
    - C. Third Offense: (Within thirty (30) days of the second offense)-Further discipline up to and including termination.
- D. Cash variances greater than \$10.00 will result in a Written Warning. A second variance greater than \$10.00 within six (6) months of the first instance is grounds for further discipline up to and including termination.
- E. Cash errors in excess of \$20.00 may be grounds for termination.

### Overrings

An overring occurs when moneys are received from the customer and there is an incorrect transaction. At this point they must be handled by a manager. Overring slips must have the signature of the manager and the crew person and must include the reason for the overring.

If an overring is not handled at the time of the transaction, the amount of sales will be considered a cash shortage.

### Promos

All promotional coupons and B.O.G. cards must be accounted for by coupon. Missing receipts or coupons will be assumed to be cash shortages.

### Discounts

25% discount cards are given to crewmembers/managers at the last payroll of the month to be used for the following month. These cards can be used by the crewmember/manager or other person they give the card to. These employee discount cards must be punched or marked each time they are used. Punch or mark 1 numbered circle for each purchase up to \$10. Orders over \$10 may be punched multiple times up to 10 discounts per card. – You will need a manager to key in the discount.

10% discount cards are sold by schools you should ask to see the card before applying the discount.

Police Officers, E MT, and Firefighters can receive a 25% discount by coming inside in complete uniform. This is for their purchase only and does not include friends or family members – You will need a manager to key in the discount.

### T-Red ( T-Red or Partial Cancellation)

Total reductions or partial cancellations occur when an order is totaled and then changed to a smaller total. If an order is reduced by a promo item it does not show up as a T-Red. If you don't understand a T-Red, please speak to a manager. The possibility of a T-Red does exist; however the guideline is an average of \$1.12. T-Reds occurring over the guideline could be grounds for disciplinary action.

### Refunds

Only managers may give refunds. After the refund is made, the manager and the crew person should sign the refund slip. A reason should be given on the slip as to why a refund was needed. The slip is to be stapled to the cash sheet.

If a customer feels they have received inaccurate change you are to notify a manager immediately. If you need to make change for a customer contact a manager immediately.

### **Giving away food will result in termination.**

## Appearance/Personal Hygiene

Always ensure that you arrive for work thoroughly clean and neat.

**Personal hygiene** includes:

- ⇒ Daily shower or bath
- ⇒ Clean, Reasonable length, reasonable color fingernails
- ⇒ Minimal use of jewelry and cosmetics (visible body piecing must be removed with the exception of one small earring in each ear and a small stud nose piecing. Large loop earrings or gauges can be dangerous and are not allowed. All jewelry must be in good taste and professional looking. The manager may request removal of jewelry that they feel looks unprofessional)
- ⇒ Hair longer than collar length must be restrained; men must put hair under their hat. Beards are not allowed.

**Appearance** *Keep* your uniforms clean. If your uniform is no longer presentable due to age or wear, or you need more uniforms, please inform a member of your management team. You are responsible for returning your uniforms when your employment ends. **Proper Uniform includes:**

- ⇒ Clean Shaven
- ⇒ Clean Uniform Shirt and Pants
- ⇒ Shirt must be kept tucked in
- ⇒ No visible tattoos – must be covered while in the store.
- ⇒ Hat or visor – must be kept on straight
- ⇒ Non-skid, clean, Non canvas shoes
- ⇒ Name Tag
- ⇒ Hair properly restrained

**Extra layers** (For Winter) Extra shirts worn to keep warm in the winter need to be solid black. Exceptions can be made by the General Manager only.

**Shorts** Shorts may be worn in warm weather. They need to be loose fitting, knee length black dress shorts made of the same type of material as your crew uniforms - no denim allowed.

## Direct Policy Violations That Will Result in Immediate Termination

**Giving food away** One cheeseburger is too much

**Pilferage** This includes food, happy meal toys or any other item no matter how small

**Working under the influence of alcohol or drugs**

**Vandalism** Any intentional damage to the restaurant, equipment, or products.

**Behavior/Language** The use of offensive language, as well as any behavior that could be offensive to our customers, or fellow employees. If such behavior or language occurs in the presence of our customers, termination will be the probable action taken.

