

# Policy Book

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Clerc Enterprises of South Central Minnesota LLC  
DBA Clerc Family McDonald's

Dear Employee,

Welcome to the largest food service company in the world. You are part of a team that serves over 50 million people each and every day throughout the world. McDonald's operates in over 120 countries worldwide. Ronald McDonald is more recognized by people worldwide than Santa Clause. The Golden Arches are the second most recognized symbol in the world, second only to the Christian Cross. McDonald's has more than twice the market share of its closest competitor. You have joined a winning team.

We believe in you as an individual or we would not have hired you. As a new team member of McDonald's we would like for you to get a chance to know us. This handbook is a highlight of our company policies that you need to know to be a successful member of this team.

If you joined our winning team to make some extra cash or maybe start a career, you have made the right choice. It is our desire and policy to provide a fast and fun work environment where you can meet new friends and accomplish great things. Our first-class training system will make your transition onto our team as smooth as possible. At least one of our professional management team members is always in the store to assist you; and there are many exciting events scheduled throughout the year to make your experience at McDonald's an enjoyable one.

Our Supervisors and all of our Store Managers started as Crew, averaging 15 years of service to McDonald's between them. Wes started as a crew person in Milwaukee, Wisconsin, in 1966. It has always been our policy to promote from within before hiring new managers. McDonald's is a growth company with opportunities for advancement.

We appreciate you giving us a chance to employ you and look forward to many years of success with you.

Thank you,  
Wes & Rick Clerc  
Owner / Operators



## **Fostering a Safe and Respectful Workplace**

We are a people company. We care about you and the experience you have working here. This 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. Clerc Family McDonald's expects employees to treat each other, and those we whom they conduct business, with courtesy, professionalism, and respect. Clerc Family McDonald's is committed to supporting this Policy because it is important to us that you work in a safe and respectful workplace.

### **Workplace Violence**

We strictly prohibit violence, threats of violence and other conduct that jeopardizes or harms the safety of employees and others in the workplace. If you feel threatened by a fellow employee or customer, let your Manager, General Manager or Supervisor know immediately. We define workplace violence as: "Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work." The following list of behaviors, while not inclusive, provides examples of workplace violence that may occur in a restaurant:

Physical assault, threat to assault or stalking an employee or customer.

Possessing or threatening with a weapon.

Intentionally damaging property.

Aggressive or hostile behavior that creates a reasonable fear of injury to another person.

Abusive, harassing, or intimidating statements, phone calls, voice mails, emails or on social media, or those which are unwanted or deemed offensive by the receiver.

Racial or cultural epithets or other derogatory remarks associated with hate crime threats.

## **Discrimination, Harassment, and Retaliation – Definitions and Application**

### **What is discrimination?**

We are committed to following the law and to making employment decisions for the right reasons. This means that hiring and firing decisions, pay, promotions, assignments, and career development opportunities will be made based on your performance and the needs of the business, not on factors 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, color, religion, ancestry or national origin, age, disability, medical condition, marital status, sexual orientation, gender, status of being transgender, military, or veteran status, citizenship status, genetic information, or any other protected group status as defined by law.

### **What is harassment?**

All employees must treat each other with respect and take steps to ensure the work environment is free from harassment. Any harassing conduct that creates a hostile work environment for our employees will not be tolerated.

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. Sexual harassment includes unwelcome advances or flirtations, requests for sexual favors, and other conduct based on sex where agreeing to the conduct becomes a condition of employment, or when the conduct is used as the basis for an employment decision, or the conduct creates an intimidating, hostile, or offensive work environment. Unwelcome sexual conduct is inappropriate and never acceptable at Clerc Family McDonald's.

Here are some examples of inappropriate behavior: touching any employee 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 is also intended to cover more severe physical misconduct, such as sexual assault.

### **What is retaliation?**

You will never be retaliated against for raising concerns or complaints regarding behavior if you believe that someone is engaging in conduct that potentially violates our Policy. The Company's Policy – and the law – does not allow any type of retaliation against someone who 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 might include experiencing a reduction in pay, hours, or favorable work assignments).

### **When, Where, and to Whom does this Policy apply?**

This Policy applies to all our employees – on our property, at a company-sponsored event, or offsite with other employees, contractors, or vendors. Further, we do not tolerate harassment of employees by non-employees (for example, interns, temporary workers, independent contractors, franchisees, guests, customers, vendors, and suppliers), and we do not tolerate harassment of non-employees by employees.

### **What if others around me make sexual jokes, and I am the only person who does not laugh and feels uncomfortable by the joke?**

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 the Company supports employees who bring it to the attention of their managers, OPEL, or other resources described in more detail below.

### **A regular restaurant guest or employee of a vendor frequently flirts with me but has never crossed the line into physical touching. It still makes me uncomfortable; is there anything I can do?**

Yes, we want you to feel comfortable and safe at work, even if the offending behavior is done by someone who is not an employee of the Company. The Company encourages raising concerns or complaints regarding this type of conduct and supports employees' right to feel comfortable and safe at work.

