



*WELCOME TO RFO, Inc.
A Licensee of McDonald's*

Employee Policies

A handbook to actions and behaviors



Updated August 2017

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VISION AND PHILOSOPHY

Our Vision

RFO, Inc., a Licensee of McDonald's, will be a restaurant business focused on PEOPLE.

We will select, train, develop and retain the best people.

We will be a role model in the communities we serve.

*We will be known for operating the best restaurants, serving quality food,
with great value in clean and contemporary facilities.*

Our philosophy is very simple at McDonald's, but making it work takes the best effort of everyone on your restaurant's team. Our prime objective is to **Satisfy the Customer** and we will accomplish this by giving our best effort every day in the area of customer service and guest expectations. The customer is the reason we are in business. This is just the start as you will continuously learn more ways to impress the customer throughout your entire McDonald's career. Our advertising should be accurate and visible, showing our current promotions. The experience should be a friendly and smiling employee ready to take a customer's order at both the front counter and the drive-thru. **We believe every customer's visit should be special, individual and satisfying. This means taking time to open doors, carry trays, refill drinks, get high chairs, and making sure children get extra special attention.** It is the desire of RFO, Inc. to consistently deliver high levels of QSC&V (Quality, Service, Cleanliness, & Value) and strive for continuous improvement.

We want our customers to feel welcome to visit our dining rooms and drive-thrus, leaving each visit satisfied.

OUR VALUES

- Customer First
- Dedication / Loyalty
- Teamwork
- Optimism
- Support Diversity
- Commitment to Training
- Integrity / Honesty / Respect
- Stay True to the Brand
- Perseverance / Never Satisfied
- Have Fun!

As you read through this employee handbook, you will find many reasons for our success, but no single factor is more important than the dedication and effort of our restaurant employees. Our competitors can copy many of our secrets, but they can't duplicate our pride, our enthusiasm, and our dedication. The McDonald's spirit is exclusively ours and yours!

Josh Ranft

Josh Ranft
Owner / Operator

The McDonald's People Promise

WE VALUE YOU, YOUR GROWTH, AND YOUR CONTRIBUTIONS.

We're not a hamburger company serving people, but a people company serving hamburgers.

Even though people are part of our everyday business, we don't take them for granted. For McDonald's to achieve our goal of being the world's best quick service restaurant, we must provide the best work environment for our employees. In other words, we must motivate and develop great employees who feel good about their jobs so they can make our customers want to come back time and time again.

Our people promise is how we remind our employees what they can expect and how high our goal is!

The McDonald's Story



Raymond Albert Kroc
1902-1984

Ray Kroc mortgaged his home and invested his entire life savings to become the exclusive distributor of a five-spindled milk shake maker called the Multi-Mixer. Hearing about the McDonald's hamburger stand in California running eight Multi-Mixers at a time, he packed up his car and headed west. It was 1954. He was 52 years old.

Ray Kroc had never seen so many people served so quickly when he pulled up to take a look. Seizing the day, he pitched the idea of opening up several restaurants to the brothers Dick and Mac McDonald, convinced that he could sell eight of his Multi-Mixers to each and every one. "Who could we get to open them for us?" Dick McDonald said.

"Well," Kroc answered, "what about me?"

Ray Kroc opened the Des Plaines McDonald's restaurant in 1955. First day's revenues were \$366.12! No longer a functioning restaurant, the Des Plaines building is now a museum containing McDonald's memorabilia and artifacts, including the Multi-Mixer.

This is your employee handbook.
It has been designed to make you feel at home in your new work environment.
This handbook also informs you of necessary information which can assist to make your employment experience a rewarding one.

RFO, Inc. Policies and Procedures may be Subject to Change

RFO, Inc. reserves the right at its sole discretion to amend its policies, programs and/or guidelines, including the contents of this handbook, at any time without prior notice. This booklet and other RFO, Inc. policies, programs and manuals that are issued from time to time set forth procedures and guidelines which do not constitute promises or establish contractual rights between RFO, Inc. and any of its employees. RFO, Inc. reserves the right to change any term or condition of employment of any employee without prior notice, consultation or agreement.

At RFO, Inc., EMPLOYMENT IS AT WILL

The relationship that exists between RFO, Inc. and each of its employees is employment at will. This means that an employee is free to terminate his/her employment at any time for any reason, with or without cause or prior notice. Similarly, RFO, Inc. retains the right to terminate an individual's employment at any time for any reason, with or without cause or prior notice, at its sole discretion. The Owner/Operator is the only individual who may make an exception to this policy and any exception must be in writing, addressed to the employee personally and contain the original signature of the Owner/Operator. In addition, RFO, Inc. operates in multiple restaurant units. No employee is obligated or bound to any one restaurant and may be required to transfer to another restaurant if business dictates. Failure to comply with this may be construed as voluntary termination of employment.

All "New Hire" employees are subject to a 90-day probation period. During this time if any problems/issues and/or policy and procedure violations occur, it is totally at the discretion of RFO, Inc. if your employment will be terminated.

A copy of this handbook will be kept in your respective restaurant.

Please read and review your handbook on a regular basis to keep policies fresh in your mind.

This will ensure that as an employee, you are familiar with RFO, Inc.'s policies and procedures in order for your employment experience with us to be a satisfying one.

If, at any time, you have a question(s) concerning this handbook, you are encouraged to discuss your question(s) with a member of the restaurant management team, the Area Supervisor, or the Owner/Operator.

OPEN DOOR POLICY

RFO, Inc. is operated according to the terms of its franchise agreement with McDonald's Corporation and the specific policies and guidelines contained herein. RFO, Inc. is a company with many layers of management. It is RFO, Inc.'s intention to keep lines of communication between management and all employees open and to respect an employee's individuality and personal concerns. If an employee feels that a policy of RFO, Inc. is wrong or is detrimental to the development of RFO, Inc., the employee should communicate this concern to his/her immediate supervisor. If the employee feels that a satisfactory response has not been received at

this level of management, the employee is encouraged to take his/her concern directly to the Area Supervisor and/or to the Owner/Operator. If RFO, Inc. determines that the policy is improper, RFO, Inc. will make appropriate efforts to change the policy. However, all employees will be expected to operate within RFO, Inc. policies which are in effect.

If all levels of personnel maintain an open and fair line of communication among all colleagues, and if all levels of personnel are responsive to RFO, Inc. policy and employee concern, there should be few reasons for an employee to bypass a particular level of management. However, if the proper level of management is not responsive, or if any employee reasonably believes he/she cannot present a concern to a particular management person (i.e., where an employee believes his/her immediate supervisor is engaging in sexual or other unlawful harassment), an employee's actions in seeking a higher level of management for a response will be warranted under this open door policy. This alternative procedure should be the exception rather than a rule. If, after exhausting the alternatives contained in this policy, you feel that the people you are talking to do not listen, call the Area Supervisor. Above all, it is imperative that any and all questions or concerns you may have are addressed in a timely manner.

EQUAL EMPLOYMENT OPPORTUNITY

RFO, Inc. is an equal opportunity and affirmative action employer and will not discriminate against any applicant or employee on the basis of age, race, color, religion, sex, national origin, handicap or disability, disabled veteran, or other legally protected status. In an effort to further its policy of equal employment opportunity and affirmative action, RFO, Inc. will insure that qualified applicants are employed. It will also insure that qualified employees are treated during employment without regard to age, race, color, religion, sex, national origin, handicap or disability, disabled veteran status, or other legally protected status. This policy extends to all terms, conditions, and privileges of employment, as well as the use of RFO, Inc. facilities and participation in all company-sponsored activities, including the following:

- Recruitment, advertising, and job application procedures
- Hiring, promotion, demotion, transfer, training, evaluation, discipline, advancement opportunity, layoff, discharge, and other terms and conditions of employment
- Compensation, insurance, leave, training, social and recreational programs, and other benefits and privileges of employment.
- Contractual relationships with others.

