

A&A Management of TN

Goodwin Partners

McDonald's

Employee Handbook

Updated July, 2021

Welcome To The Team

This is your employee handbook. It has been designed to make you feel at home in your new work environment. This handbook has all the information needed to make your employment a rewarding experience.

A copy of the handbook will be available in your restaurant and online for you to review as needed.

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.**" We accomplish this by giving our best effort everyday in the area of customer service to exceed our guest expectations. Further, we believe that we can "Make a Difference" in the lives of our People, Our Customers, Our Community, & The McDonald's Brand. We do this a number of ways that you'll learn more about over time, but one of the most important is to practice the "Golden Rule", which is to treat others they way that you want to be treated.

This is just the start, as you will continuously learn more ways to impress the customer throughout your entire McDonald's career. There are three words that best describe how we want our customers to feel about visiting our McDonald's restaurant - FRIENDLY, EASY, ENJOYABLE!

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. The McDonald's spirit is what makes the difference!

Sincerely,

Rob and Carrie Goodwin
Owner/ Operators

A WORD ABOUT THIS HANDBOOK

Purpose

The information contained in this Handbook is designed as an advisory guide to assist the Company and our supervisors with the effective management of personnel. The provisions and guidelines contained in this Handbook are not binding on the Company and may be changed, interpreted, modified, revoked, suspended, terminated, or added to by the Company, in whole or in part, at any time, at the Company's sole option, and without prior notice to employees. This Handbook is not intended to cover every situation which may arise or to create specific policy to be applied in every instance. Instead, this Handbook is intended only to give on-site management general advice concerning personnel decisions.

Interpretation

Interpretation of the policies and procedures contained in this Handbook is governed by, and is the responsibility of, the Owner/Operator – Rob/ Carrie Goodwin. Whenever clarification or assistance in interpretation is required, managers should contact Carrie directly.

Employment-At-Will

Nothing contained in this Handbook is intended to create, comprise, or define, nor should it be construed to constitute, any type of oral or written employment contract, promise, or guarantee, express or implied, between the Company and any one or all of its employees. Nothing in the Handbook is intended to provide any assurance of continued employment.

In the absence of a specific agreement to the contrary, authorized in writing by the Owner of the Company, employment with and compensation from the Company are for no definite period of time and may be terminated by the Company or the employee at any time, for any reason, with or without cause, and with or without notice. Any written or oral statements or promises to the contrary are hereby expressly disavowed and should not be relied upon by prospective or existing employees.

MCDONALD'S – A&A MANAGEMENT/GOODWIN PARTNERS – MEET THE OWNERS

Rob Goodwin – Owner/Operator: Rob began his McDonald's career as a crew person while he attended East Ridge High School. He went through several promotions over the years including Swing Manager, General Manager, Supervisor, Ops Consultant, Field Ops Manager, and Training Lead. In 2003, Rob was given the opportunity to become an owner/operator and jumped at the chance. Since 2003 Rob has grown from 3 stores to a one time high of 20, because of his leadership skills and the wonderful supervisors, managers, and crew of this company. Rob's main vision is customer satisfaction and he is happy to have you on the team.

Carrie Goodwin: Carrie has a background in Nursing which she spent most of her adult life pursuing. Before McDonald's, she founded a non-profit called Special Kids, which provides life changing therapy to special needs children out of the Murfreesboro area. After marrying Rob, she transitioned to running most of the office duties, and in 2013 she decided that she would also like to become an owner/operator. After a rigorous program and a lot of learning, Carrie was approved and now operates alongside Rob while continuing to handle most of the HR duties in the office. She will be your Owner/Operator contact should you need one.

Advancement Opportunities

Crew Member

Master station skills. Excel in satisfying customers!

Crew Trainer

Train new crew members. Follow and teach proper procedures every time.

Shift Leader

Responsible for delivering Outstanding Food and Service on every shift managed. Leads the crew by example and always follows company procedures.

Department Manager

Responsible for a specific department within the restaurant. People, Kitchen, and Guest Service, and General Manager are the 4 departments.

General Manager

Responsible for managing the entire McDonald's restaurant.

Customer Relations Facts! Our customers:

1. Are the most important people in our business – without them, we are out of business
2. Are not dependent upon us – we are dependent upon them
3. Are not an interruption of our work – they are the purpose of it. Customers take priority over any other duty. Serve them with a sense of URGENCY.
4. Do us an honor when coming – we are not doing them a favor. Greet them as you would a guest at your home.
5. Are not cold statistics – they are flesh and blood human beings with feelings and emotions like your own. Treat them as individuals and with respect, as you would want to be treated.
6. Are deserving of the most courteous and attentive treatment we can give them – be pleasant, positive and polite. SAY HELLO AND THANK YOU!
7. Have the right to expect an employee to present a neat, clean appearance – personal hygiene must be maintained at a high level!

Our goal is 100% Customer Satisfaction, Every Visit, Every Time!!

Handling Customer Complaints

If a customer complains, treat him/her with the same friendliness and courtesy you would any customer. A sympathetic, non-defensive response will almost always diffuse any anger the customer may be feeling.