**Fighting (Physical Altercation)**

**I have read, understand, and agree to comply with the above Employment Policies for McDonald's/Jedele Enterprises.**

**I have also read and agree to comply with Jedele Enterprises Zero Tolerance Policy Regarding Discrimination and Sexual Harassment. I will not engage in any form of discrimination, harassment, or sexual harassment covered under this policy, and I will immediately report any form of discrimination, harassment or sexual harassment that I may experience or witness as set out in Jedele Enterprises Zero Tolerance Policy. I will strive to do my part to promote a business environment of mutual respect at McDonald's**

**Employee's Signature \_\_\_\_\_ Date \_\_\_\_ Manager's Signature \_\_\_\_\_ Date \_\_\_\_**

## McDonald's/Jedele Enterprises Inc. Practices and Procedures

### Doing Whatever it Takes

We have a saying at McDonald's that sums up our approach to customer service: "Doing whatever it Takes." It means that each of us must find the best ways to make our guests happy - especially when they come to us with complaints.

Our customers are our business. Without them we have no reason to open our doors. Therefore your goal every minute of every hour is to make our guests glad they came to our McDonald's. Satisfied guests make your paychecks possible.

### QSC&V

**Quality** McDonald's is famous for our Quality. We keep our standards high by using the finest ingredients. We need your help in preparing and serving the tastiest food. By carefully following the procedures that McDonald's demands you will be ensuring top-quality food. If the product isn't right, don't serve it, and tell your manager.

**Service** is best when you *think like a customer*. A caring and respectful attitude and a sincere smile do as much to bring the customer back as the best food in the world. Your attitude builds value to our customers and builds your value to McDonald's.

**Cleanliness** Our customers expect and deserve a spotless restaurant. But it's not only to make a good impression. A clean restaurant is a safe restaurant. It's everybody's job to keep the restaurant clean and sanitary.

**Value** is the *total experience* our customers have in our restaurants, from the food and service quality, to the dining room environment, to the price they pay. When we do whatever it takes to please and impress the customer we give great value!!

### Business Practices

#### Smoke Free Policy

McDonald's is smoke-free in the dining area. Employee smoking is to be only in areas authorized by management.

#### Sex Offender Policy

McDonald's does not knowingly hire or retain employees that are registered sex offenders. Any employee found to be a registered sex offender will be immediately terminated.

#### Security Policy

##### Staggered Open

Employees will follow the staggered opening procedures directed by the opening manager.

##### Staggered Close

Employees will follow the staggered closing procedures as directed by the closing manager.

##### Open hours Security

**Back Door** All Behind-The-Counter entrance doors must remain locked at all times when not directly in use. These doors must not be opened without a manager's permission.

**Trash** Trash cannot be taken out the behind-the-counter entrance doors after dark for any reason. Trash must be taken out through the customer entrance doors.

**Unauthorized Personnel** No non-employees are allowed in the restaurant before opening or after closing unless authorized by the General Manager. No other manager can give this authorization.

No non-employees are allowed behind the front counter without the authorization of the shift manager.

#### Breaks

Breaks will be provided depending on your work hours and business patterns. Breaks range from a quick pause for something to drink to a half hour lunch break.

## Discrimination/Sexual Harassment

### **ZERO TOLERANCE POLICY REGARDING DISCRIMINATION AND SEXUAL HARASSMENT FOR EMPLOYEES OF McDonald's/Jedele Enterprises, Inc.**

McDonald's/Jedele Enterprises, Inc. has zero tolerance for unlawful discrimination, including harassment and sexual harassment. Employees who violate this policy will be disciplined up to and including termination.

**McDonald's/Jedele Enterprises, Inc. Prohibits Discrimination** McDonald's/Jedele Enterprises, Inc. strongly believes that employees and applicants for employment should be treated fairly and without regard to race, color, sex, religion, national origin, age, disability, veteran status or any other prohibited basis. This applies to all employment practices, including recruiting, hiring, pay, performance reviews, training and development, promotions and other terms and conditions of employment. Discrimination or harassment of an employee of McDonald's/Jedele Enterprises, Inc., whether by another employee, supplier, vendor, consultant, or customer, will not be tolerated.