All members of RFO, Inc. leadership, all levels of restaurant managers and any office staff are responsible for implementing this policy in their individual areas of responsibility.

RFO, Inc. also will not discriminate or take adverse action against any individual who is a member or applies to become a member of a uniformed service, performs or applies to perform uniformed service or has an obligation to perform uniformed service. RFO, Inc. will not deny such an individual initial employment, reemployment, retention in employment, promotion, or any benefit of employment on the basis of this status.

- Managers who participate in the hiring process are encouraged to maintain a diverse employee workforce at their restaurant, in keeping with RFO, Inc. policy on equal employment opportunity.
- It is a policy of RFO, Inc. to base its employment decisions on job-related criteria. It is also RFO, Inc. policy to make reasonable accommodations, providing those accommodations do not cause an undue hardship on RFO, Inc. to assist qualified handicapped or disabled applicants and employees, including disabled veterans, in meeting the criteria once RFO, Inc. is made aware of their disabilities. For the purposes of the policy, qualified handicapped or disabled applicants and employees include: 1) Individuals

who have a mental or physical disability that substantially limits one or more major life activity; 2) Individuals who have a record of such an impairment, or who are regarded as having such an impairment even if they do not; and 3) Individuals who meet the skill, experience, education, and other job-related requirements of a position and can perform the essential functions of the job, with or without reasonable accommodation. RFO, Inc. also will not discriminate against applicants and employees who have a relationship or association with a person who has a disability.

If an applicant or employee has a disability that will require an accommodation to enable him or her to perform an essential function of a job desired or held, it is that person's responsibility to notify his or her interviewer or his or her supervisor, as applicable, of the disability and of the need for an accommodation. Once RFO, Inc. is made aware of an applicant's or employee's disability, every reasonable effort should be made to discuss potential accommodations with that individual and to provide disabled individuals who are or will be employed by RFO, Inc. with reasonable accommodation that is appropriate to the needs of the applicant or employee and RFO, Inc. If a manager receives an accommodation request from an applicant or employee that cannot be handled on an informal basis, the manager should contact the Area Supervisor or Owner/Operator immediately. If a manager has a disability, the manager should contact the Area Supervisor and/or Owner/Operator.

In determining the extent of RFO, Inc. accommodation obligations, business necessity, financial cost and expense to RFO, Inc. among other factors, will always be considered. RFO, Inc. will not be required to accommodate an applicant or employee who poses a significant risk to the health or safety of him or herself or others in the workplace if a reasonable accommodation will not eliminate or reduce the risk.

SEXUAL / OTHER UNLAWFUL HARRASSMENT AND DISCRIMINATION

Any act, comment, or behavior that constitutes sexual or other unlawful harassment is strictly prohibited and will not be tolerated of any employee, either on or off company premises. This prohibition against harassment covers not only the relationships between employees of RFO, Inc. but also each employee's relationships with McDonald's customers, with the general public, and with employees of other companies encountered in the course of performing the duties of his or her job.

Employees, without any fear of reprisal, have the responsibility to bring any form of sexual or other unlawful harassment to the attention of their immediate supervisors. A confidential investigation will begin immediately into the circumstances of the incident and the allegations of the employees who believe that he or she is or has been the object of such harassment. (Refer to our Open Door policy.) Following this investigation, a review of the results of the investigation with the person(s) involved will be conducted, and corrective and/or disciplinary action will be taken, possibly resulting in immediate termination of employment for the employees who are determined to have engaged in sexual or other unlawful harassment. If an employee is uncomfortable with reporting such harassment to his or her supervisor, he or she should talk to the Owner/Operator.

A manager who receives a report of sexual or other unlawful harassment should contact the Area Supervisor and/or the Owner/Operator immediately. RFO, Inc. will keep any documentation of harassment allegations and investigations as confidential as possible under the circumstances and will take appropriate corrective action, including disciplinary measures when justified, to remedy

violations of this policy. As a manager, you are expected to do everything possible to assist RFO, Inc. in these efforts.

RFO, Inc. also strongly believes that employees and applicants for employment should be treated with respect and without regard to race, color, sex, religion, national origin, citizenship status, age, disability, veteran status, military status, sexual orientation, genetic information or any other prohibited basis.

This applies to all employment practices, including, but not limited to, recruiting, hiring, pay, performance reviews, training and development, promotions, discipline, discharge and other terms and conditions of employment.

RFO, Inc. does not tolerate any form of harassment, joking remarks or other conduct (including verbal, non-verbal, or physical conduct) that demeans or shows hostility toward an individual based on these prohibited categories 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.

Discrimination or harassment of an employee of RFO, Inc. or applicant, whether by another employee, customer, supplier, vendor, franchisee (or their employees), or other individuals present in the work environment, will not be tolerated.

Employee Recourse

- Every employee has the right and is encouraged to tell any other employee of RFO, Inc. to stop behavior towards him/her that the employee believes to be discriminatory, harassing and/or offensive.
- Any employee of AIFT, Inc., Swing, Shift, Assistant or Department Manager level and below, who feels subjected to discrimination or harassment should immediately report concerns to his/her General Manager.
- If you are not comfortable reporting to the General Manager, then you should report concerns to the Area Supervisor. General Managers should report concerns directly to the Owner/Operator of RFO, Inc.

As stated, RFO, Inc. will investigate all complaints or reports appropriately, with sensitivity towards confidentiality to the extent consistent with carrying out an appropriate investigation. If the report has merit, RFO, Inc. will take corrective action, including, but not limited to, disciplinary action against the offender, up to and including termination.

Retaliation

RFO, Inc. **prohibits** retaliation. We encourage employees to report incidents of discrimination or harassment freely without fear of retaliation. RFO, 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, or that would likely deter an employee from, complaining about or assisting in the investigation of discrimination or harassment

Any employee who believes he/she is being retaliated against should immediately report the situation to the Area Supervisor or Owner/Operator.

FAMILY AND MEDICAL LEAVE

I. Eligibility Requirements/Leave Year. You are eligible for up to 12 work weeks of unpaid leave under the Family and Medical Leave Act (FMLA) during a rolling 12-month period under this policy if you have been employed by RFO, Inc., an independently owned and operated McDonald's franchise, solely responsible for its employment relations practices and policies for at least 12 months, you have worked at least 1,250 hours during the 12-month period prior to the commencement of the leave, and you work at a facility with 50 or more employees within a 75-mile radius. RFO, Inc. uses a rolling 12-month period measured backward from the date you use any FMLA leave. If you meet the eligibility requirements, you are eligible for up to 26 weeks of leave to care for an Injured Service member, as set forth in **Section II E** below.

II. Reasons for Leave. An FMLA leave may be requested for any of the following reasons:

- A. Birth/Placement (Bonding) — to care for a child born to or placed for adoption or foster care with you;
- B. Family Medical — to care for your parent, child or spouse with a serious health condition;
- C. Employee Medical — because of your own serious health condition, which renders you unable to perform the functions of your position;
- D. Qualifying Exigency — because of any qualifying exigency arising out of the fact that your parent, child or spouse is on covered active duty (or has been notified of an impending call or order to active duty) in a foreign country in the Armed Forces; or
- E. Injured Service member (Military Caregiver) — to care for a covered service member or covered veteran with a serious illness or injury (incurred or aggravated in the line of active duty in the Armed Forces) and who is your parent, child, spouse, or for whom you are next of kin, or to care for a veteran who is your parent, child, spouse, or for whom you are next of kin. Such leave may be taken for up to 26 weeks in a single 12-month period, which period begins on the first day you take leave for this purpose and ends 12 months after that date.