React Immediately – Maintain confidence and control being positive and pleasant – Diffuse a potential scene by moving away from other customers – APOLOGIZE FOR THE INCONVENIENCE – Don't blame the customer or other employees, get a manager to help if necessary – FIX THE PROBLEM NOW AND THANK THE CUSTOMER!!

IF YOU CAN NOT MAKE A CUSTOMER HAPPY, GIVE THEM THE OFFICE NUMBER! 423-855-7377

ZERO TOLERANCE - EQUAL EMPLOYMENT OPPORTUNITY POLICY

EEO Policy

We are committed to maintaining a workplace that is free of inappropriate or unlawful conduct on the basis of race, color, religion, sex, national origin, age, disability, genetic information, or other protected group status as provided by law. In keeping with this commitment, we prohibit the unlawful treatment of employees, including harassment, discrimination, and retaliation, by anyone, including any supervisor, coworker, vendor, client, visitor, or customer. It is our policy to comply with all applicable federal, state, and local laws.

Prohibited Conduct

This policy applies to all aspects of employment, including, but not limited to, recruitment, hiring, promotion, demotion, transfer, lay-off, recall, discipline, compensation, and benefits. Improper conduct also consists of misconduct that includes unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status or activity (e.g., opposition to prohibited discrimination or participation in the statutory complaint process) as provided for by law. This includes conduct by someone to another of the same gender. We prohibit unlawful conduct that affects tangible job benefits, that interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile, or offensive working environment. No one, including any supervisor, has authority to engage in such conduct.

If you feel you have been subject to the type of conduct prohibited by this policy, you must report this conduct in accordance with the EEO Complaint Procedure, described below in this policy. You should report any improper conduct before it becomes severe or pervasive, and you should not wait until it rises to the level of an unlawful action.

Sexual or Other Unlawful Harassment

Unlawful harassment can take many forms, including based on an individual's sex, as well as conduct based on race, age, or any other protected status. Unwelcome sexual advances, requests for sexual favors, and other physical, verbal, or visual conduct based on a protected class constitute harassment when (1) submission to the conduct is an explicit or implicit term or condition of employment; (2) submission to or rejection of the conduct is used as the basis for an employment decision; or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. Inappropriate conduct may include explicit sexual propositions, sexual innuendo, suggestive comments, sexually oriented or racial "kidding" or "teasing," "practical jokes," jokes about gender-specific or disability-specific traits, foul or obscene language or gestures, displays of foul, obscene, or racial material, sexually-related emails and text messages, and physical contact, such as patting, pinching, or brushing against another's body. An individual who feels he or she has witnessed or been subject to harassment should follow the complaint procedure set forth in this policy.

Americans with Disabilities Act

It is our policy to provide equal employment opportunity to applicants and employees with covered disabilities under the Americans with Disabilities Act of 1990, as amended, ("ADA") or other applicable law. This policy applies to all aspects of employment and application for

employment. As required by the ADA or other applicable law, we will provide reasonable accommodations to qualified individuals with a disability in the workplace unless such accommodations present an undue hardship or if the individual is a direct threat to the health or safety of the individual or others.

An individual with a disability may request a reasonable accommodation at any time during the application process or during employment. Reasonable accommodations are changes made to the work environment or to the manner or circumstances in which the job customarily is performed that allow an individual with a disability to perform all essential job functions. We are not required, however, to provide an accommodation if doing so would cause an undue hardship to the Company or if the individual is a direct threat to the health or safety of the individual or others in the workplace.

All requests for accommodations will be addressed in connection with an interactive dialogue with the affected individual. To request an accommodation, an individual should complete an Accommodation Request Form (which is available from Rob/ Carrie Goodwin) and return it to Rob/ Carrie Goodwin. Alternatively, an individual may speak to Carrie informally about a request for accommodation, but may be asked to complete an Accommodation Request Form.

Upon receiving a request for accommodation, we will seek an interactive process with the individual to clarify his or her needs and identify the appropriate reasonable accommodation. During this process, we may request reasonable documentation, including medical documentation, of the individual's disability and need for a reasonable accommodation. Failure to provide required medical information or to otherwise participate in a meaningful way in the interactive dialogue process regarding an accommodation request may result in denial of an accommodation. Because of the personal nature of some disability issues, we will take every reasonable effort to ensure confidentiality during the review process.

Individuals will be notified of our decision regarding their request for an accommodation. Any individual believing that a reasonable accommodation has not been provided should follow the complaint procedure set forth in this policy.

EEO Complaint Procedure

All employees should help to assure that we avoid any form of unlawful or inappropriate treatment. If you feel that you have experienced or witnessed (1) harassment, (2) discrimination, (3) improper denial of a request for accommodation, (4) denial of requested leave under the FMLA, ADA, or otherwise, (5) violation of any policy of the Company or policy in this Handbook, or (6) other unlawful or inappropriate conduct by anyone, you are to notify immediately (preferably in writing within 24 hours) Rob/ Carrie Goodwin. Carrie's current address for receiving complaints is 316 McBrien Rd, Chattanooga, TN 37411, Fax to 433-855-2110 or call **423-855-7377**. We prohibit unlawful retaliation against anyone who has made a complaint or provides information related to a complaint.