**McDonald's/Jedele Enterprises, Inc. Prohibits Harassment** McDonald's/Jedele Enterprises, Inc. will not tolerate any form of harassment, joking remarks, or other abusive conduct (including verbal, non-verbal, or physical conduct) that demeans or shows hostility toward an individual because of his/her race, color, sex, religion, national origin, age, disability, veteran status or other prohibited basis and that creates an intimidating, hostile or offensive work environment, unreasonably interferes with an individual's work performance or otherwise adversely affects an individual's employment opportunities.

**McDonald's/Jedele Enterprises, Inc. Prohibits Sexual Harassment** McDonald's/Jedele Enterprises, Inc. has zero tolerance for any form of sexual harassment of any employee, whether male or female. Sexual harassment is prohibited because it may be intimidating, an abuse of power, and is inconsistent with the policies, practices and management philosophy of McDonald's/Jedele Enterprises, Inc..

Sexual Harassment is defined as unwelcome sexual advances, requests for sexual favors and certain other verbal, non-verbal, or physical conduct which is sexual or based on gender if that conduct could reasonably offend another person, whether or not such conduct was intended to offend.

Examples of sexual harassment can include the following:

Verbal harassment, including jokes, comments or threats relating to sexual activity, body parts, or other matters of a sexual nature.

Non-verbal harassment, including staring at a person's body in a sexually suggestive manner, sexually related gestures or motions and/or circulating sexually suggestive material.

Physical conduct, including grabbing, holding, hugging, kissing, tickling, massaging, displaying private body parts, unnecessary touching or other unwelcome physical conduct.

An employment decision (including promotion, demotion, compensation, scheduling) made by a supervisor based on the employee's submission or rejection of sexual conduct.

Submission to sexual conduct as an implicit or explicit condition of getting or keeping a job.

Conduct that denigrates or shows hostility or aversion to a person because of his/her gender and creates intimidating, hostile or offensive work environment.

Any other sexual conduct that unreasonably interferes with another person's work performance or creates an intimidating, hostile or offensive work environment or adversely affects another person's employment opportunities.

**Application of the Zero Tolerance Policy** All employees are required to adhere to McDonald's/Jedele Enterprises, Inc.'s policy prohibiting discrimination and harassment while on the Franchisee's premises, engaging in work-related activities, company-sponsored training or other functions, and at non-company activities when conduct at these activities would affect the work environment.

**Employee Recourse** Every employee has the right, and is encouraged to tell any employee of McDonald's/Jedele Enterprises, Inc. in a professional manner to stop behavior towards him/her that the employee believes to be discriminatory, harassing and/or other offensive. Any employee who feels subjected to discrimination or harassment should immediately report it to the Human Resources representative for their Independent McDonald's Franchisee. As an alternative to Human Resources, employees may report their complaint to their Owner/Operator. McDonald's/Jedele Enterprises, Inc. will investigate any report thoroughly, with sensitivity towards confidentiality. If the report has merit, McDonald's/Jedele Enterprises, Inc. will take corrective action, including, but not limited to, disciplinary action against the offender ranging from a warning to termination.

**Management's Responsibility** It is the responsibility of every employee to prevent discrimination and harassment. Management employees who witness or receive reports of discriminatory or harassing behavior are required to take appropriate action, including immediately reporting such behavior to the Human Resources representative for the Independent McDonald's Franchisee or directly to the Owner/Operator. Management employees who fail to promptly report such behavior may be subject to discipline.

**McDonald's/Jedele Enterprises, Inc. Prohibits Retaliation** McDonald's/Jedele Enterprises, Inc. encourages employees to freely report incidents of discrimination or harassment without fear of reprisal. McDonald's/Jedele Enterprises, Inc. prohibits retaliation against any employee who has made a complaint about harassment or discrimination or has cooperated in the investigation of such a complaint. Retaliation includes any employment decision or other conduct made with the intent to punish an employee for complaining about or assisting in the investigation of discrimination or harassment.