## **What to Do When You Experience or Witness Violence, Discrimination, Harassment, or Retaliation – Knowing When and How to Raise a Concern or Complaint**

### **What do I do if I think this Policy has been violated?**

If you experience or observe conduct like that described above, we need to hear from you! There are multiple individuals, both inside and outside of our organization, who will support you as soon as you make your complaint. While we will support you if you tell the person who is making you feel uncomfortable to stop, you are not required to, because we recognize that doing so is not always easy or possible. Regardless of whether you confront the person about the conduct, we want you to reach out to one of our resources listed below to ensure that any offensive conduct stops, and appropriate action is taken. When you let us know that violence, discrimination, harassment, or retaliation may have occurred, we will ensure that the appropriate steps are taken as outlined in this Policy and will support you through the process.

### **What if I think I might have been subjected to violence, 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 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 employees to raise concerns or complaints not only about themselves, but any possible violations of our Policy they observe.

### **Are Supervisors and Managers required to escalate concerns or complaints of potential Policy violations?**

If you supervise or manage people, you must set a positive example by ensuring your conduct, including your employment decisions and workplace behaviors are free from discrimination and harassment. You are also required to immediately notify supervisors if you are aware of any conduct that could violate this Policy. It is also all Supervisors' and Managers' responsibility to take steps to eliminate all violence, discrimination, harassment, and retaliation. Supervisors need to make owners aware of situations immediately. This includes immediately contacting one of our resources listed below in any situation where you become aware of any conduct that potentially violates this Policy.

### **Who can I report concerns or complaints to?**

The following resources are available to you to raise concerns of potential Policy violations:

For Restaurant Employees: Your restaurant's General Manager, Supervisor, Organization People Lead (OPEL), Owner / Operator

You can also file a report using this QR Code or find a link on our Website: [www.gomscm.com](http://www.gomscm.com)

\*Note, you do not have to discuss issues with your manager before raising a concern or complaint to someone else. You can go to whichever resource you are most comfortable with.

### **What if I feel my safety is threatened?**

Our resources mentioned above will do all they can to ensure your safety. While the facts of each situation may be different, there might be a need for a temporary change to the schedule and/or reporting relationship to make sure you feel safe and comfortable. As mentioned above, depending on the circumstances and the severity of the conduct involved, you may also want to reach out to local law

enforcement, which you may do on your own or with assistance from your GM, Supervisor or OPEL. Your safety is of the highest importance to the Company.

## **The Process After a Complaint is Made**

### **What happens once I raise a concern?**

We encourage you to contact our People 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 within our organization or an outside third-party investigator, depending on the circumstances. The neutral person will talk to you, possible witnesses and the person who allegedly engaged in the misconduct. 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 training.

After the investigation of your complaint is completed and any 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 our OPEL immediately. 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 their supervisor, but should not discuss the issues with the complainant or other employees.

### **What happens if I tell someone about a possible Policy Violation?**

Will I experience retaliation? Employees who provide information about conduct they believe may violate this Policy will not be retaliated against in any way. This protection against retaliation also covers 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. This Policy expressly prohibits retaliation against those who raise potential violations and those who participate in investigations into potential violations. Complaints will be taken seriously and investigated thoroughly, impartially, and in a timely manner. The identity of individuals who raise concerns regarding harassment, alleged victims, witnesses, and alleged harassers, along with information obtained as part of an investigation, will be kept confidential to the extent possible and permitted by law.

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

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

After the investigation of your complaint is completed, if you have any continuing concerns or wish to provide additional information about your first complaint or any other situation that makes you feel uncomfortable, please reach out to HR or 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 to keep Clerc Family McDonald's a respectful, safe, and inclusive work environment.

**What happens if I make False Claims against another Employee?**

If it is determined after the investigation that you purposely made false claims against another employee for any reason, this will be cause for discipline and possible termination.

\*To view this policy plus the rest of our policies please go to your store's page at [www.gomscm.com](http://www.gomscm.com)

**Annual Employee Survey**

Clerc Family McDonald's will annually complete an employee survey, where employees can give feedback anonymously. Results and Actions plans will be posted in crew room once survey is complete and understood.

## **Background Checks**

We do background checks on all employees 18 years and older.

It is against our policy to hire or employ any individual with a convicted felony or any type of sexual misconduct conviction on their record. We reserve the right to run a background check on all employees during their time working for us. All applicants who are 18 years of age or older will have a background check run on them before employment starts. If a current employee is convicted of a felony or sexual misconduct charge their employment will be terminated.

## **Employee Conduct Policies**

The following is a list of some basic expectations we need you to follow while working at this McDonald's. Like any organization, we have rules that help each of us understand how we're to interact with one another and our customers. While these are not all of our expectations for you, they are very important. By following them you'll be on your way to a successful work experience at this McDonald's and you'll avoid the risk of suspension, demotion, or termination.