We will undertake an objective and appropriate review of any complaint. To the extent practicable and appropriate, we will keep any complaint and the terms of its resolution confidential. We will

take corrective action as we determine is appropriate, including such discipline up to and including immediate termination of employment. We will undertake corrective action to stop inappropriate conduct before it rises to the level of an unlawful action. You will be notified as to the outcome of your complaint.

Intentionally False Claims

We recognize that intentional or malicious false accusations of misconduct can have a serious effect on innocent men and women. Individuals making such false accusations of misconduct will be disciplined in accordance with the nature and extent of his or her false accusation. We encourage any employee to raise questions he or she may have regarding misconduct related to this policy with Rob/ Carrie Goodwin.

BUSINESS PRACTICES/ETHICAL CODE OF CONDUCT

Purpose. Ethical Conduct is integral to the success of the Company. Because the conduct, character and profitability of the Company depend upon the actions of many persons, it is important that each employee understands and accepts the following standards of conduct for which he or she will be held accountable:

- A. Honest and ethical conduct, including the ethical handling of actual or apparent conflicts of interest between personal and professional relationships;
- B. Full, fair, accurate, timely and understandable disclosure in all reports or other public communications made by the Company;
- C. Compliance with applicable laws and governmental rules and regulations;
- D. Prompt internal reporting of violations of this Code to an appropriate person or persons identified in this Code; and
- E. Accountability for adherence to this Code.

Policy. The Company is committed to maintaining a business environment that is free of inappropriate or unlawful conduct. In keeping with this commitment, we will not tolerate any unethical or illegal conduct on the part of our employees, business partners, contractors, subcontractors or agents. All persons or entities performing work on behalf or for the benefit of the Company are expected to follow the letter and spirit of all applicable laws, regulations, ordinances and accepted financial reporting standards applicable to our business.

Complaint Procedure. The Company will not tolerate conduct that is contrary to applicable legal or regulatory standards for our industry. No supervisor or Company employee has authority to engage in such conduct. If you feel you have been witness to the type of conduct prohibited by this policy, you must report this conduct by utilizing the EEO Complaint Procedure which is set forth in this Handbook. The harassment, discrimination, retaliation or unlawful treatment of any individual making a report of a violation of this policy by anyone, including any supervisor, co-worker, vendor, client or customer of the Company will not be permitted.

TALK TO US – We have an OPEN DOOR Policy

We are committed to providing the best possible climate for maximum development and achievement of goals for all employees. Our practice is to treat each employee as an individual. We always seek to develop a spirit of teamwork; individuals working together to attain a common goal. In order to maintain an atmosphere where these goals can be accomplished, we have provided a workplace which is comfortable and progressive. Most importantly, we have a workplace where communications are open and problems can be discussed and resolved in a mutually respectful atmosphere taking into account individual circumstances and the individual employee.

We believe the main reason we have been able to adhere to our policy of individual and team recognition is that we have been able to speak directly to each other. We firmly believe that, by our communicating with each other directly, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

We encourage you to bring your questions, suggestions and complaints to our attention. Careful consideration will be given to each of these in our continuing effort to improve operations. If you feel you have a problem, you should present the situation to your General Manager so that the problem can be settled by examination and discussion of the facts. We hope that (s)he will be able to satisfactorily resolve most matters. If you find that you still have questions after meeting with your supervisor or that you would like further clarification on the matter, you may request a meeting with the Owner. He will review the issues and meet with you to discuss possible solutions. You may also communicate any concern or question directly to the Owner by contacting the office at **423-855-7377**.

You also may utilize the McResource line that is available to all employees within the Company. It is designed to be a one-stop shop for answers to all types of work-life problems. The McResource line provides access to live professional consultant's 24-hours a day, to help employees and their immediate family members address a range of issues from childcare and eldercare, to financial planning tips and health/wellness information. For more information on the McResource line, please refer to the poster in your crew room or call 866-212-2228.

Of course, if you have a complaint that is covered by the EEO Policy, please use the EEO Complaint Procedure.

Your suggestions and comments on any subject are important to us so we encourage you to take every opportunity to discuss them with us. Your job will not be adversely affected in any way because you choose to use this procedure.

RECORDING YOUR TIME

We want to be sure that you are paid fairly for all hours that you work. To accomplish this, we must have an accurate record of the time that you work. This Company uses a time clock to keep time records. Your supervisor will explain how this clock is used. The important points to remember are:

1. Be sure that you clock in at the start of your shift.
2. Be sure you clock out at the beginning of your meal/break period.
3. Be sure you clock in at the end of your meal/break period.
4. Be sure you clock out at the end of your shift after advising the shift manager you are scheduled to clock-out.
5. If you leave the building on non-Company business, you must clock out.
6. YOU are responsible for checking your time punches on the time clock by Tuesday afternoon to make sure that they are correct prior to payroll being submitted on Wednesdays. Any errors must be reported to the General Manager immediately to be corrected.