**Zero Tolerance Policy of McDonald's/Jedele Enterprises, Inc. Regarding Employee Treatment of Customers, Suppliers and Vendors** The employees of McDonald's/Jedele Enterprises, Inc. are prohibited from discriminating against or harassing customers, suppliers and vendors based on race, color, sex, religion, national origin, age, disability or any other unlawful reason, both in the course of work-related activities and at company-sponsored training or functions. Management employees who witness or receive reports of discriminatory or harassing behavior are required to take appropriate action, including immediately reporting such behavior to the Human Resources representative for McDonald's/Jedele Enterprises, Inc. or directly to the Owner/Operator.

Violating this policy will lead to disciplinary action up to and including discharge.

This policy creates no contractual rights on the part of any person.

*McDonald's/Jedele Enterprises, Inc. believes in the value of a diverse workforce, equal opportunity and a workplace free of discrimination and all forms of unlawful harassment because these values make good business sense and they are the right things to do.*

## **General Guidelines**

Park only in areas designated by your management.

Do not use or chew gum or tobacco while working on floor.

Do not allow anyone to clock in or out for you.

Please request permission before using the restaurant telephone to make personal phone calls.

Review the crew bulletin board regularly for information; request permission before posting any notices.

Do not bring valuable personal belongings or large amounts of cash to work.

Dating a fellow crew employee is acceptable as long as it doesn't interfere with our restaurant operations. The shift manager has the authority to determine what is interfering with operations.

## **Benefits**

### **Health and Dental Insurance**

Employee Health and/or Dental Insurance is available. You must sign up for it in the first 30 days of employment. For more specific policy information and cost obtain a brochure from a manager.

If you do not sign up for insurance within your first 30 days you will have the opportunity to obtain insurance once per year.

### **Employee Food**

Crew & Maintenance will receive a 75% discount on their meal. As part of the meal program you may have your choice from the following:

1 Sandwich or Salad or Wrap

1 Medium Fry or hash brown

1 Medium Drink (excluding shakes or bottle water).

All managers will receive one free meal per shift consisting of the following:

1 Sandwich or Salad or Wrap

1 Medium Fry or hash brown

1 Medium Drink (excluding shakes or bottle water).

Drink Policy: While on the clock you may enjoy small coffee, child size sodas, or ice teas free of charge. Please get permission from the shift manager and only take what you plan on drinking at the time.

The Store Manager has the discretion to determine any variances in above policy.

Value and combo meals are allowed. Happy meals/toys/ 2 for 2 Promotions are not allowed. Any merchandise is not allowed. Unauthorized food consumption (Any food consumed not included in Food Policy or without the expressed permission of management will result in termination).

### **Employee Discount cards**

Allows 25% discount for food purchases of up to \$10.00 per punch

10 punches per month

Not good in drive thru, with coupon, or sales items or for merchandise (Happy Meals are allowed)

### **Uniforms**

McDonald's will supply you with the following uniforms:

<b>Days worked</b>	<b>Uniforms Provided</b>
1-2 days per week	1 Training Shirt, 1 Shirt, 1 Hat or Visor, 1 Name Tag
3 or more days	1 Training Shirt, 2 Shirts, 1 Hat or Visor, 1 Name Tag
35 or more hours per week for 30 days or more	1 Training Shirt, 3 Shirts, 1 Hat or Visor, 1 Name Tag

Keep your uniforms clean. If your uniform is no longer presentable due to age or wear, or you need more uniforms, please inform a member of your management team. You are responsible for returning your uniforms when your employment ends.

If you need a hat or visor, name tag, shirt replaced bring in your old one and we will replace it free of charge. If you lose a hat or name tag or show up without one we will provide you one at a cost of \$5.00 for hat or visor, \$2.00 for Name Tag.

You will be required to wear an apron in the grill area.

**Activities.** Throughout the year you will have an opportunity to participate in crew activities—which may include contests, costume days, restaurant-decorating, and outings. These activities provide you with the opportunity to have a good time and get to know your fellow employees.