III. Leave Rules.

- A. Leave for Birth/Placement must be completed within the 12-month period beginning on the date of the birth or placement.
- B. Spouses employed by the Company may share certain types of FMLA leave. Consult Human Resources for details.
- C. You will not be granted leaves to gain employment or work elsewhere, including self-employment.
- D. If you misrepresent facts in order to be granted an FMLA leave, you will be subject to discipline up to and including termination.
- E. If you intend to continue to work at a second job that you already had before the leave commenced, you must have the written permission of your General Manager and Area Supervisor.

IV. Leave Is Unpaid/Substitution of Accrued Paid Leave. FMLA leave is unpaid leave. If you request leave for other than Employee Medical reasons, any accrued paid vacation, if eligible and comply with RFO, Inc.'s vacation requirements, must first be substituted and used. In addition, any leave for workers' compensation will apply as part of the 12-week leave period when you are taking Employee Medical leave. The substitution of paid leave time for unpaid leave time does not extend the 12 week (or where applicable, the 26 week) leave period.

V. Notice of Leave. If your need for FMLA leave is foreseeable, you must provide RFO, Inc. at least 30 days prior notice or as much notice as is practicable. If the need for leave is not foreseeable, then you are expected to provide notice to RFO, Inc. as soon as practicable, generally the same day or the next business day you learn of the need for leave. Failure to provide such notice may be grounds for delay or denial of leave and may result in adverse employment actions. RFO, Inc. has Request for FMLA leave forms which must be completed. In addition, you must comply with the RFO, Inc.'s usual call in procedures. Absent unusual circumstances, you must follow these procedures and use these forms when requesting FMLA leave. **Requests for FMLA leave must be provided to RFO, Inc.**

VI. Medical Certification/Second Third Opinions for Employee Medical and Family Medical Leave. If you are requesting Family Medical or Employee Medical leave, you must provide a medical certification from a health care provider. You may obtain the appropriate certification forms from RFO, Inc. Certifications must be provided within 15 calendar days after you are requested to provide such certification. Failure to provide requested certification in a timely manner may result in delay or denial of leave or other adverse consequences. For Family Medical and Employee Medical leaves, in its discretion and at its own expense, RFO, Inc. may require a second medical opinion, and if the first and second opinions differ, may request a third medical opinion. If a third opinion is requested, it will be provided by a health care provider approved jointly by the employee and RFO, Inc. and will be binding. RFO, Inc. may also require recertification periodically during a leave. RFO, Inc. may also ask for authentication and/or clarification of any medical certification submitted. All forms must be filled out completely and legibly.

VII. Certification for Qualifying Exigency and Injured Service member Leaves. If you are requesting leave for a Qualifying Exigency or to care for an Injured Service member RFO, Inc. within 15 calendar days after they are requested.

VIII. Medical and Other Benefits. During the leave, RFO, Inc. will maintain your group health benefits on the same conditions as if you had continued working your regular schedule. If paid leave is substituted for unpaid FMLA leave, RFO, Inc. will deduct your portion of the health plan premium, provided you are eligible and participating in a health plan with RFO, Inc., as a regular payroll deduction. If your leave is unpaid, you must make arrangements with RFO, Inc. and the health plan carrier, to pay your portion of the premium directly. Your group health care coverage will cease if your premium payment is more than 30 days late, but you will be notified at least 15 days before your coverage lapses. Additionally, if you fail to return from leave, the RFO, Inc. may require repayment of any premium that was paid for maintaining the health coverage for you, unless you do not return because of your continuing or recurring serious health condition or that of a covered family member, or because of other circumstances beyond your control.

IX. Returning From Leave. If you take an FMLA leave, you are generally entitled to return to your position or to an equivalent position with equal benefits, pay and other terms and conditions of employment, subject to any applicable exceptions. In addition, you have no greater rights to reinstatement or to other benefits and conditions of employment than if you had not taken FMLA leave. If you take Employee Medical leave, you may be required to provide a fitness for duty certification that you are fit to resume work and are able to perform all essential job functions. Employees failing to provide a requested fitness for duty certification will not be permitted to resume work until it is provided.

X. Intermittent or Reduced Work Schedule Leave. Employee Medical, Family Medical and Injured Service member leave may be taken intermittently (in separate blocks of time due to a single covered health condition) or on a reduced work schedule (reducing the usual number of hours you work per workweek or workday) if medically necessary. Qualifying Exigency leave may also be taken intermittently or on a reduced work schedule basis. While you are on an intermittent or reduced schedule leave for planned medical treatment, RFO, Inc. may temporarily transfer you to an available alternative position that better accommodates your recurring leave and which has equivalent pay and benefits. **If you are certified to take FMLA leave on an intermittent or reduced leave schedule basis, you must advise RFO, Inc. at the time of your absence from work if the absence is for your certified FMLA reason.**

XI. Modifications. The application of this policy, and the procedures and definitions set forth herein, may be modified in accordance with changes in applicable law and regulations.

XII. State Law. If state law provides for job protected family or medical leave, the state leave and the FMLA leave will run concurrently if permitted by law. The FMLA does not supersede any state or local law which provides greater family or medical leave rights, and an employee will receive all benefits and protections to which an employee is entitled under any and all applicable leave laws.

XIII. Additional Information. Additional information on your rights under the FMLA is contained in the Department of Labor (WH 1420) publication, which is posted in the crew employee break room.

SOCIAL MEDIA

Social media (including personal and professional websites, blogs, chat rooms and bulletin boards; social networks, such as Facebook, LinkedIn, Twitter and MySpace; video-sharing sites such as YouTube and e-mail) are common means of communication and self-expression. Because online postings can conflict with the interests of RFO, Inc. and its customers, RFO, Inc. has adopted the following policy. Breach of this policy may result in counseling and disciplinary action, including termination of employment.

Confidentiality and Privacy

Do not disclose RFO, Inc.'s confidential and proprietary information, or personal identifying of anyone at RFO, Inc. on online postings or publications. Sharing these types of information, even unintentionally, could result in harm to RFO, Inc. and legal action against you or RFO, Inc.

Your Identity Online

You are personally liable for all communications and information you publish online. RFO, Inc. may be liable for online activity that uses RFO, Inc. assets, an RFO, Inc. email address and or any email address that can be traced back to RFO, Inc. domain, which generally is any internet address affiliated with RFO, Inc. Using your name and an RFO, Inc. email address may imply that you are acting on behalf of RFO, Inc. Because social media and networking activities are public, your RFO, Inc. email address and RFO, Inc. assets should be used only to perform job related activities, which may include professional networking but do not include personal social networking.

Outside the workplace, you have a right to participate in social media and networks using your personal email address. However, information and communications that you publish on personal online sites should never be attributed to and/or associated with RFO, Inc. or appear to be endorsed by or to have originated from RFO, Inc.

There will be no posting of pictures while dressed in your McDonald's issued uniform. Furthermore, there will be no comments made concerning other employees or comments about the workplace.

If you choose to disclose your affiliation with RFO, Inc. in an online communication, then you must treat all communications associated with the disclosure as professional communications governed by this and other RFO, Inc. policies.

Limitations on Online Publications

- Never identify a customer or co-worker in an online posting without his or her prior written permission.
- Obey the law and ethics rules. Do not post any information or engage in any online activity that violates applicable local, state or federal laws, or professional rules of conduct.
- Identify all copyrighted or borrowed material with citations and links. When publishing direct or paraphrased quotes, thoughts ideas, photos or videos, give credit to the original publisher or author.
- Direct all requests for references for current or former RFO, Inc. employees to the Owner/Operator. Comments you post about current and former employees can have legal consequences, even if you make the comments personally and not on RFO, Inc.'s behalf.