1. Arrive on time for your shift. If an emergency delays you, call the restaurant. Call at least two hours in advance if you can't make it to your shift. (Must find your own replacement on Friday—Sunday)
2. Park only in areas designated by your management.
3. Do not use tobacco or chew gum while you are working.
4. Clock in at the beginning of your shift, and clock out at the end.
5. Don't clock in or out for other people, and don't have them do it for you.
6. Request permission before using the restaurant telephone to make personal phone calls.
7. Do not carry your cell phone on you while working.
8. Do not bring valuable belongings or large amounts of cash to work.
9. Do not ask to receive your paycheck early or to have a personal check cashed.
10. Do not take food without your manager's approval. Do not give food to your friends or family.
11. Giving false information on the employment application or during the hiring process is forbidden.
12. Theft, misuse, defacement, or destruction of company, employee, or customer property is prohibited.
13. Abusive or threatening behavior toward any employee or customer is prohibited. (NO swearing while on McDonald's Property)
14. The possession of weapons of any type or form is prohibited on the premises, in the parking lot, or any function or activity sponsored by this independently owned and operated McDonald's.
15. Alcohol and illegal drugs are strictly prohibited. You may not report to work under the influence of alcohol or illegal drugs. You may not possess, consume, sell, or distribute drugs or alcohol on the premises, in the parking lot, or at any function or activity sponsored by this independently owned and operated McDonald's.
16. We need to be able to get in touch with you. Tell us when you change your address, telephone number, legal name, emergency contact, or availability so we can update our records.
17. Immediately tell your manager about any job-related illness, accident, or unsafe working conditions.



## **Uniform and Hygiene Policy**

Working at McDonald's you are choosing to work with the public. It is expected of you to have a neat professional appearance. The following is expected:

- Clean wrinkle free uniform with shirt neatly tucked in.
- Belt must be worn.
- Any tattoo that is not appropriate for the general public must be covered.
- Black, Non-Skid Shoes must be worn.
- Nametags must be worn.
- Men can have facial hair that is less than 1 cm in length.
- Crew can wear piercing studs while working. No Loops, half hoops or dangling body jewelry.
- Managers need to present a professional appearance. No visible body piercing except ears and nose. No hoops, half hoops or dangling earrings.

\*\*\*Employees who cannot follow these policies will not be eligible for any employee discounts before, during, and after work.\*\*\*

## **Late No Show Policy**

Employees are expected to show up on time for their scheduled shifts. This means coats off, visors on and ready to punch in at your scheduled time. We don't allow time in our schedule for you to get yourself ready after you punch in. More than likely someone is waiting for you to punch in so they can go home.

If you are delayed getting to work it is your responsibility to call in advance and let us know. Please don't make a habit of this.

For those individuals that are unable to read or comprehend their schedule – please ask for help and we will be happy to assist you. If you are unable to work your shift you are responsible for finding an acceptable replacement that is approved by upper management. This applies for swing managers as well. Not showing up for a scheduled shift because you cannot find a replacement is not acceptable; if intentional it is grounds for immediate termination.

If you are sick we need you to call at least two hours before your scheduled shift. Openers who wake up sick need to come in and we will do our best to get you a replacement as soon as possible. Obviously we don't want you working if you are sick – but we would appreciate any help you can give us. \*Employees Under the age of 18 must have their parent or legal guardian call in for them.

If you are unable to work a scheduled shift on any Friday, Saturday, Sunday or any Major Holiday; you must find your own replacement or bring in a doctor's note.

### **Late Policy / No Show Policy**

If your Attendance becomes a problem, we will reduce your pay to minimum wage until you can show us you are capable for fulfilling your shifts.

3rd No Show (90 Days of 2nd No Show) We will assume that you have voluntarily quit.

## Social Media Policy

Online Communications Policy for Restaurant Employees of this Independent Owner Operator  
If you participate in online conversations about any McDonald's, its employees 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 this McDonald's and the McDonald's Brand.

Because we want to provide 100% customer satisfaction, this independent McDonald's Owner Operator prohibits engaging in all personal online communications during working time or in working areas, even when using your personal electronic communications tools such as cell phones and other mobile devices. You may participate in the crew website StationM (stationm.com).

As an employee of this Independent McDonald's Owner Operator, people may think your views are the views of this and/or any other McDonald's. When you participate in any online communications or blog discussing McDonald's, make it clear that you are an employee of this McDonald's and that your views and opinions are yours and not those of this and/or any other McDonald's.

Know the Rules

- Do follow the policies in the handbook and the policies displayed in your restaurant.
- Managers must exercise caution and sound judgment if interacting with subordinates on Facebook 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.
- Do think about what you will say and about disclosing your personal details. Correct any mistakes that you make. You post material at your own risk and you are personally responsible for the content of your communications.
- Do respect your coworkers' privacy. It is a violation of this policy to share in any online communications personal information about your coworkers (like religion, health, or any identifiable information that may relate to a safety issue, such as work schedules, phone numbers, residence).
- Do not engage in any personal online activity including texting or engage in personal cell phone use while on working time or in working areas.
- Do not speak or claim to speak on behalf of any McDonald's in your online communications.
- Do not discuss or disclose employees, customers, franchisees, or suppliers by name without their permission.
- Do not post material that is bullying in nature, abusive, profane, or otherwise inappropriate regarding McDonald's, its products, our employees, officers, customers, suppliers, franchisees, and competitors.
- Do not use McDonald's logos or copyrighted materials. Do not misuse our trademarks in your online communications.
- Do not disclose or comment on confidential information of any McDonald's, including the restaurant where you work. For example: sales figures, guest counts, business plans, or how food or marketing promotions are doing.
- Do not post any photos or video of the inside your McDonald's restaurant, including those of coworkers, customers, or work events. Do not post photos or video of employees in McDonald's uniforms on any website.