### **Performance Review/Wage Reviews**

Performance and wage reviews are given twice a year by June 15<sup>th</sup> and December 15<sup>th</sup>. To be eligible your hire date must be at least 30 days prior to these dates. All crew that meet this requirement will be given a wage review based on their performance. Crew wage reviews will range from 0 to 20 cents so in one years time it is possible to make up to 40 cents more per hour. The new rate will be effective on the first full pay period following the June 15<sup>th</sup> or December 15<sup>th</sup> review.

### **Career Opportunities**

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

If you show a flair for, and an interest in management and people supervision, you should begin thinking about longer-term career opportunities at McDonald's. A typical career path could look like this:

- ⇒ Crew Person
- ⇒ Floor Supervisor
- ⇒ Shift Manager
- ⇒ Second Assistant
- ⇒ First Assistant
- ⇒ General Manager
- ⇒ Supervisor
- ⇒ and beyond

We encourage you to give some thought to your ambitions and career interests and talk them over with your restaurant manager.

### **McDonald's and working students**

Education is a significant priority. There is no question that, between education and employment, education comes first.

To make sure that education comes first, McDonald's provides flexible working hours to accommodate classes, homework assignments, and extracurricular activities.

Grades and school attendance should never be compromised by excessive or late working hours.

McDonald's provides training, skills development, and a work experience which teaches the importance of responsibility, self-discipline and superior achievements.

McDonald's complies with all laws concerning the employment of minors and continues to commit to policies which go beyond local requirements.



## **Things You Need to Know**

### **Safety**

Our number one priority is your personal safety while on the job. You can be certain that your management team will do everything possible to ensure that you and your fellow team members are provided with a safe work environment.

To help us continue to provide a safe place to work, we welcome any safety suggestions you have. Bring them to the attention of your management team, so that the unsafe condition may be corrected immediately.

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 work place neat and clean.

In the unlikely event you are injured, please immediately report to your manager or the injury may not be covered. You will be directed as to which doctor's office to visit. In some situations a second opinion may be required. We provide protection against job-sustained injuries and loss of work through worker's compensation insurance. This protection is paid entirely by this McDonald's franchise. All medical, hospital and surgical expenses for job-sustained injuries are covered under this policy.

### **OSHA Hazardous Chemicals**

A manual is available upon request to any employee containing information regarding any of the chemicals we use.

### **Leaves of Absence**

If you find you must temporarily leave active employment at this McDonald's because of school obligations, travel, or other reasons, you may request a leave of absence which your management team will consider. Full details are available through your management team or Owner\Operator.

### **Priority Reference**

If you are planning to relocate, a priority reference verifies you as a McDonald's crew member to other participating McDonald's restaurants. To receive a priority reference, you must be rated good or better and leave our McDonald's restaurant in good standing. So, if your family is moving or you're leaving for school, see your manager about priority reference.

### **Emergency Information**

In order to keep our records up to date, always notify you management team when you change your name, address, telephone number, emergency contact or availability.

### **Reporting Accidents**

Immediately alert a member of the management team if you spot an illness, accident or unsafe working conditions in the restaurant. Likewise, if you're injured on the job, report it immediately.

### **What To Do If You Are Ill**

If you have, or are a carrier of an illness that will affect your fellow employees or our customers, do not report to work. If you think you have-or have been exposed to-an infectious disease, please call a member of your management team to ask for time off and call you doctor. A doctor's note indicating you are healthy will be required in order to return to work.

## **Communication**

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 for your input on how to make things better. Here are some of the communication tools we use in this restaurant.

*S.O.C.s (Station Observation Checklists)* These are done to ensure we have trained you properly. They will help us all to do a better job.

*Open Door.* At our McDonald's, we value the results we have gained by keeping the door open for communication from any employee. If you feel you are not getting your message or ideas across, or if you have a problem you cannot resolve, contact your manager.

*Your Own Ideas.* As you work, you may find a method that saves time and energy or you may have some constructive criticism to offer. We welcome your input. In fact, many of our crew persons' suggestions have been adopted at this McDonald's. Please feel free to share your thoughts with your management team.

*Crew Newsletter.* We produce a newsletter that is distributed every two weeks with the paychecks. Please read it over as it will provide you with information, changes, and good things that have happened.

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