Creating and Managing Content

- RFO, Inc. must approve any website, blog, chat room, video sharing site, bulletin board or other social media that promotes RFO, Inc.
- No employee may incorporate RFO, Inc.'s logo or other intellectual property in a website, blog, chat room, video-sharing site, bulletin board or other social media without RFO, Inc.'s written permission.
- If you maintain a website, blog, chat room, video sharing site, bulletin board or other social media that promotes RFO, Inc., you are responsible for reviewing responses to online posts and resolving any concerns about the propriety of the responses before they are posted.
- If a blogger or any other online participant posts an inaccurate, accusatory or negative comment about RFO, Inc. or any of its employees, do not respond to the post without the approval of the Owner/Operator.
- Refrain from publishing comments about controversial or potentially inflammatory subjects, including politics, sex, religion or any other non-business related subjects in any posts or other online communications involving RFO, Inc.
- Avoid hostile or harassing communications in any posts or other online communications involving RFO, Inc. Harassment is any offensive conduct based on a person's race, sex, gender, gender identity, national origin, color, disability, age, sexual orientation, veteran status, marital status, religion, or any other status protected by law.

COMMUNICATIONS – Statements to Media or other outsiders

- RFO, Inc. employees are not authorized to make statements to the media on behalf of RFO, Inc. without the approval of the Owner/Operator.
- Should a representative of the media or other outside organization approach you in person at the restaurant please direct them to the General Manager or the shift manager on duty.
- Do not express your personal opinions, as it will be construed as a statement on behalf of RFO, Inc. It is very important that we maintain a positive local image. We all live within the community and RFO, Inc. employs community residents, pays community taxes, and makes numerous other contributions to the community. A need to protect this image necessitates this strict policy.

DATING, NEPOTISM AND FRATERNIZATION POLICY

RFO, Inc. is committed to fostering a professional work environment. That means that our managers and employees have a responsibility to maintain such an environment and avoid relationships that create a conflict of interest. Certain personal relationships between employees, especially those in a reporting capacity, may cause issues for the employees involved as well as for their co-workers. This can include a lack of objectivity towards the subordinate's job performance, the perception of favoritism by other employees, and potential sexual harassment complaints. Further, dating or fraternizing between a managerial employee and any crew employee who is a minor may raise legal and parental concerns. This policy also applies to relationships with independent contractors and vendors engaged by RFO, Inc., an independent McDonald's Franchisee.

While we understand and respect employees' needs to develop personal relationships at work, the following rules apply in order to avoid workplace conduct that may negatively impact the work environment.

Dating or Romantic Relationships: Employees who have a direct or indirect reporting relationship to each other are prohibited from dating. "Dating" means being involved in any kind of romantic or intimate relationship, and includes, but is not limited to, any sexual relationship or encounter.

Nepotism: Claims of favoritism or a conflict of interest may exist when an employee is in a job or a position where he/she reports to (directly or indirectly) or is reported to by (directly or indirectly) his/her spouse or immediate family member. As a result, nepotism is generally not allowed in the restaurant. Any exceptions to this can only be made by the Area Supervisor or Owner/Operator.

Fraternization between Restaurant Management and Crew Employees: Restaurant management employees are prohibited from fraternizing, or socializing outside of work with any crew employee who works in the same restaurant, unless the fraternizing or socializing occurs in public and at least three or more RFO, Inc. employees are present. Restaurant management employees may not offer alcohol to, consume alcohol in the presence of, or be present if alcohol is consumed by crew employees who work in their restaurant. Restaurant management employees must always use good business judgment with regard to fraternizing or socializing with crew.

Employee Obligations

- Any employee who enters into or plans to enter into a dating or romantic relationship that violates this policy must advise his/her Area Supervisor or Owner/Operator immediately.

- In order to address a violation of this policy, RFO, Inc. may take such steps as it deems reasonable and appropriate to correct the violation, including (but not limited to) transferring or reassigning one or both of the employees involved; asking the employees involved to cease dating or to agree not to begin dating; or terminating the employment of one or both of the employees.
- Any employee who intends to enter into a reporting relationship that may be subject to the nepotism policy must report the relationship to his/her Area Supervisor or Owner/Operator immediately.
- Any employee who violates the Dating, Nepotism and Fraternalization Policy will be disciplined up to and including termination. RFO's policy against Discrimination and Harassment applies to all work-related situations. Unwelcome advances of a sexual nature toward any individual in a work-related situation always are prohibited.

SUBSTANCE ABUSE AND DRUG AND ALCOHOL POLICY

McDonald's Operators Self Insurance Fund (North/South Carolina) and RFO, Inc.

RFO, Inc. has developed a policy regarding the illegal use of drugs and the abuse of alcohol that we believe best serves the interest of all employees. The goal of this policy is to balance our respect for individuals with the need to maintain a safe, productive, and drug-free environment. This policy clearly states that the illegal use of drugs and the abuse of alcohol are incompatible with employment at RFO, Inc. and illegal use of drugs or abuse of alcohol or prescription drugs will not be tolerated. As a means of maintaining our policy, we have implemented employee drug testing.

An employee whose conduct violates RFO, Inc.'s Substance Abuse and Drug and Alcohol Testing Policy will be disciplined, up to and including termination.

Substance Abuse Policy Statement

RFO, Inc. is committed to providing a safe work environment and to fostering the well-being and health of its employees. That commitment is jeopardized when any RFO, Inc. Management Inc. employee illegally uses drugs on the job, comes to work under their influence, possesses, distributes, sells drugs in the workplace, or abuses alcohol on the job. Therefore, RFO, Inc. has established the following policy:

1. It is a violation of company policy for any employee to use, possess, sell, trade, offer for sale, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs on the job.
2. It is a violation of company policy for anyone to report to work under the influence of illegal drugs or alcohol, and/or bring alcohol and/or drugs on the premises.
3. It is a violation of the company policy for any employee to use prescription drugs illegally. Nothing in this policy precludes the appropriate use of legally prescribed medications. However, employees using such medication prescribed by a physician or with over-the-counter drugs are responsible for being aware of any potential effects such drugs may have on their reactions, judgment, or ability to perform their duties and if impairment is possible, they are to report this to their supervisor.
4. Employees in violation of this policy are subject to disciplinary action up to and including termination.

It is the responsibility of the company's managers and supervisors to counsel employees and implement corrective actions whenever they see change in performance and/or behavior that suggest an employee has a drug / alcohol problem. It is not the managers or supervisors' job to diagnose personal problems. The manager/supervisor should encourage such employees to seek help and advise them about available resources for getting help. Everyone shares responsibility for maintaining a safe work environment and co-workers should encourage anyone who has a drug / alcohol problem to seek assistance.

Confidentiality

The confidentiality of any information received by the employer through this substance abuse testing program shall be maintained, except as otherwise provided by law.

Positive Test Results

- RFO, Inc. Management will notify employees in writing within five (5) days of receipt of a confirmed positive test result from the laboratory.
- The written notification of confirmed positive test results will also address the consequences of such results, and the options available to the employee
- Any employee who tested positive for the presence of drugs or alcohol may contest or explain the results to RFO, Inc. Management within five (5) working days after notification of test results. Anyone wishing to contest or explain the results must state the desire to do so in writing, dated and signed by the employee and delivered to RFO, Inc. within five (5) working days after receipt of written notification.

General Procedures

- Any employee reporting for work visibly impaired will be deemed unable to properly perform his/her required duties and will not be allowed to work. If possible, the employee's manager or supervisor will first seek another manager's or supervisor's opinion to confirm the employee's status.
- Next, the General Manager or Area Supervisor will consult privately with the employee to determine the cause of the observation. If, in the opinion of the manager or supervisor, the employee is considered impaired, if possible, the employee will be sent home by taxi or safe alternative transportation depending on the determination of the observed impairment and accompanied by the manager, supervisor or another employee if necessary
- An impaired employee will not be allowed to drive. In cases where no person is available to transport the impaired employee and that employee insists on driving, the police will be called.

Employee Testing

RFO, Inc. has adopted testing practices to identify employees who use illegal drugs on or off the job, who abuse alcohol on the job.