Using any timecard or login ID other than your own, or tampering with a timecard or login ID in any way, will result in disciplinary action up to and including discharge. Any change or omission from a timecard or login ID must be approved by your supervisor. If you contend you have not been paid time for all hours worked, please utilize the EEO complaint procedure set forth in the EEO Policy in this Handbook.

Our customers come first. If you are scheduled to leave at a certain time and it is busy, your manager may ask you to stay on the clock and help get customers served and leave thereafter.

PAY PERIODS AND PAYDAY

The work week runs from Wednesday to Tuesday. You will be paid every other Tuesday for the pay period ending 2 weeks prior. We will continue to provide a standard paper check on payday that can be picked up at the restaurant between 9am-11am and after 2 pm. Please do not expect to pick up your check during peak times. Peak includes 7-9am, 11am-2pm, and 5-7pm.

PAY ADVANCES

Pay advances (or loans) will not be granted to employees under any circumstances. Checks will not be available until the scheduled day under any circumstances. If you have any questions concerning this policy, you may call the office.

EMPLOYMENT APPLICATIONS

We rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the applicant from further consideration for employment or, if the person has been hired, disciplinary action, up to and including termination of employment.

OVERTIME

The Company complies with the requirements of the Fair Labor Standards Act and any applicable local law with respect to wages and hours. Please understand that there may be times when you will need to work overtime so that we may successfully meet the needs of our customers. However, all overtime must be approved in advance by the General Manager or his or her designee.

Non-exempt hourly employees will be paid overtime at a rate of one and one-half times their regular hourly rate for all hours worked over 40 in a week. For all employees, only actual hours worked count toward computing weekly overtime.

Exempt salaried employees do not receive overtime pay. Exempt salaried employees are subject to deductions from their salaries only for lawful reasons. If an employee feels he or she has been subject to an improper salary deduction or has been improperly classified as exempt or non-exempt, the employee should utilize the complaint procedure set forth in the Company's EEO policy, which is set forth in this Handbook. In the event it is determined that an improper deduction was made, the Company will reimburse the employee for the deduction.

It is important for all employees to understand that: (1) no employee is guaranteed any certain number of hours per week or a particular schedule; and (2) employees may be shifted from part-time to full-time or vice versa and the Company specifically reserves the right to make changes to employees hours and schedule without any advance notice or consent by the employee as long as hours scheduled match their availability.

COMPENSATION AND BENEFITS CONFIDENTIALITY

The Company prohibits improper or unauthorized use of the Company's records or computer system to access confidential employee compensation and benefits. Improper or unauthorized access to the Company's records or computer system may violate federal or state law.

CREW-EMPLOYEE FOOD POLICY

As a valued employee, you are entitled to one FREE meal during your break or directly after your shift. This is meant to be one meal as listed on the menu board, and can not include specialty drinks or deserts. All food received under this policy is for the employee's personal consumption only and must be consumed in the restaurant Crew Room not taken home. Crew food is to be ordered by the employee on the "customer side" of the counter, and entered into the cash register system as any customer transaction and must be completed by a manager. Crew food also needs to be approved and checked by a manager, and all employee meals are to be assembled and presented by the employee working behind the counter. Under no circumstances will employees be allowed to prepare or assemble their own meals.

HOLIDAYS

Your restaurant may be open on Holidays. As a result, you may be asked to work on some holiday's depending upon staffing needs so that we can meet our customer's needs. If your restaurant is open on Thanksgiving, every effort will be made to staff the restaurant with volunteers and of course, we will make these days very special for those that work.

TIME-OFF

Days off requests are handled through written requests in the Request Book, kept in the managers' office. Please understand, however, that a request for days off does not guarantee that you will, in fact, receive the requested day off. McDonald's is a business with an obligation to staff the restaurant to proper levels. We will attempt to honor all requests that are provided timely, provided the necessary staffing levels in the restaurant can be maintained. The Manager responsible for scheduling will discuss any request that cannot be honored with you. However, if the Manager responsible for scheduling fails to contact you and you are scheduled on a day that was requested off, it is your responsibility to notify that Manager. All time-off for hourly employees is unpaid, unless otherwise required by applicable federal, state or local law.

If you are scheduled for a shift that you cannot work because of an error (incorrect availability, request off, etc.), it is your responsibility to bring it to the attention of the General Manager or the Manager responsible for scheduling as soon as possible (at least two days prior to the shift in question). The Manager then has responsibility to correct the errors, but if you do not bring the error to the Manager's attention, you will be held responsible to either work this shift or find a replacement approved by the Manager.

JURY DUTY

Employees who are summoned for jury duty will be granted an unpaid leave in order to serve. Employees must provide proof of jury summons. You should make arrangements with your supervisor as soon as you receive your summons. In fairness to our Company, you are expected to return to your job if you are excused from jury duty during your regular working hours.

MILITARY LEAVE

The Company will comply with its obligations for those employees who serve in any branch of the United States uniformed military services, including providing any necessary time off, in accordance with federal, state, and local law. The Family and Medical Leave Act of 1993 (“FMLA”) contains provisions regarding certain types of military leave. This is addressed in detail in the Family Leave policy in this Handbook. If you believe you have been denied leave to which you are entitled, you may file a complaint pursuant to the Company’s EEO Complaint Procedure, which is set forth in the EEO Policy in this Handbook.