Do not use blogs, Facebook, or other external websites for restaurant 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 supervisor or your Owner/Operator.

# Leaves of Absence

## Family and Medical Leave

You may be eligible for Family and Medical Leave. This benefit allows you time off for certain personal and family needs for. For example: 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, or certain qualified military caregiver leave. Eligibility is based on having been employed for twelve months and having worked a minimum of 1,250 hours in the preceding 12-month period. The 12-month period is measured from either the first day you use family leave, if measured on a *rolling basis*, or from the first day of the month designated to begin the FMLA calendar year, if measured by a set year period. (i.e. 12 months beginning January 1st) Review the FMLA Policy for your restaurant to find out what measurement method is designated for determining yearly FMLA entitlement. In certain circumstances, Family and Medical Leave may be taken intermittently or you may work a reduced schedule. If you feel you are in need of Family and Medical Leave, contact your management team.

It is the policy of this McDonald's to comply with all federal and state laws in accordance with this policy. If you have concerns in this regard, contact your restaurant manager, Area Supervisor or Owner/Operator. A copy of this McDonald's Family and Medical Leave policy is inside your Welcome Folder.

## Other Leaves of Absence

There will be no leaves of absence granted that are not protected by the State or Federal Government. If you are unavailable to work for an extended period of time you must resign your position and reapply when you are ready to come back to work. Employee can take a leave if they are going away for college and intend on returning for breaks.

# Keeping Our Food Safe

## Helping ensure the safety of our food

Making sure that all the food we serve is safe is critically important to McDonald's. It's what our customers expect of us — and what we expect of ourselves! You play an important role here because you will be working with and around the food we serve to our customers on every shift.

Therefore, we expect the following from you:

1. If you have, or suspect you may have an illness or disease that may be spread through food handling, do not come to work. Instead, call and report this to your manager immediately. These illnesses/diseases include, but are not necessarily limited to, Covid, 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.
2. If you have any cuts or sores on your hands, make sure that they are covered with a bandage and that you wear disposable gloves over the bandage while you are at work.
3. Do not come to work (and follow your restaurant's call-in procedures) if you are suffering from diarrhea, fever, vomiting, jaundice, or fever accompanied by a sore throat (unless these symptoms are caused by a medical condition that your medical provider has confirmed will not cause food borne illness — for example a pregnancy-related condition such as "morning sickness," and you feel capable of working).
4. Wash your hands before starting work, after using the rest room, and at all other times described in

the food safety crew training module.

5. Practice good personal hygiene before coming to work and while at work.

6. Follow McDonald's procedures for cooking, preparing, and handling food.

7. If you become aware of any situation that you think may jeopardize the safety of our food, our customers, or your fellow employees, immediately tell your manager about the situation.

## **14 & 15 Year Old Rules**

McDonald's of South Central Minnesota  
(Updated 1/09)

### **14 & 15 year olds may only work on these stations:**

Counter – Order Taker – Cashier  
Drive Thru - Order Taker – Runner – Cashier – Presenter  
Lobby  
Prep Area – Dishes – Salad Area  
Production—Line Assembly

### **14 & 15 year olds must not work on:**

Any fry vat  
Loading and unloading truck  
Any conveyor  
Any machine set up and repair  
Any ladder  
Operate any slicer, knife or box cutter  
Operate any power-driven machinery

### **14 & 15 year old scheduling restrictions during the school year:**

No more than 18 hours per week  
No more than 3 hours during a school day  
No more than 8 hours on a non-school day  
Cannot work before 7:00 am or after 7:00 pm  
Cannot work split shifts

### **14 & 15 year old scheduling restrictions during summer vacation:**

Cannot work before 7:00 am or after 9:00 pm  
Cannot work more than 8 hours in any day  
Cannot work more than 40 hours in a week  
Cannot work split shifts

### **Miscellaneous:**

No Transfers between stores  
Have to have permit and other required documentation

As a 14 or 15 year old employee, I will comply strictly with these rules and will promptly advise the store manager of any problems. Additionally, I understand that if I fail to follow these rules, it could result in termination of my employment

**\*To operate a trash compactor you must be 18 or older\***

## Stealing Policy

It doesn't make a difference if it is money, food or time; taking anything that doesn't belong to you or giving someone something that is not paid for is considered stealing. It is wrong and the end result is that you will be terminated, and charges will be brought against you.

### **The following examples are considered stealing:**

Promo-ing off or managing food off instead of charging for it.  
Providing food to other employees or customers at a reduced amount or free.  
Providing food for friends or family members at a reduced rate or free.  
Giving out any food to anyone where the food is not paid for.