- It shall be a condition of employment for all employees to submit to drug testing when an employee has caused, contributed to, or been involved in an on-the-job injury that resulted in a loss of work time, which means any period of time during which an employee stops performing the normal duties of employment and leaves the place of employment to seek care from a licensed medical provider.

- It shall also be a condition of employment for all employees to submit to drug testing when involved in an on-the-job accident where personal injury or property damage occurs, or when significant loss of company funds or property occurs.
- **Workers' compensation claims may be denied for any employee who tests positive for illegal drugs or under the influence of alcohol, or if the employee refuses to submit to or cooperate with a blood or urine test following an on-the-job injury in which the employee was injured, subject to the fullest extent of North and South Carolina Law.**
- Employees with a confirmed positive test result may, at their option and expense, have a second confirmation test made on the specimen. An employee will not be allowed to submit another specimen for testing.
- If the physician, official, or lab personnel have reasonable suspicion to believe that the employee has tampered with the specimen, the employee is subject to disciplinary action up to and including termination.
- This policy is compliant with North Carolina and South Carolina law.

Alcohol Abuse

An employee who is under the influence of alcoholic beverage at any time while on company business or at any time during the hours between the beginning and ending of the employee's work day, whether on duty or not, and whether on RFO, Inc. business or property or not, shall be guilty of misconduct and is subject to discipline up to and including termination.

An employee shall be determined to be under the influence of alcohol if:

1. The employee's normal faculties are impaired due to the consumption of alcohol, or
2. The employee's blood alcohol level test is .04% or higher.

Failure to submit to a required substance abuse test also is misconduct and also shall be subject to discipline up to and including termination.

WORKER'S COMPENSATION

In the event of an on-the-job injury, the following procedures should be adhered to:

- A. The injured employee should report the injury to the manager on duty immediately.
- B. The manager will evaluate the injury and determine the type of treatment needed.
- C. The manager will issue a medical authorization form to the injured employee.
- D. The manager will direct the injured employee to the appropriate medical care provider. These medical care providers have been chosen by the insurance carrier for RFO, Inc. in advance. In the event of serious injury, the manager will bypass the primary care provider and send the injured employee directly to the hospital emergency room or specialist.
- E. All injured employees are required to have a post-accident drug test. The medical care provider has already been made aware that the drug test is necessary.
- F. The medical care provider will perform necessary procedures.
- G. In the event that more specialized treatment is required, the attending physician at the primary care provider's office will refer the injured employee to another approved medical care provider. All referrals require approval from the insurance carrier for RFO, Inc. The primary care provider has been instructed to have referrals approved.
- H. If medication is prescribed, the employee should present the medical authorization form to an approved pharmacy. The store manager can provide a list of approved pharmacies in your area. The pharmacy will retain the medical authorization form and will bill the insurance carrier for

RFO, Inc. directly. The employee should not have to pay any out-of-pocket money to an approved pharmacy.

NOTE:

- The Worker's Compensation Action (#97-25) states that the employer shall direct the injured employee to the physician of the employer's choice. The employee can only select a physician with written prior approval from the Industrial Commission.
- The Industrial Commission has a fixed schedule by which providers are reimbursed up to an allowable amount for a particular procedure.
- Failure to comply with the above instructions may result in denial of your worker's compensation claim. Injured employees must see the physician whom the manager instructs them to see. Medical services rendered without approval will be at your own expense.
- Failure to take a post-accident drug test may also result in denial of your claim.
- Questions may be directed to your General Manager or to the claims representative for RFO, Inc.'s insurance carrier, of which your General Manager can provide you with a toll-free telephone number.

SSA NO MATCH LETTERS, NOTIFICATIONS AND E-VERIFY

- It is our Policy to honor the U.S. Social Security Act which, among other things, directs a specified portion of a worker's gross pay to an account designated and reserved for that worker and identified by that worker's special Social Security Number (SSN)
- Obtaining a SSN is a very basic process and designates an individual as someone eligible to work for wages in the U.S. The SSN therefore verifies a 'legal worker'. The individual's account is intended to fund future disability and/or retirement benefits and, possibly, other financial benefits.
- RFO's process when an individual is installed as an employee through the completion of a series of forms including an I-9 (Immigration Reform and Control Act of the Department of Homeland Security) and a W-4 (Federal Tax form from the Department of the Treasury, Internal Revenue Service). RFO, Inc. is an *E-Verify* employer and follows guidelines established by the program. A State tax form also directs the required taxes to the appropriate state governing that employee. Each of these forms is reliant fully or in part upon the individual's SSN.
- After the hiring process is complete, all employees' SSNs are verified through the Social Security Administration's website. Occasionally, RFO, Inc. will receive notification from the Social Security Administration or the Internal Revenue Service stating there has been a problem matching the SSN of a specific employee to other basic data for that individual. Notification from the website or any other entity is generically called a 'no-match' or a 'mismatch' letter or notification.

When a 'no match' letter is received the following steps will be followed:

1. RFO, Inc. will check its employee records to ensure that the 'no match' discrepancy did not result from a typographical error or some similar mistake. This verification includes the employee application, original I-9 and both federal and state tax forms.
2. If a clerical error is found, the revised information will be resubmitted and a record kept of any change.

3. If the discrepancy cannot be resolved the employee will be requested to confirm that the company records are correct.
4. If the company records are correct or if they are incorrect and there is a ‘mismatch’ of basic data the employee will be given a copy of the ‘no match’ letter or notification and instructed to correct the problem personally with the relevant agency.
5. The employee has sixty (60) days from the date of the ‘no match’ letter to correct the problem and verify correct information by providing RFO, Inc. with a letter of verification from the Social Security Administration. This letter of verification must be dated within the sixty (60) day timeframe. If the employee is unable to correct the ‘no match’ problem within the specified time, unfortunately the employee must be terminated and a letter sent to the ‘no match’ issuing authority stating the error could not be corrected and the employee has been terminated.

E-Verify Tentative Non-Confirmation (TNC)

- E-Verify compares information from an employee’s I-9 form against data in the files of the US Department of Homeland Security and the Social Security Administration in order to check whether the employee is eligible to work in the US.
- When E-Verify issues a Tentative Non-Confirmation (TNC), it means that the government was not able to confirm that the employee is authorized to work based upon the information submitted and needs more information in order to make a final determination.
- RFO, Inc. will again check to ensure that the information entered on E-Verify was entered correctly. Assuming that the info was entered correctly, a TNC Notice from the E-Verify System will be printed by RFO, Inc. and provided to the employee. This document explains and provides the employee with options to contest the TNC or not to contest.

Employee Contests TNC or Does Not Contest TNC

- If the employee contests, he/she is provided the opportunity to contact the government to answer its questions and provide additional documentation.
- If the employee does contest, he/she should sign the TNC Notice, along with RFO, Inc.
- Employee will also receive a Referral Letter, which RFO, Inc. will print and provide, that provides the employee with instruction to contact the government to resolve the discrepancy, along with contact info and a deadline.
- The employee must contact the government within **eight** business days.
- If employee status is updated to Employment Authorized, employee will be permitted to continue to work.
- If employee status is a No Show, meaning that employee did not contact the government within the provided timeline, status will be a Final Nonconfirmation. A Final Nonconfirmation means that the government holds that the employee is not authorized to work.
- If an employee does not contest a TNC or status becomes a Final Nonconfirmation, employee’s employment with RFO, Inc. will be terminated.