PERSONAL LEAVE OF ABSENCE

An employee with one year of employment may be granted a personal leave of absence without pay. The granting of this type of leave is normally for compelling reasons and is dependent upon the sole discretion and written approval of the Owner. Leaves ordinarily may not exceed two weeks. We will make reasonable efforts to return you to the same or similar job as held prior to the leave of absence, subject to our staffing and business requirements. Unless pre-approved in writing by the Owner, engaging in other gainful employment during a personal leave of absence will be considered a voluntary resignation.

BEREAVEMENT LEAVE

The Company typically will allow a full-time employee time off without pay for up to five (5) working days due to a death in your immediate family. Immediate family is defined as an employee's: spouse, parents, stepparents, brother, sister, stepbrother, stepsister, children, and stepchildren. The Company reserves the right to deny any request based on operational and staffing needs and further reserves the right to require an employee to document the death of an immediate family member. To the extent that the employee has PTO at the time of leave, the employee must use such time for leave under this policy.

FAMILY AND MEDICAL LEAVE

The Family and Medical Leave Act of 1993 (“FMLA”) provides unpaid, job-protected leave to eligible employees for certain family and medical reasons, without loss of health insurance benefits. The existence of this policy shall not alter or expand the statutory requirements of the FMLA, and application of this policy is correspondingly limited to those employers and employees who are protected based on the provisions of the FMLA. The following form identified as “Employee Rights and Responsibilities” explains more on this topic.

: **Continued on next page**

EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulations 29 C.F.R. § 825.300(a) may require additional disclosures.



For additional information:
1-866-4US-WAGE (1-866-487-9243) TTY: 1-877-889-5627
WWW.WAGEHOUR.DOL.GOV



U.S. Department of Labor | Employment Standards Administration | Wage and Hour Division

WHD Publication 1420 Revised January 2007

BENEFITS

Medical, Dental and Life Insurance Offered: For those Management and crew that meet the criteria of full time according to the ACA definition of averaging 30 hours or more during the Standard Measurement Period of November to October, we are proud to offer Blue Cross, Blue Shield Medical Insurance at a shared cost that meets the ACA guidelines. We are proud to offer this great insurance from such a strong provider. For these same employees that meet the criteria, we offer the opportunity for you to purchase Dental and Life Insurance at your cost upon “sign up” and the cost of the policy will be deducted bi-weekly from your pay. We also offer McCrew Care Insurance to all employees at your cost, however this plan does not meet ACA requirements and may result in federal fines.

Breaks: Breaks include a quick pause for something to drink and also a half hour “off the clock Meal break” that are coordinated by the manager and are intended to insure that you are able to provide great service to our customers!

Free Meals: Discounted meals during your shift is one of our greatest benefits and most appreciated by our employees. Employees qualify for one free meal per shift equal to a value meal.

Perk Spot: As an employee of McDonald’s, you are able to receive significant discounts on a variety of products by leveraging the size of Brand McDonald’s. Perk Spot Discount Program has a dedicated web site for cardholders that is updated with new discounts every month. www.mcdperks.com. Special discounts from major National Retailers like Dell, Samsung, Skechers, Sprint, Otter, Six Flags, Regal Theaters/Entertainment Group and dozens and dozens of other retailers where you may shop.

Performance and Wage Reviews: Every employee receives 2 performance reviews a year in October and April. You are eligible for a rate increase once a year. More often when promoted to a position of greater responsibility.

Opportunity for Advancement: This is one of the greatest opportunities at McDonald’s. Most of our restaurant management started as crew and a significant percentage of the Corporate Leadership and Owners started as crew. Dependability, Hard Work, and taking care of our customers can lead to tremendous career opportunities as is the case with your Owner, Steven Overby.

Flexible Scheduling: We know that many of our employees are leading very busy lives including your family demands and possibly school demands. Be sure to keep your manager informed of your availability and “request off” needs and we can generally work around specific needs. However, keep in mind that the weekends and “peak times” are our busiest time and it’s important to provide reasonable availability during these times so that we may meet our customer’s expectations and your needs in terms of hours desired to work.

Free Uniforms: We provide free uniforms in the form of a modern t-shirt and hat. You are expected to provide black pants and black, polish able non-skid shoes and belt

Enthusiasm Calendar: Each restaurant will maintain an enthusiasm calendar and one of the highlights of the restaurant plans will be to conduct regular “fun days” where we’ll do something “out of the ordinary”. These “fun days” will include things such as “pizza day”, candy in the crew room, or favorite sports jersey day, among other things.

Accrued Vacation:

Below are a few standard rules for Vacation time.