### **The following situations are acceptable for you to promo off food or refund money:**

A customer is missing or shorted an item.  
A customer brings back a food item that is not acceptable to them or has a foreign object in it.  
The customer receives a wrong item or an item that is cold.  
A customer complains about the length of time they have waited.  
(This does not include your friends.)

## Food Policies

### **To receive your employee discounts you must be at work on time in full uniform.**

Top Managers are entitled to receive free food while working.

(1) Sandwich (1) Fry or Hash brown (1) Drink & a Desert Per meal. A Breakfast Platter or salad can be substituted for a Sandwich and Fry.

Shift Leaders are entitled to receive free food while on break and 50% off before or after their shift.

Crew Chiefs will continue to follow the crew food policy until promoted to Swing Manager.

- Crew can receive up to \$8.00 in free food while on break.
- Crew can receive a 50% discount before or after their shifts
- Employees coming to help with a bus or when busy will receive a free meal. (sandwich, fry and drink)
- All Employees are to order from the customer side of the counter.
  - You can get 30% off your purchase when you are not working on the APP.

## Employee Break Policy

All employees are to punch out immediately after being told to go on break.

The GM does not have to punch in and out from breaks.

All non-management working 5 or more hours will be given a 30 minute unpaid break. The 30 minutes must be uninterrupted and you are allowed to leave the premise.

- All managers working 5 hours will receive a 15 minute paid break.
- All managers working 7.5 hours or more will receive (2) 15 minute paid breaks.
- Employees under the age of 18 are not permitted to smoke while in uniform on McDonald's property.
- No one may leave by the back or side doors while on break.
- Breaks should not be taken during the breakfast transition period.(10:00—10:35)
- Managers who consistently don't come back from break on time, will no longer get paid breaks.
- Employees on paid break cannot leave the property of the McDonald's they are working at.

## **Separation Policy (Giving Notice)**

### **Two Weeks' Notice Policy**

It is very important if you choose to quit that you give written two weeks' notice to your store manager. You must also be available to work those two weeks. If any employee fails to give two weeks notice he/she will forfeit all accrued vacation time and benefits.

### **Store Manager & Supervisor Policy**

Store Managers and Supervisors are required to give 30 days' notice prior to quitting to receive all personal and vacation days, and to receive full pay for remaining hours.

### **Receiving Unused Vacation and Personal Days**

In the event that you separate from employment at McDonald's for any reason, any accrued personal and earned vacation days will be paid in increments not to exceed 10 days per payroll. You will receive a check in those increments on each following payroll date up to the number of days you have accumulated. All amounts due will be paid on regularly scheduled payroll periods.

### **Vacation and PTO**

All Vacation Time must be used by March 15<sup>th</sup> of the following year, or it is forfeited.

Crew PTO will be paid out any amount over 40 hours once they accrue 40 hours.

It is not our policy to pay out cash for Vacation Time.

### **Receiving Your Last Check**

Employees who are fired or quit without notice will receive their last check with the next payroll.

## **DM Requirements**

The following criteria must be met to be considered for the position of Assistant Manager

The Assistant Managers are the foundation of our business. They make the day to day operations of the business happen. This is a serious job with serious responsibilities. Assistant Management positions can be extremely rewarding both financially and emotionally. We understand not everyone is cut out to be an Assistant Manager. The following is a list of requirements to be an Assistant Manager.

- 1) Attend weekly managers' meetings prepared to report on assigned areas.
- 2) Make McDonald's their number one priority outside the home.
- 3) Be able to run store at an excellent to outstanding level at all times.
- 4) Set a fast pace and example at all times.
- 5) Be open to constructive criticism & be coachable.
- 6) Complete all individual responsibilities 100%.
- 7) Have superior communication skills.
- 8) Be able to get crew excited about job.
- 9) Project a neat and professional appearance at all times.
- 10) Have the desire to make the customer smile—every customer every time.

11) Show concern for company profits and assets.

## **4 Day Weekend Policy**

Department Managers will receive (1) four-day weekend per month. This will consist of (1) Friday, (1) Saturday, (1) Sunday and Monday. Where possible Friday – Sunday can be broken up if desired to meet individual needs. But in all cases that individual can only trade Friday – Sunday for the same days.

Additional weekend days Friday – Sunday if needed must be taken as vacation days.

Managers are allowed to take a maximum of 2 weekends per month off when vacation days are used unless approved by the store manager and Wes or Rick.

A minimum of 3 management must be available to work every weekend based on a 5 or 6 person team. 2 management based on a 4 person team.

4- day weekends will be scheduled at the beginning of each month. The person doing the schedule will be responsible for this and the execution of it.

When using vacation days for weekends it is important to remember that once they are used they are gone. No makeup days will be allowed.

## **Top Manager Work Schedule**

Top Managers should work different shifts from other Top Managers on weekends to maximize coverage. They can and should overlap during rush periods. Top Managers must work 8-hour shifts on the weekends.

Top Managers are expected to be running the shift while in the store. Swings are to be used for double coverage.

All Swing and Top Managers must have a working phone number.

## **General Manager Work Schedule**

Below is the ideal schedule when the store is fully staffed. There might be adjustments for understaffing.