General Policies for Employees

APPEARANCE

- **Employees are to appear neat, professional and well-groomed at all times while on RFO, Inc. property.**
- You will be provided a uniform that will consist of a hat, shirt, name tag and if required, apron. Your uniform is to be worn when you are working at the restaurant.
- All uniforms will be clean, neat and wrinkle free prior to working.
- You are expected to follow proper hygiene habits prior to coming to work.
- Before clocking in, all employees **MUST** wash their hands.
- Employees must wash their hands each hour and after leaving your station.
- Employees will not chew gum, eat candy, smoke or chew tobacco while clocked in to work.
- Tattoos must not be seen while on duty. If a tattoo is on a visible part of the body, management will determine if it needs to be covered and/or if the employee can work with customers directly. There will be tattoo sleeves provided should they be required.
- Jewelry is permissible when worn in good taste and limited to size and amount. Management and/or the Owner/Operator will judge what is appropriate.
 - Women may wear one pair of earrings that are appropriate and not exceed size of a quarter. No more than one ring per hand and no more than one bracelet per wrist. Jewelry must not dangle or appear obscene or offensive.
 - Men may not wear earrings while at work.
- All employees must style their hair so that no undue attention is drawn to it. This includes hair color, height and length of hair and objects and ornaments worn in hair, etc.
- Hair must be kept neat and clean and under a hat or visor at all times.
- Absolutely no nose rings or any other type of facial or visible body piercing may be worn while on duty. Wearing of a clear retainer is allowed for recent piercings.
- Women's fingernails must be at sport length, manicured and in compliance with state and local regulations. Health Department regulations permit only clear nail polish. Per ServSafe, no fake fingernails are permitted.
- Men must be clean shaven for all shifts. Men are only allowed to have a neatly trimmed moustache. No facial hair other than a moustache is allowed. You will be sent home if it is determined that you are not properly shaven.
- All employees are required to wear black Slip-Resistive/Resistant Shoes. If you report to work with any other type of shoes which do not meet this standard, you will not be permitted to work your shift until you comply with the proper type of footwear. Clog or Mule-type style shoes are not acceptable and are not to be worn while working as this type of shoe does not cover your entire foot for safety.
- Employees are not permitted to wear any type or any color of fronts or "grills/grillz" on their teeth at work.
- Do not wear your McDonald's uniform into another eating establishment.
- Pants must be worn at the waist level and with a belt at all times.
- Name tags are required for all employees and should be worn at all times opposite the McDonald's arch on your uniform shirt.
- Drive-Thru Jackets worn must be a McDonald's issued and approved jacket.
- Aprons should be worn only in food prep area. Aprons should be tied in the back.
- McDonald's hats or visors are to be worn by all employees.

RFO, Inc. will provide you with the appropriate number of uniform shirts, one cap or visor, shoes, and a name tag. You must provide your own long pants/slacks. They must be black cargo or Dickies style pants. Replacement uniforms will be offered with normal wear and tear.

The following style pants are unacceptable: any type of jeans or denim pants, warm-up pants or running suit pants.

If uniform items are lost or damaged, you may be required to provide the replacement costs for those items: Shirt - \$10.00, Hat - \$3.00, Apron - \$5.00, Name Tag - \$3.00

When a person leaves the employment of RFO, Inc., he/she must turn in / return all uniform items, which will be washed and/or dry-cleaned, without exception, when they visit the restaurant to receive and pick-up their final check.

CUSTOMER SATISFACTION

- **Each employee is required to read, understand and sign the Hospitality Contract before beginning employment and must treat each and every customer as a welcomed guest at all times.**
- Rude and unprofessional employees will face disciplinary action, up to and including termination.
- A properly handled customer complaint is one that has the customer 100% satisfied before he/she leaves the restaurant.
- Any customer complaint that is not resolved to the customer's satisfaction should be referred to the Operator or Area Supervisor.
- If a customer asks for an office phone number (this is RFO, Inc.'s office), the manager should give the customer the phone number quickly and courteously! RFO, Inc. office will follow-up on all customer complaints.
- If a customer accidentally leaves anything in the restaurant (i.e., change, keys, purse, etc.) please speak to the manager immediately for further handling.
- If a customer complaint involves a problem with a product, the case code number and all other pertinent information about the product must be obtained for Golden State Foods. These complaints should be reported to the RFO, Inc. office and to the Area Supervisor.
- If a customer complaint involves medical care, never offer to pay anything. Please allow a manager to handle any of these situations. Simply tell the customer that you will have our insurance carrier contact them. Never offer to pay medical bills. If you make this offer, it could be interpreted as an admission of liability. Make sure you immediately notify both the RFO, Inc. office and your Area Supervisor.
- If you receive a report of customer injury resulting from a fall or other accident occurring at your restaurant, your first concern should be for the well-being of the customer. Offer to call for medical assistance when necessary. If a customer is injured or reports being injured at your restaurant, you must call the RFO, Inc. office and your Area Supervisor immediately.

COMPETITOR COUPONS

If a competitor's coupon is presented at the restaurant, the crew employee or shift manager should always gladly honor it. When honoring the coupon, tell the customer the card is for a competitor's

product but that you would like for him/her to try one of our comparable menu items. If for any reason a restaurant manager feels this policy is being abused, the restaurant manager should notify the Operator or Area Supervisor.

SAFETY AND SECURITY

The safety and security of our employees and customers is of the utmost importance at all times. Immediately report any injury or accident to the manager on duty at that time.

General Safety

- View the safety module information contained in the eLearning system for a clear understanding of McDonald's safety procedures. Review the "Safety is No Accident" video. In the event of questions, please ask your General Manager.
- Read and understand all safety information posted in the crew room. In the event you have questions, ask your General Manager.
- Be aware of chemical products used in your restaurant — the Hazardous Communications Standard Manual provides Safety Data Sheets (SDS) containing important safety information about each chemical product, label information, and special first aid information and instructions for action in the event of an accident. Ask the General Manager for more information. Training of this nature is a yearly OSHA requirement.
- In case of an emergency, follow the direction of the shift manager and safely exit the restaurant if necessary; familiarize yourself with your restaurant's emergency action plan and medical emergency procedures.
- If you are assigned duties to filter the fry vats or clean grills /ovens, ensure you use the Personal Protective Equipment (PPE) required for these jobs. Be sure you are trained on the proper procedures and equipment necessary to perform these duties

Food Safety

- Food Safety cooking procedures require that the proper cooking procedures of McDonald's products, as outlined in your Training Station Observation Checklist (SOC), are followed correctly and in order. Please ask management where the Training Station Observation Checklists are located in your restaurant.
- Gloves must be worn at all times when required according to either McDonald's procedures or Health Department regulations.
- 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, Typhoid, Salmonella, Shigella, Hepatitis A, Norovirus, Campylobacter or E.coli.
- If you have also come into close contact at another job, school, or home with someone who has (or is suspected of having) one of these illnesses, do not come to work. Instead, immediately contact your restaurant manager to discuss the situation.
- If you have any cuts or sores on your hands, make sure that they are covered with a bandage and that you wear disposable gloves over the bandage while you are at work.
- Do not come to work (and follow 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).

- If you become aware of any situation that you think may jeopardize the safety of our food, our customers, or your fellow employees, please notify the shift manager immediately.

Hand Washing and Grooming

- All employees are required to wash their hands every hour. We will provide a timer as a reminder to do so.
- Hands will require washing immediately after coughing, sneezing, touching hair or face, picking something up from the floor, touching another person and after using the restroom.
- If in doubt, wash your hands. In addition to washing hands, you are to utilize hand sanitizer after washing your hands and throughout your shift at the pre-designated area; throughout the restaurant counter area, kitchen and back sink.
- Hand sanitizer is not an acceptable replacement for hand washing.