1. New hires begin earning hours on day one but cannot use vacation for their first 90 days!
2. We do not “payout” time earned. It is to be used for vacation days.
3. Should you quit or get terminated for any reason, you forfeit all remaining time earned. You must be in good standing with the restaurant to have vacation requests approved.
4. Vacations must be requested by filling out a “Vacation Request Form,” and timing is at the General Manager’s discretion. Vacation requests should occur at least a month before a planned vacation. YOUR TIME MAY NOT BE APPROVED IF OTHERS ARE ALREADY OFF, so request as early as possible.
5. Should you call out last minute or No Call No Show, you will NOT be able to use Vacation hours. This benefit is meant for scheduled time off.
6. Holidays will be Blacked-out!
7. No more than 2 Crew on vacation at the same time in the same restaurant.
8. Vacation hours will only accrue on REGULAR HOURS. Overtime hours will not accrue.

Earned hours by role and time:

Crew/Crew Trainers/MITs: All roles below shift management will accrue at the rate of ONE week vacation a year, assuming you work full time.

Managers up to one full year of service: At certification, managers will accrue at the rate of TWO weeks a year, assuming you work full time.

Managers at 5 years of service: After 5 years of continuous certified management, managers will accrue at the rate of THREE weeks a year, assuming you work full time.

WORKERS' COMPENSATION

On-the-job injuries are covered by our Workers' Compensation Insurance Policy provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to the Shift Manager and General Manager. You must be approved for an immediate Doctor visit. We ask for your assistance in alerting management to any condition which could lead or contribute to an employee accident. You will be drug tested at the time you visit the doctor and must choose a doctor in which our company has a relationship with. All doctor visits must be approved by the Owner Operator – Rob/ Carrie Goodwin.

ATTENDANCE AND PUNCTUALITY

Attendance and punctuality are important factors for your success within our Company. We work as a team, and this requires that each person be in the right place at the right time.

Notice

If you are going to be late for work or absent, you must notify the on-duty manager no later than three (2) hours before your shift. You are required to speak with the manager directly. It is not acceptable to have another person call for you or leave a message on the answering machine or with a co-worker, nor is it acceptable to “text message”. You must call directly. Openers and early morning scheduled employee's (that would be employee's scheduled to work before 8 am) are expected to notify the on-duty manager by 8pm the night before. 3rd shift employees must call by 12 noon. If you are absent for two days without notifying the Company, it is assumed that you have voluntarily abandoned your position with the Company, and you will be removed from the payroll.

Compliance with this policy includes making sure that you have your shifts written down and do not have to call the store to ask when you need to be at work. Crew schedules are posted in the crew room - our work week is from Wednesday to Tuesday. If you have a shift in 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. This has to be approved by the manager working the shift or the General Manager. Make it a practice to look at the bulletin board regularly, and check your schedule regularly. Please do not post or alter any notices on the bulletin board. If you are off work for an excess of 3 days or call in on weekends, you will be expected to bring a doctor's release. If you call out on a holiday that you are scheduled to work, this may be grounds for immediate suspension or termination regardless of any advance notice.

Being in jail is not an excused absence, even if you call in. Anyone convicted of a crime while employed by our company may be terminated at owner's discretion. All “No Call-No Shows” will be grounds for immediate termination.

First violation – Written Warning

Second violation – Documentation, Possible Suspension

Third violation – Suspension or Termination

The owner, or supervisor reserves the right to deviate from this policy for any reason at their discretion. By signing the acknowledgement page of this handbook you are admitting full awareness of this policy.

Crew Meetings

Crew meetings are scheduled when necessary. Attendance is mandatory, and you will be paid for your time at these meetings.

Changes in Availability

Any changes in your availability must be submitted in writing to the Manager responsible for scheduling after 30 days of employment. It must be dated, signed and personally delivered to that Manager. Any changes in your availability could change the number of hours for which you are scheduled. See the restaurant manager for the appropriate change in availability form.

STANDARDS OF CONDUCT

General Standards

Each employee has an obligation to observe and follow the Company's policies and to maintain proper standards of conduct at all times. If an individual's behavior interferes with the orderly and efficient operation of a department, corrective disciplinary measures will be taken. All employees also share an obligation to safeguard the integrity of the Company's reputation and assure the continuation of ethical business practices.

Disciplinary action may include a verbal counseling, written warning, suspension without pay and discharge. The appropriate disciplinary action imposed will be determined by the Company. The Company does not guarantee that one form of action will necessarily precede another.

The following misconduct may result in discipline up to and including discharge: (1) misconduct; (2) violation of the Company's policies or safety rules; (3) insubordination; (4) absenteeism or tardiness; (5) violation of substance abuse policy, including possession, use or sale of alcohol during working hours, reporting to work under the influence of alcohol or controlled substances, or unlawful use of controlled substances; (6) possession of dangerous instruments on Company property, including illegal firearms; (7) unsatisfactory performance; (8) suspicion of theft or dishonesty; (9) violation of Company's EEO policy or Business Practices/Code of Ethics Policy, or disrespect toward fellow employees, customers, visitors or other members of the public; (10) violation of the Company's Workplace Violence policy; (11) Gossiping or discussing/disclosing confidential business or personnel matters; (12) failure to work with a positive attitude; (13) failure to help and support other employees; (14) violation of policies or procedures set forth in Company handbook; (15) disrespectful or unprofessional conduct on the phone (16) unauthorized or inappropriate use or disclosure of confidential information or trade secrets; and (17) other misconduct as determined by the Company.

