
BUSINESS PRACTICES AND SAFETY POLICIES

Bender / Agostini McDonald Restaurants

DISCIPLINARY KEY

A = TERMINATION

B = FIRST OFFENSE Suspension One week without pay.
SECOND OFFENSE Termination

C = FIRST OFFENSE Written notice to personnel file
SECOND OFFENSE Suspension One week without pay.
THIRD OFFENSE Termination

These policies include general rules of conduct, safety regulations, and disciplinary rules. The policies and situations mentioned in this document are examples and are not an all-inclusive list of activities, which are prohibited by McDonald's. The policies mentioned herein do not create any contractual obligation between McDonald's and its employees. McDonald's specifically reserves the right to amend or modify the policies and/or penalties contained herein at any time without prior notice. The Disciplinary Key contained herein is set forth as a guideline and McDonald's reserves the right to accelerate discipline or otherwise modify the disciplinary guidelines as may be warranted by consideration of the circumstances of each situation. McDonald's reserves the right, at its sole discretion, to discipline and discharge employees for engaging in activities that are not specifically mentioned in this document. Nothing in these policies shall change the "at will" employment status of McDonald's employees.

If you have any questions, please contact your Supervisor, Owner/Operator, our office or consult the employee handbook.

SECURITY POLICIES

- C** 1) The staggered method of opening and/or closing must be utilized by opening and/or closing personnel. Exterior doors, security doors and Drive-thru windows are to remain closed and locked prior to the store officially opening for business.
- B** 2) No outside doors or Drive-thru windows are to be opened or left unlocked for any reason after the store has been officially closed except to allow closers to leave.
- B** 3) No store should close early without the notification and approval of the General Manager, nor is a store to be left unattended or unsupervised.
- B** 4) Only McDonald's employees on the clock, and management personnel working, are allowed in the store after the store is officially closed for business.
- C** 5) All employees working until or after close must park their respective vehicles nearest to the designated exit door by 9 p.m.
- B** 6) If the store must be occupied after the closing crew leave, there must be at least three (3) McDonald's employees present, one of who must be a salaried manager. In extreme emergencies, Certified Swing Managers along with two crew may be in the store with the approval of the Operations Manager.
- B** 7) All crew and management are to leave the store no later than two (2) hours after close. Opening crew and management are to arrive no earlier than one (1) hour before the store is scheduled to open for business.
- C** 8) Managers are responsible for supervising use of any doors leading to the outside of the store from the kitchen or stockroom by employees.
- C** 9) Salaried Managers, Zone Managers and Floor Supervisors with opening and closing responsibilities are the only persons who should possess outside door and alarm keys.
- B** 10) After dusk, no employee will enter or exit through an exterior kitchen door or exterior basement door for any reason.
- B** 11) McDonald's employees must never open the rear or side door to strangers. All visitors to the store should be greeted at the front counter by management. Identification must be requested and identity ascertained before allowing persons into restricted areas.
- B** 12) McDonald's employees, when reporting to work or leaving work, must use a management designated entrance and exit.
- B** 13) Closing managers must personally check that all doors, Drive-thru windows and windows in the freezer are locked and that restrooms are secured.
- B** 14) Each individual computer password will be in confidential possession of the individual Salaried Manager, individual Zone Manager and Floor Supervisors, to whom it is assigned. All persons receiving passwords must be 18 years of age or older. Individual passwords should not be released to anyone else, except in emergency situations. The passwords must be changed the following day and the Area Supervisor must be notified.

SECURITY POLICIES CON'T

- B** 15) Individual computer passwords, safe combinations, and access codes must be changed within 24 hours after a management transfer. In the event that a member of the management team is terminated, computer passwords, safe combinations and access codes are to be changed immediately.