Security

- Your safety plus the safety of our customers are of the utmost importance to McDonald’s and RFO, Inc.
- A minimum of three employees must be in the restaurant at all times.
- No employee should ever be alone in the restaurant for any reason. If you are caught doing this, it could result in automatic termination as a violation of safety and security procedures.
- Staggered Opening and Closing procedures must be followed when applicable.
 - Opening: Management will circle the building, park near the entrance and enter the restaurant with one employee while a third remains outside in case of an emergency
 - Closing: One employee will exit the building and drive around to observe anything unusual. If there is anything they are to drive away and notify the authorities. If it is safe to exit the building the remaining employees will exit the building.
- A manager must be present when opening the back door. The back door is not to be opened before dawn or after dusk.
- At no time should you open a door or let someone behind the counter that you have not identified as a McDonald’s employee. Only scheduled employees are allowed behind the counter at any time throughout the day, including open and close.
- After close all doors and windows are to be locked and not to be re-opened until the closers are ready to leave the premises.
- Managers are not permitted to give out their restaurant keys to crew employees and crew employees are not allowed to accept restaurant keys for any reason. Violation of this policy can result in disciplinary action, up to and including termination.

ATTENDANCE POLICY

- Being on time for your shift is necessary for the smooth operation of our restaurants and ensures quality service to our customer.
- It is your responsibility to report to work on time.
- **A no call/no show may be considered as your resignation.**
- Any changes in availability must be submitted in writing to the General Manager of scheduling manager. It must be dated, signed, and personally delivered to your manager.

- While changes in availability do occur, they should not be frequent. If you are having difficulties finding a schedule that works best for you please speak to the General Manager or scheduling manager to see what availability can best suit you and the business.
- If you are ill, you must call in two (2) hours before your shift. Failure to comply with this may be counted as a no-show.
- Openers are to call the restaurant the night before so that a replacement can be found.
- Crew Meetings may be scheduled quarterly at a time most convenient for all. These meetings are held to discuss store policies, procedures, and/or opportunities in the restaurant. Attendance is mandatory and you will be paid for your attendance.
- Neither calling McDonald's and leaving a telephone message on the answering machine or texting another crew member or manager is acceptable for not reporting to work. You must call and speak to a manager.
- Texting a manager is not acceptable for not reporting to work. You must call the restaurant and speak to a manager.
- Being late for work may result in 3 day suspension without pay. Additional instances of being late may result in termination of employment.
- RFO, Inc. can and will request a doctor's excuse or any other proof needed to verify missed days, including week-ends and holidays.
- RFO, Inc. will not accept any exceptions to this policy and procedure.
- RFO, Inc. does not honor telephone calls and or personal appearances made to the restaurant by family members.

CASH / CASH REGISTER POLICY

The intent of this policy is to stress the importance of proper cash handling procedures and to assist you in performing duties as a front counter or drive thru employee. If you have any questions concerning this policy, have the manager conducting your orientation provide clarification.

- All sales are to be rung up at the time they are made.
- A Variance of \$2.00 or more will result in the following actions:
 - First offense: Written warning in effect for 60 days
 - Second offense within 60 days: Three day suspension without pay
 - Third offense within 60 days: Termination
- Any variation of \$20.00 or greater at any time may result in disciplinary action up to and including termination and prosecution.
- Only one person should enter that drawer with the exception of the cash manager to complete skims or make change, in your presence.
- Each employee should count their drawer prior to accepting it. At the end of your shift count down your drawer back to its original amount and wait for the Manager to verify your accuracy.
- Do not allow anyone to use your register while you are on break. Ask the manager to deactivate your register until you return from break.
- All bills greater than \$20.00 will be placed underneath your cash register drawer.
- Any bills greater than \$20.00 should be verified as authentic prior to ringing on the cash register.
- Please notify a manager prior to accepting any \$50.00 or \$100.00 bills or United States Travelers checks.

- Do not make change with another cashier. Notify the cash manager if you need change.
- If an over-ring is made, notify the cash manager immediately. Do not resume taking orders until the problem is corrected.
- Always use the Gift Redeemed button on the cash register for accepting Gift Certificates/Gift Cards.
- All promotional coupons must be rung up on the register at the time of the sale. When a promotional coupon is taken, place it under the cash tray in your register.
- No promotional coupons can be used by any McDonald's employees, except in circumstances where coupons are given to employees for new products or as rewards.
- All coupons and managers receipts are treated as cash. If missing, it will be treated as missing cash from your cash register.
- Any incident of under-ringing sales, giving away food or McDonald's property is considered theft and will result in immediate termination and prosecution.
- Under no circumstance are you to make change for a customer.
- AIFT, Inc. and McDonald's does not accept personal checks and does not cash payroll checks.
- Refund slips must be signed by customer and manager.
- Crew people are not authorized to use a manager code. If you have a code you need to report this to the store manager immediately.
- Crew people are not authorized to use manager keys.
- All bills \$20, \$50 or \$100 must be verified to be true by using a Counterfeit Pen to detect non-currency. A Counterfeit Pen is provided by the Manager on duty during your shift.

PAY PERIOD AND SCHEDULING

Terms of Employment Notice

Employment at RFO, Inc. is on a part-time basis for all employees. At times some employees may work hours up to 40 or more in a given week based upon business needs. This should not be construed as full-time status as we cannot guarantee any set number of hours to anyone due to unpredictability of customer traffic. No one at RFO, Inc. is authorized to promise or otherwise make any comments to any employee that may be interpreted as granting any employee full-time status. Any statements indicating that an employee is full time are misleading and should be discussed with the Area Supervisor and/or the Owner/Operator immediately.

- Restaurant employees are paid bi-weekly on Monday at least seven days following the end of each two-week pay period during which the work being compensated was performed.
- For payroll purposes, the pay period begins on Sunday and ends two weeks later on Saturday.
- Employees' paychecks are credited to their cards on Monday after 9am.
- If you feel an error has been made in your paycheck, you should report it immediately to your General Manager. If correction is needed, RFO, Inc. will correct and provide on the next pay cycle. There are no mid-pay cycle adjustments.
- The crew schedule should be posted in the restaurant four (4) days in advance. Please make sure you review the posted schedule as you are responsible for knowing your schedule.
- Failure to report to work because you are not aware of your schedule is not an excused absence. Calling the restaurant to get your schedule is not permitted.

- You must pick up your paycard or paycheck. No one else can pick up your paycard or paycheck except you unless you provide written consent and prior communication to the restaurant manager.
- Requests for days off or requests do not guarantee that you will receive the day off. McDonald's is a business with an obligation to staff the restaurant to proper levels based upon business needs. We will attempt to honor all requests, provided the necessary staffing levels in the restaurant can be attained.
- Days off requests are to be written at least 10 days in advance in the request book kept in the managers' office. No other form of requests will be accepted. Only three crew members may request the same day off. Any further requests will not be accepted.
- If you are scheduled for a shift that you cannot work because of an error (incorrect availability, requested off, etc.), it is your responsibility to bring it to the scheduling or general manager's attention as soon as possible and at least two days prior to the shift in question. At that point, it is the scheduling or general manager's responsibility to correct the error, if possible. If you do not bring this to the scheduling manager's attention, you will be held responsible to either work this shift or find a replacement.
- If you have a shift which you cannot make and you were not aware of this before the schedule was posted, it will be your responsibility to find someone to cover the shift. Your replacement is to be approved by the manager working the shift or the general manager. Your replacement should be an employee of equal performance ability and training.
- RFO, Inc. does not provide payroll advances or provides loans to employees.
- RFO, Inc. has a processing fee of \$5.00 for any employee whose wages are garnished by any government agency.
- RFO, Inc. has an administrative fee of \$10 for each form that requires completion from our office for employee verifications (i.e. from governmental agencies, Social Security Administration, wage information for bank loan processing, etc.).

PERFORMANCE REVIEWS AND WAGE INCREASES

- All employees will receive a written performance two times a year.
- Eligibility for a wage increase will be directly related to performance and productivity.
- Ratings are as follows: Outstanding, Excellent, Good, and Needs Improvement.
- All reviews will be communicated to the employee one-on-one by the responsible manager or the General Manager and kept in the employee's permanent record.
- Promotions and wage increases may also be awarded at other times based upon performance, promotion and productivity.
- There will be an employee of the month awarded at each restaurant every month. This employee will receive a 10 cent per hour raise as well as a \$25 gift card.