These examples are not all inclusive. We emphasize that discipline and discharge decisions may be based on an assessment of all relevant factors, including the severity of the infraction and the employee's work record, as determined by the Company.

Theft in Particular

Employees are not to use McDonald's Coupons, Gift Certificates, BOG Cards (be our guest cards), or promotional cards for their own use. Anyone found to be taking Company property (including raw or completed product, cleaning supplies and happy meal toys) without permission from The Owner or General Manager will be terminated. This also includes giving out extra

food to an employee during the preparation of their employee meal. This will result in the termination of both employees. Anyone found giving food away without the redemption of coupons, BOG cards, other promotional cards or approval of the shift manager will be subject to termination. If a customer leaves his/her personal property, please notify the manager immediately. The intent of this policy (and the below chart) is to point out to you the importance of proper cash handling procedures and to assist you in performing your duties as front counter or DT person. If you have any questions concerning this policy, have the manager conducting your orientation provide clarification.

Amount	\$2 or more short or unexplained cancellations	Amount \$10 or More	Amount \$20 or More
1 st offense	Written Warning.	May result in an immediate one week suspension without pay, or termination.	Any variation of \$20.00 or greater at any time will result in disciplinary action up to and including termination and prosecution.
2 nd offense	One Week Suspended without pay if it occurs within a 60 day period.	May result in immediate termination.	
3 rd offense	Mandatory termination.		

1. Employees will be assigned to one drawer and only one person will enter that drawer with the exception of the cash manager to do skims or make change, in your presence.
2. Each drawer will contain a set amount of \$100 to begin with. You are to verify your register has this amount prior to accepting it.
3. Any incident of undercharging or giving away free food will result in immediate termination and possible prosecution.
4. Do not allow anyone to use your register while you are on break. Ask the manager to de-activate your register until your return.
5. Always enter the amount of money received before pressing the amount tendered, even if the exact amount of money is received.
6. All sales must be entered on the cash register at the time of the sale.

7. All orders are to be paid for at the time they are made. Also, all food must be made and consumed at the time it is paid for.
8. Place bills across the money slots with the back facing up until change is made, then put bills in the appropriate slots. By placing the bills upside down, you can detect altered bills.
9. All bills greater than \$20.00 will be placed underneath your cash register drawer.
10. Do not make change with another window person. Notify the shift manager if you need change.
11. If an over-ring is made, notify the cash manager immediately. Do not resume taking orders until the problem is corrected. Managers review and track B-REDS and T-REDS at the end of your shift. Documentation will be issued if you exceed 3% B-REDS and .50% T-REDS.
12. Never accept tips, if money is left behind, notify the manager.
13. If you take any \$50.00 or \$100.00 bills, you must notify the cash manager for verification.
14. We do not cash payroll checks at the restaurant.
15. Always use the Gift Redeemed button on the cash register for accepting Gift Certificates.
16. All promotional coupons must be rung up on the register at the time of the sale. When a promotional coupon is taken in, you will remove the corner and place it under the cash tray in your register.
17. No promotional coupons can be used by any McDonald's employees.
18. All coupons and manager's receipts are treated as cash. If missing, it will be treated as missing cash from your cash register.
19. Under no circumstance are you to make change for a customer. If requested, please call a manager.
20. McDonald's does not accept personal checks.

GENERAL REGULATIONS

1. The use of cell phones while on duty or anywhere on the floor is prohibited. Cell phones must be turned off and not visible. No other electronic devices (iPod, Bluetooth devices, etc.) are to be used or worn while on duty. Cell phones and other devices distract from your responsibilities while at work to serve the customer Fast, Friendly, and Accurate with Great Food in a Clean Place. Violations of this policy may result in your termination of employment.
2. Parking is permitted only in designated areas by management.
3. This is a non-smoking restaurant. Smoking is not permitted anywhere in the store, including the outdoor patio or play area (if exists). Smoke only in your car or the corral with no visible McDonald's attire (Take off hat, cover uniform, etc.). Always wash hands prior to returning to work.
4. Employee Meals and/or Food and drinks purchased on a break or by someone in McDonald's uniform may only be consumed in the crew room unless approved by manager.
5. No food or drink can be consumed by any employee when working in the kitchen or service areas or in view of the customer. This is a health code violation.
6. In order to stay focused on our guests, a manager must approve all courtesy drinks and they must be taken in the back of the store out of the view of the customers, quickly consumed and then the cup thrown away and return to your work station.
7. Do not leave the floor while on duty unless the shift manager is advised and aware.
8. Off-duty employees are not permitted behind the counter unless they are arriving for a shift or preparing to leave after a shift.
9. After dark, no back or side door may be opened.
10. The back door may only be opened by a manager.
11. Unauthorized personnel will not be admitted behind the counter. Management will determine which personnel are authorized or not. Only a manager may allow a non-store employee access behind the counter.
12. No food is to be consumed while clocked in for work.
13. Management is not responsible for personal belongings left in the store.
14. Crew may not conduct any other business than McDonald's on the store premises. You may not solicit managers, customers or other crew for this purpose (i.e. Avon, children's fundraisers.)
15. Any regulation not covered in this handbook is at the sole discretion of the management team and should be adhered to as such.