CASH POLICIES

- B** 16) Only Salaried Managers are to take deposits to the bank and get change from the bank.
- A** 17) The safe must be kept in good condition. All doors (outside of the drop safe), must be maintained to open at all times. If at any time, the safe is not operating correctly, the manager must arrange to have the problem fixed immediately. The manager must also notify their General Manager immediately.
- B** 18) Petty Cash should be used for emergencies and small dollar purchases only. (i.e. \$25.00). The Company petty cash budget is \$200.00 monthly. Managers MUST not use petty cash for fixed asset purchases, (i.e. TVs or VCR's).
- B** 19) Cash drawers, money, or money equivalents (gift certificates, coupons, BOG cards, etc.) must never be left unattended.
- B** 20) All moneys are to be locked in the safe at close.
- B** 21) No moneys are to be left in the cash registers unless these registers are in use.
- B** 22) Gift certificates, redeemed gift certificates, and redeemed promotional coupons are to be considered cash and should be counted daily.
- A** 23) Deposits, once prepared, must be taken directly to the bank or put directly into the safe until pick-up.
- B** 24) All managers who prepare bank deposits must enter their names in the computer and on the bank deposit slip.
- B** 25) All bank deposits must be verified by the Store Manager on normal banking days and the first normal banking day following a weekend or holiday. Validated deposit tickets are to be stapled to corresponding dated cash sheets.
- C** 26) All cash discrepancies must be reported to the Store Manager. Any discrepancy over \$20 must be reported immediately to the Store Manager and General Manager.
- B** 27) Cash discrepancies over \$50 must be immediately reported by the General Manager to the Owner/Operator. Discrepancies over \$250 must be immediately reported by the General Manager and/or Mike Agostini.
- B** 28) The safe must be locked at all times when not in immediate use. "Day lock" is unacceptable.
- A** 29) The cashing of an employee payroll or personal check out of store moneys is prohibited. The lending, borrowing, or theft of company funds or cash equivalents is prohibited.
- A** 30) Failure to ring up any sale at the time of transaction is prohibited.

CASH POLICIES CON'T

- B** 31) Negligence in handling cash or cash equivalents is prohibited.
- B** 32) A minimum of two deposits must be delivered to the bank daily, one before 11:00 a.m. and one before dusk. If you do branch banking (non-armored), a store log must be completed to include the preparer's name, the depositor's name and the time the deposit was taken to the bank.
- B** 33) If at any time the armored car service does not pick up a deposit, the manager in charge of the safe, must notify the Store Manager and General Manager immediately.
- B** 34) Only one manager should be in charge of the safe per shift; this manager is the only person permitted to enter safe.
- C** 35) The safe must be counted **AT A MINIMUM** a total of three (3) times per day by shift management. This includes back-up reserves, petty cash, gift certificates, and other cash equivalents.
- B** 36) The safe combination must be changed a minimum of once per quarter and/or immediately (same day) after manager termination or transfer.
- C** 37) All money must be skimmed from all cash drawers using an accordion-style envelope at least every two hours throughout the day and once per hour after dusk or when hourly sales cash exceeds \$300.00. This money will be kept in the safe until the bank deposit is prepared.

MISCONDUCT VIOLATIONS

- A** 38) Falsification or misrepresentation of any company documents is prohibited.
- C** 39) The holding of store invoices for more than seven (7) days is prohibited.
- A** 40) Possession, sale or being under the influence of illegal drugs or alcohol on or off McDonald's property while on company business is prohibited. No McDonald's employee is to purchase or otherwise provide illegal drugs for another McDonald's employee.
- A** 41) The possession, consumption, purchase or sale of alcohol on company premises is prohibited. Furthermore, no employee shall be under the influence of alcohol while on company premises or while performing company business off company premises. Any exception to this alcohol policy for special situations (e.g. Christmas parties, etc.) must be approved in advance by the Owner/Operator and conducted in accordance with any limitations which accompany approval.
- A** 42) No McDonald's employee is to purchase or otherwise provide alcoholic beverages for another McDonald's employee if that employee is not of legal drinking age.
- A** 43) The possession of a gun or any weapon on McDonald's premises is prohibited.
- C** 44) All Store management must wear a complete and approved McDonald's Management uniform when working in the restaurant. All restaurant management must maintain a professional appearance while working.