- 1) Salary for 50 Hours a Week
- 2) Normal Work Week 9am—6pm (3) days During Week
- 3) Can work a 6-2 or 7-3 one day during week, not Friday
- 4) Work (1) Sunday per Month, Sunday 1st Asst is off
- 5) Work till 9 or 10 pm once a month.
- 6) Work every Friday (9am-6pm) unless using Vacation Time
- 7) Work Till 2pm on Saturdays
- 8) Work Till 7pm One Night a Week.
- 9) Can take one Saturday off Per Month
- 10) May have holidays off if choose to, as long as the store is covered.

## **Assistant GM (\$3 M+ Stores Only)**

- 1) Must be a HU Grad and an OTP2 – Salary for 45 Hours a Week
- 2) Served 12 months as a GMT
- 3) Oversaw all 3 departments as a GMT
- 4) Is ready to take over a restaurant as the GM.
- 5) Scheduled for and Salaried for 45 Hours a Week.
- 6) Works days off of GM
- 7) One Close per week
- 8) Can have 2 Sundays off per month, not being the same as the GM. (if store is properly staffed)
- 9) Can take one Saturday off per month.

- 10) Rotate Holidays off with DM's
- 11) Expected to be on the Weekly GM Call & Attend GM Events

### **AGM in Training**

- 1) Must have ran all 3 departments at an excellent level
- 2) Is a capstone grad.
- 3) Paid Hourly
- 4) Works days off of GM
- 5) One Close per week
- 6) Have one Sunday off a month.
- 7) Can take one Saturday off per month.
- 8) Rotate Holidays off with DM's
- 9) Can attend weekly GM Calls

### **DM**

- 1) Work 40 hours a week on the floor.
- 2) Close Two Nights a Week.
- 3) Close one Friday and Saturday night a month
- 4) Have one Friday, Saturday, Sunday off a month.
- 5) Rotate holidays off with other assistants.

## **Swing Manager Requirements**

McDonald's of South Central Minnesota  
(Updated 1/07)

This is an important position in our company. Your actions and attitudes will effect all employees in our restaurant. This is a major responsibility, we are trusting you with a million dollar business. If you feel that you are not mature enough or ready for this responsibility please let us know.

The following criteria must be met to be considered for the position of Swing Manager. He or she must:

- 1) Complete all crew trainer requirements at an excellent to outstanding level.
- 2) Have been a crew trainer for at least 3 months.
- 3) Have completed all S.O.C.'s as a crew trainer.
- 4) Be able to run the grill area at an excellent to outstanding level at all times.
- 5) Set a fast pace and example at all times
- 6) Be open to constructive criticism.
- 7) Have an excellent to outstanding PR rating
- 8) Have superior communication skills.
- 9) Be able to get crew members excited about their jobs.
- 10) Project a neat and professional appearance at all times.
- 11) Have the desire to make the customer smile—every customer every time.
- 12) Show concern for company profits and assets.

Part-time Swings need to be available a minimum of 20 hours per week. This includes 2 closes.

Fulltime Swings must be available a minimum of 35 hours per week. This includes 2 closes.

Swings must be able to close one Friday and one Saturday a month.

Breakfast Swings must be available a minimum of 35 hours per week. This includes being the Opening Manager and working weekends when needed.

Full Time Swings are allowed a maximum of 1 weekend off a month (Friday, Saturday, Sunday). Unless approved



by the store manager.

All Swing Managers must attend all scheduled Swing Meetings, unless excused by the manager in charge of swings. If you miss a meeting it is your responsibility to get the information covered at the meeting.

Managers who lose their keys will pay to have locks changed and a new set of keys made for all managers.

The following situations can lead to a Swing Manager being demoted.

- Procedures not being consistently followed
- Poor or unsatisfactory attitude
- A decrease in availability
- Individual responsibilities not being completed
- Showing up late for shifts

The Manager in charge of Swings will work with you to insure that you are given the greatest opportunity to succeed.

Individuals promoted to Swing Manager will be placed on an automatic 30-day review. If any of the above areas fall short during this time or after the probation period is over the following will take place:

- 1) The manager in charge of swings will meet with you to outline areas that are inconsistent or need to improve.
- 2) The inconsistent areas must be corrected immediately.
- 3) Failure to show improvement will result in you being demoted back to a crew person.

## **Manager in Training (MIT)**

The MIT position is a Shift Leader Trainee Program. The program is designed to be finished in 30—90 days. If you are unable to finish the program in 90 days you will be moved back down to crew trainer unless other arrangements are being made. Crew Chiefs will follow the crew employee meal policy until promoted to swing manager.

## **401K Retirement Plan**

### **401K Program**

- Must Work 12 Consecutive Months and have worked 1,000 hours to be eligible.
- Can contribute up to \$19,500 a year
- You can set any dollar amount or percentage of gross pay to be deducted and invested each paycheck.
- All employees eligible will be auto enrolled after qualifying and will have 3% of your gross earning contributed each paycheck.
- You can opt out of auto enrollment by calling the Participant Service Team at: 866-809-8146

### **Employer Matching**

We will Contribute 7.5% of the amount you contribute yearly.