ADVANCEMENT OPPORTUNITIES

- There are many opportunities to advance your career with McDonald's and RFO, Inc.
- If you are interested in furthering your career at any time, be sure to speak to your manager or General Manager.
- In keeping with the People Promise, there are always positions available for talented crew employees to advance to Crew Trainer, Crew Chief, Shift Manager and beyond. There is a

clear career path if you're looking for one from crew to management. At every step of the way, we will help you experience, learn and advance.

CREW EMPLOYEE BENEFITS

- RFO, Inc. has the flexibility to work with you and your personal schedule.
- Everyone has the opportunity to learn all positions within the restaurant, but must be qualified to do so. We will make every effort to cross train all crew, especially those who show interest. Training materials are available in the crew room via McDonald's Connection and e-learning.
- In addition to our meal policy, vacation, flexible scheduling, training and uniforms, you may be eligible for other benefits sponsored by RFO, Inc. Your General Manager will provide eligibility and details at such time when other benefits are available and are provided.

BREAKS AND MEAL POLICY

- Effective August 2016, all employees will receive an extra value meal of their choice, either breakfast or lunch, at no cost when they go on break.
- Other large entrees such as a salad or oatmeal may be substituted for the sandwich and French Fries.
- No other food items or meal combinations are permitted without the General Manager's prior approval.
- Breaks are permitted at the manager's discretion for any shift longer than five hours. This applies to all hourly employees.
- When off the clock (with the exception of authorized breaks), all items purchased are at full price.
- Any employee will be allowed an additional meal, same criteria, for a shift longer than eight hours of on the clock duty.
- All meals are for the employee only; meal privilege cannot be transferred.
- Employee meals must be consumed in the break room provided and should be ordered at the front counter.
- While on duty you are permitted to have unlimited soft drinks and coffee with a lid (to prevent spills). This must be approved by a manager and consumed out of the sight of the customer. Furthermore, drinks will not be permitted in any food service, food preparation, or service area of the restaurant. Other beverages and shakes are not included in the free drinks.

VACATION

- You are eligible for a 1 week vacation per year after 2 consecutive years of service as a crew employee with a performance rating of Good or better. Vacation Pay will be determined by the average weekly hours worked in the past eight weeks prior to vacation.

TEAMWORK

- We need your personality, energy, and positive attitude. This is a fast paced job that requires you to be on time and in complete uniform.
- Be polite and respectful and become great communicators and listeners.
- It is important to respect the different experiences, ages, cultures and talents of those on our team. We must work together as a team and act in the best interest of the customer.

PARKING

- Cars must be parked in designated areas at each restaurant. Crew should never park in prime customer parking spots and positions.
- No one is allowed to park in handicapped spaces unless issued a legal permit or decal.

NO SOLICITATION AND DISTRIBUTION

- For purposes of this handbook policy, solicitation means requesting funds, purchases, services, membership in any organization, or commitments to outside organizations or causes
- Distribution means handing out, dropping off, or leaving behind written material.
- Individuals not employed by this restaurant are prohibited, at all times, from engaging in solicitation or distribution anywhere on restaurant property, including parking lots.
- Employees may not solicit on restaurant property during such employee's own working time or when the employee being solicited is on working time. Working time does not include breaks, meal periods, or other time when an employee has been relieved from duty.
- Solicitation is always prohibited in customer selling areas.
- Employees may not, at any time, engage in distribution in any work area of the restaurant.
- Employees are further prohibited, anywhere on restaurant property, from engaging in distribution during an employee's own working time or when the employee receiving the material is on working time. Restaurant property must be kept clean and free of litter at all times.
- The solicitation and distribution policy applies to activities on behalf of any cause or organization, with the exception of restaurant-sponsored charities (e.g., Ronald McDonald House Charities).

THEFT

- Employees are not to use McDonald's coupons, Gift Certificates, BOG (Be Our Guest) cards, or promotional cards for their own use.
- Anyone found to be taking raw or completed product without permission from McDonald's will be terminated.
- Giving out extra food to an employee during the preparation of their employee meal is considered theft and may result in the termination of both employees.
- Anyone found giving away food without the redemption of coupons, BOG cards, other promotional cards or approval of the shift manager may be subject to termination (printed receipt with reason listed must be signed by manager). Violations of this policy may include:
 - a. Distributing/passing out food without full payment
 - b. Taking or causing food to be taken from the restaurant without full payment, including food left at the end of any shift or day.
 - c. Taking cups, paper products or other supplies from the restaurant.
- In connection with occurrences of theft, attempted theft, or suspected theft on RFO, Inc.'s premises, RFO, Inc. reserves the right to search clothing, personal belongings, work area, locker, and automobile of any and all employees while on RFO, Inc.'s premises.

PERSONAL PROPERTY

- Security for your valuables and personal property is your responsibility.

- In certain restaurants, lockers may be provided.
- Please do not bring any large sums of cash or other valuables to work.
- RFO, Inc. is not responsible for your valuables and personal property.

EQUIPMENT

- All crew employees and managers are responsible for assets of the building such as equipment, i.e. managers must perform and direct all required Preventive Maintenance (PM) Tasks outlined in the Planned Maintenance Calendar.
- Any intentional misuse or vandalizing of equipment by any crew employee or manager is strictly prohibited and will lead to disciplinary action, which may include the employee being financially responsible, termination or prosecution to the full extent of the law.

VANDALISM

- No person shall willfully or maliciously damage, deface or vandalize any RFO, Inc. property by hitting, painting, writing, drawing or otherwise inscribing in any fashion graffiti thereon.
- Any situation where someone damages any electrical, POS, headset, printer, bump-bars, POP, etc. is unacceptable and RFO, Inc. will seek restitution, which could include civil action.
- It shall be unlawful to aid anyone in defacing public or private property. In the case where this results to damage to RFO, Inc.'s property, restitution will be sought from in and all parties involved.
- In any situation, disciplinary action may be taken which may include the employee being financially responsible, terminated and/or prosecuted.

RESTAURANT TELEPHONE CALLS

- Only shift managers are permitted to answer the restaurant business telephone.
- With the exception of emergencies, there will be no personal calls permitted on the restaurant business telephone while you are on your scheduled shift. We will take a message from the caller and deliver that message to you.
- If you have completed your shift and the restaurant business telephone is not busy, we will allow you to use if necessary in order to call your ride home or to call parents. Please speak with the shift manager if you need to utilize the restaurant business telephone for this purpose.

CELL PHONES AND MOBILE DEVICES

- Cell phones/mobile devices should not be used for any reason while you are working. Your main objective while you are clocked in is to do your job in serving customers.
- This includes no text messaging. Violation of this policy will result in disciplinary action up to and including termination.
- You may use your cell phone/mobile device only while on break.

WEAPONS POLICY

- Employees may not, at any time while on property owned, leased or controlled by RFO, Inc. including anywhere that RFO, Inc. business is conducted, such as customer locations, client

locations, trade shows, restaurants, RFO, Inc. event venues, and so forth, possess or use any weapon.

- Weapons include, but are not limited to, guns, knives or swords with blades over four inches in length, explosives, and any chemical whose purpose is to cause harm to another person.
- Employees who violate this policy will be subject to disciplinary actions, up to and including employment termination.

SEPARATION POLICY

- Employees must surrender any information that pertains to RFO, Inc. when they separate from RFO, Inc.
- Examples are hard copies or files of information and data stored on personal devices such as cell phones, computers, iPads/tablets, flash drives.
- The employee must also return uniforms, books, keys, codes, and any other property or information that pertains to RFO, Inc. This is considered personal property of RFO, Inc. and must be surrendered at time of separation.

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