MISCONDUCT VIOLATIONS CON'T

- A** 45) Theft.
- A** 46) Fighting on premises is prohibited.
- A** 47) Verbal or physical abuse of another person is prohibited.
- B** 48) No McDonald's employee is to drive a vehicle, on company time, during their shift without California-mandated liability insurance (i.e. to pickup product from another store).
- B** 49) All management personnel, are required to immediately report (to your store manager, General Manager, the office or Mike Agostini) employee or customer claims of discrimination or harassment. Discrimination or harassment on the basis of race, sex, national origin, age, handicap, religion, sexual orientation or other unlawful reason is prohibited.
- B** 50) All customer injuries or losses must be called into the 800# listed for Liability Insurance, by restaurant management, within 24 hours of the injury. All customer injuries or losses must also be faxed into the office within 48 hours of the injury.
- C** 51) Conduct unbecoming an employee is prohibited.
- A** 52) Defacing of company property is prohibited.
- C** 53) Any employee refusing to speak with a customer or failing to courteously provide assistance to a customer who has a complaint is prohibited.
- B** 54) A McDonald's management person may not knowingly hire a former McDonald's employee whom it was determined is not eligible for re-hire. Management is responsible for the checking of all references for all new hires.
- B** 55) Excessive tardiness is prohibited.
- B** 56) Excessive absenteeism is prohibited.
- B** 57) Failure to report to work when scheduled without notifying the Store Manager or General Manager is prohibited. Employees are expected when possible, to call their manager or supervisor at least two hours prior to the beginning of their scheduled shift. Failure to do so may result in discipline.
- B** 58) Insubordination is prohibited.
- B** 60) Solicitation is prohibited.
- B** 61) Store management employees are not to borrow from or lend money to crew employees

MISCONDUCT VIOLATIONS CON'T

- C** 62) Store management employees are not to date employees in the same store. Management employees in same store dating situations should request to be transferred to a different store.
- B** 63) Store management, General Managers, Maintenance Supervisor and office personnel are not to enter into any contractual/business agreements with outside vendors without the approval of the Owner/Operator.
- B** 64) Store Managers should not enter into any contractual/business agreements with outside vendors. If you are ever placed in a situation where a contract is warranted, you must discuss it with your Owner/Operator for approval.
- C** 65) Store Manager must ensure Food Safety Checklists are completed accurately on a daily basis. Food Safety-related issues must be corrected and the General Manager should be contacted immediately of your knowledge of a situation. If, for any reason, the situation cannot be corrected within 24 hours, you and/or the General Manager must notify your Owner/Operator.

LABOR LAW VIOLATIONS

- B** 66) Termination checks must be requested and paid in accordance with the Company's Final Check Procedures.
- B** 67) Employees must be given a final check at the time of termination.
- B** 68) Employees are not to be paid wages in cash under any circumstances.
- B** 69) All minor employees must submit valid work permits to store management before being allowed to work.
- B** 70) All Child Labor Laws must be complied with.
- B** 71) All employees must be paid for all hours worked and receive overtime when earned. No one is to be worked off the clock.
- B** 72) Violations of the laws pertaining to rest and meal breaks are prohibited.
- B** 73) Management is responsible for complying with all applicable Federal and State laws (including labor laws, e.g., I-9s, etc.).
- B** 74) All employee injuries must be called into MedCor, by restaurant management immediately.

EMPLOYMENT PRACTICES POLICIES

- B** 75) Management is responsible for complying with all applicable business practices and policies, including, but not limited to, performance and wage reviews, file maintenance, labor audits, etc. Negligence or deliberate failure to follow these policies is prohibited.
- B** 76) Hiring and/or employing a minor under the age of 16 is prohibited.
- B** 77) Management is not to schedule hourly employees for shifts in excess of eight hours per day without the approval of the General Manager or Owner/Operator.
- A** 78) Knowingly or negligently hiring and/or employing persons who are not eligible to work in the United States is prohibited.
- B** 79) Restaurant management employees are not to give references for current or past employees, all requests for references must be referred to the Bender/Agostini McDonald's Restaurants Office.

I have read and received a copy of Business Practices and Safety Policies for the
Bender/Agostini McDonald Restaurants.

Employee's Name (Print) _____

Employee's Signature _____ Date _____