Our Contribution will be paid out at the end of the year in a lump sum for participants that remain employed. Employer Contribution is only for the Clerc Enterprises of South-Central Minnesota Retirement Account.

\*Rules and Policies may change at any time without notice.

## **Crew Trainer Requirements**

The following criteria must be met to be considered for the position of Crew Trainer

- Attitude toward McDonald's and other crew must be consistent with McDonald's Standards
- Must have been trained and S.O.C.ed on all areas of the restaurant
- Must have an Excellent or Outstanding PR rating
- Must be 16 Years Old
- Must have at least 6 months of work experience at McDonald's
- Must have good communication skills
- Must be open to and receive constructive criticism
- Must complete all S.O.C. on time every month
- Must project a neat professional appearance at all times
- Must be able to close one school night a week
- Must make customers #1 at all times
- Must follow procedures on all areas at all times
- Must attend monthly crew trainer meetings
- Must be able to close one Friday and Saturday a month

Individuals promoted to Crew Trainer will be placed on an automatic 30 day review. If any of the above areas fall short during this period of time or after the probation period is over the following will take place.

- 1) The crew training manager will meet with you to outline areas that are inconsistent or need to improve.
- 2) The inconsistent areas must be corrected immediately
- 3) Failure to show improvement will result in a demotion back to a crew person.




The position of Crew Trainer is a very important position in our company. You will be responsible for the training of all new employees as well as the cross training of our existing employees. The kind of job you do will have a direct effect on the QSC and FAF that our customers receive. Our company goal is to be at the excellent to outstanding level of operations for our customers at all times. You will be setting the pace and example to the rest of our employees. It is important that you are at your best at all times.

I understand that upon being promoted to Crew Trainer I am responsible for the above. I also understand that failing to do the following will result in demotion.

- \*Completing all assigned S.O.C.'s on time.
- \*Consistently following all procedures and setting the pace for all employees

## Wage Adjustments

**Crew Members and Crew Trainers** will receive a 30 Day Review, +\$0.30, +\$0.40 or +0.50 Review and Raise on the Anniversary of their Hire.

|   |  | Underperforming<br>0                              | Meeting Standard<br>3                 | Exceeding Standard<br>5                   | Rating<br>0-5 |
|---|--|---|---------------------------------------|---|---------------|
|  | <b>Attendance</b>                                | Consistently Late                                 | Shows up on Time                      | Comes Early                               |               |
|   | Misses Shifts                                    | Covers Shifts when Not Available to work          | Willing to Stay Late                  |   |               |
|  | <b>Attitude</b>                                  | Doesn't Communicate                               | Picks Up Shifts                       |   |               |
|   | Doesn't Listen to or take Direction Well         | Listens to and Accepts Feedback from Managers     | Seeks Feedback from Managers          |   |               |
|   | Has Negative Responses to Managers and Customers | Has positive Interactions with Customer and Peers | Always Open to Constructive Criticism |   |               |
|  | <b>Attire</b>                                    | Doesn't look to help others                       | Can be Helpful                        | Goes Over and Above to Help Peers         |               |
|   | Consistently Missing Part of Uniform             | Consistently Comes in Full Uniform                | Always Comes in Full Uniform          |   |               |
|   | Not Following Piercing and Facial Hair Policy    | Follows Dress Policies                            | Well Groomed and Follows Policies     |   |               |
|   |  | Consistently comes in Dirty or Wrinkled Uniform   | Uniform in Good condition             | Uniforms Look Excellent and Taken Care of |               |
|   |  | <b>0-5</b>  | 30 Day Review                         | <b>Total</b>                              |               |
|   |  | <b>6-8</b>  | +\$0.30 Hour                          |   |               |
|   |  | <b>9-12</b>                                       | +\$0.40 Hour                          |   |               |
|   |  | <b>13-15</b>                                      | +\$0.50 Hour                          |   |               |

DM Wage Adjustments will be in June and December

GM and Supervisor Wage Adjustments Will be in July.

GM's will receive an annual performance and wage review. All other Managers will receive performance and wage reviews every 6 months.

If you do not qualify for a wage increase during the month of your annual review, we will look at your results each following month. When you do qualify for a wage increase you will be given a wage increase at that time which will then be your new annual increase date.

Annual wage increases will be given until the individual reaches the maximum for their position.

Bonuses will continue to be paid for outstanding results.

## Insurance

- We offer insurance to any employee working 30 hours or more a week.
- Please contact the office if you are interested in health insurance.
- Rates are dependent on your age, sex and how many people you are covering. Rates will not exceed 9.61% of your gross income for Plan 1 Individual Coverage. (2022 ACA Requirement)
- All employees receiving the comprehensive insurance plan need to remain working 30 Hours a week to receive this benefit. If you fall below 30 Hours a week, we will let you know. If this continues there will be adjustments to the amount, we deduct from your paycheck for insurance.
- Rates are subject to change without notice.

## Benefits

*\*Newly Acquired Stores will keep their current Benefits till the end of the current year and start on our benefits January 1<sup>st</sup> (or closest payroll) of the next year.*

### McDonald's of South Central Minnesota

#### Employee Benefits Package

Updated 1/1/2022

|   | Vacation Pay & Paid Time Off                       | Premium Day  | Holiday Pay  | Personal Days  | Scholarship \$                                      | Health Insurance                             | Break Food Policy                                    | Food Before and After Shift                                  | Discount When Not Working          | Bonus Plan  |
|---|--|--------------|--|--|---|--|--|--|------------------------------------|---|
| <b>Crew 14 &amp; 15 Years Off</b>           |  |              |  |  |   |  |  |  |                                    |   |
| <b>Crew 18 Plus</b>                         |  |              |  |  |   |  |  |  |                                    |   |
| <b>Crew Trainers</b>                        | 8 Hours for every 500 Hours Worked.                | +\$1 / HR    |  |  | Earn 1% of Gross Pay till July 31st of Senior Year  |  | Up to \$8 Free Food for Each Break For Employee Only | 50% Off Must Be Eaten In Store For Employee Only             |                                    |   |
| <b>Part Time Shift Leaders</b>              |  |              |  |  |   |  |  |  |                                    |   |
| <b>Full Time Shift Leaders</b>              |  |              |  |  |   |  |  |  |                                    |   |
| <b>Full Time CSM &amp; MNT After 1 year</b> | 6 Vacation Days + 8 Hours for Every 500 Hrs Worked |              | After 6 Months In Position                                       |  | Tuition Assistance / GED / English Under the Arches | 18 Years Or Older / Must Work 30 Hrs a Week* | 1 Meal Free on Break                                 | Up to \$8 Free Food Must Be Eaten In Store For Employee Only | 30% Off Order Using McDonald's App | Max Payout Per Year   |
| <b>GM's &amp; DM's</b>                      | 10 Days After 1 Yr<br>15 Days After 5 Yr           | +\$2.00 / HR | <b>Sup's &amp; GM's Only</b><br>3 Floating + ThksGiv / Christmas | 1 Day After 1 Yr<br>2 Days After 2 Yrs<br>3 Days After 3 Yrs<br>4 Days After 4 Yrs<br>5 Days After 5 Yrs |   |  |  |  |                                    | PTM \$1,560<br>FTM \$2,2535<br>Sr.DM \$6,630<br>GTM \$7,722<br>GM \$9,360 |

**Unused Vacation & PTO Time will be forfeited on March 15th of the next Year.**

**Salaried Employees can not work extra days one week to use on other weeks.**

**DM's, GM's & Sup's**

**5 Vacation Days** Must use 5 Consecutively

**10 Vacation Days** Must use 5 Consecutively

**15 Vacation Days** Must use 5 Consecutively Twice

Easter  
Memorial Day  
4th of July  
Labor Day  
Thanksgiving  
Christmas Day  
New Year's Eve

**2022**

We can not charge an employee more than 9.61% of their gross income. The measurement period is one year from their start date. For an employee to be eligible for health insurance they need to average 30 hours a week during the measurement period.

**401K Program**  
Worked 1,000 Hours / No Minimum Age  
Can Contribute up to \$19,500 a year

Employer Contribute 7.5% of what you contribute.

Match will be paid out at the end of the year in a lump sum for participants that remain employed with us.  
**Employer Match is only for the Clerc Enterprises of South-Central Minnesota Retirement Account**

\*Full Time is averaging 35 Hours a Week for 50 of the 52 Weeks. 1750 Hours in a year  
\*Rules and Policies may change without notice.

## Service Awards

**3 year 5 year 10 year 15 year 20 years 25 years 30 years 35 years**

|                              |       |       |       |        |         |         |         |         |
|------------------------------|-------|-------|-------|--------|---------|---------|---------|---------|
| <b>Part time crew</b>        | \$ 30 | \$ 50 | \$100 | \$ 150 | \$ 200  | \$ 250  | \$ 300  | \$ 400  |
| <b>Full time crew</b>        |       |       |       |        |         |         |         |         |
| <b>Crew Trainer</b>          |       |       |       |        |         |         |         |         |
| <b>Part time swing</b>       | \$ 60 | \$100 | \$200 | \$ 200 | \$ 300  | \$ 350  | \$ 400  | \$ 500  |
| <b>Full time swing</b>       |       |       |       |        |         |         |         |         |
| <b>Full time Maintenance</b> | \$ 90 | \$150 | \$250 | \$ 300 | \$ 400  | \$ 500  | \$ 600  | \$ 700  |
| <b>DM</b>                    | \$100 | \$200 | \$300 | \$ 400 | \$ 600  | \$ 700  | \$ 800  | \$ 900  |
| <b>GMT</b>                   | \$150 | \$250 | \$400 | \$ 450 | \$ 700  | \$ 800  | \$ 900  | \$1,000 |
| <b>GM</b>                    | \$180 | \$350 | \$450 | \$ 500 | \$ 800  | \$ 900  | \$1,000 | \$1,100 |
| <b>Supervisor</b>            | \$210 | \$500 | \$700 | \$ 900 | \$1,100 | \$1,200 | \$1,300 | \$1,500 |