UNIFORM/DRESS POLICY

1. You are expected to practice good personal hygiene (i.e. daily shower or bath, clean hair & fingernails, no excessive perfume/cologne).
2. Uniforms are your responsibility. You must come to work in a clean, neat, pressed shirt and pants and wearing your hat. Hats are not to be worn sideways or backwards.
3. No alterations are to be done to pants or shirts. Hemming is all that is allowed.
4. Belts, hats and nametags are part of the uniform and must be worn.
5. Hair must be clean and neatly combed and pulled back off of shoulders. Hair color must reflect a business-professional appearance – one natural color only (black, brown, blonde, red,

grey; no pink, purple, blue, vivid orange, vivid reds, etc.) Hats are the only acceptable headgear. The appropriate McDonald's hat – visor must be worn.

6. Pants must be worn around the waist.
7. Solid Black (no stripes, lines, other colors), rubber soled non-slip is the only appropriate footwear. No tennis shoes or other type of athletic footwear – shoes must be low-heeled, comfortable and polish able.
8. Men: The only permissible facial hair will be trimmed mustache and/or short/small goatee that is neatly groomed and/or beard that is small and neatly groomed. The goatee and/or beard can be no longer than 1/8 inch long, must be neat and clean. A mustache should be short and neatly trimmed. One stud is permitted in each ear. No face, visible body jewelry is to be worn (i.e., no tongue rings). No grilles or detachable gold teeth are permitted. Please limit rings to one per hand.
9. Women: Use of makeup and jewelry should reflect a business professional appearance. Small, unobtrusive earrings (no hoops larger than a quarter). No face, nose, body or tongue rings are permitted. Nail polish may be worn, but it must be natural colors (no black). Nails must be no more than 1/4 inch past the fingertip and no chipped polish. No nail jewelry for safety reasons. No grilles or detachable gold teeth are permitted. Please limit rings to no more than 2 per hand.
10. All employees must report for work in full uniform. Uniform caps must be clean, wrinkle free and in good repair. Ties and bows must be clean and wrinkle free. Tie must be secured to the top of the uniform and top buttons buttoned. Nametag worn.
11. White, plain undershirts may be worn. Females and males must wear their appropriate undergarments under their uniforms at all times.
12. No visible tattoos larger than half dollar and must be in good taste (based on the judgement of the company leadership) for either male or female employees. Not more than 2 of these size tattoos. All other tattoos must be covered including any that may be viewed as not in good taste or offensive.
13. Only McDonald's attire may be worn during scheduled shifts. This includes meetings, rallies, etc. No pagers, beepers or cell phones may be worn while on duty.
14. Only McDonald's jackets or your own black (solid color) jacket may be worn when working. If you would like, you may purchase a McDonald's jacket for your personal use.
15. If you wear your uniform to work, you must be in full uniform from the time you enter the property (via car or otherwise) until the time you leave the property – no sagged pants, hats backwards, etc.

Any violation of the above policies may result in the inability to clock in for work until the problem is corrected, which may lead to tardiness. A violation also may result in an employee being sent home and not permitted to work.

RULES FOR OPERATION OF 24 HOUR STORES
FOR 24 HOUR RESTAURANTS: DURING 12:00 AM – 6:00 AM TIME PERIOD

All policies & rules are guidelines for crew and managers. Managers are responsible for enforcing these rules & policies with crew. Failure on a crew member's part to abide by these rules will result in disciplinary action which may include termination. A manager's failure to abide by and enforce these rules with crew will result in disciplinary action which may include termination. All policies outlined in the Crew Policy Guide as well as the Managers' Policy and Benefit Guide, are to be followed as well as the following:

1. If the restaurant is DT Only, the doors are to remain locked from the time the lobby is officially closed for business (varies by restaurant) until the opening of the lobby for business (varies by restaurant). Crew leaving for the night from the previous shift must do so with the previous shift's manager according to the staggered method of close. Crew arriving for the opening shift must do so with the opening manager according to the staggered method of opening.
2. A minimum of 2 crew members plus the manager (total of 3) must be in the restaurant at all times without exception. A call out must be handled immediately, first by the managers on duty. If unable to solve, the General Manager must be called. If the General Manager cannot be reached, the Owner must be reached.
3. The back or side door must remain locked at all times. The drive thru windows must be locked when there are no cars in line.
4. The freezer and walk-in cooler must remain locked at all times. Only a manager may enter or supervise stock-up.
5. POS Close should be done approximately 3:00 am. The restaurant should remain open and the entire POS daily close and POS daily open should only take 5 mins. Final daily close can be done and the reports run at end of shift.
6. The manager may have a cell phone on his/her person, but may not use it for personal business while running the restaurant.
7. No sleeping while on duty.
8. The only music that may be on is from the store's Muzak System and must be kept at the same level as during the day with customers in the restaurant.
9. No walk-up orders in the Drive-Thru are allowed.
10. There is no smoking allowed during the overnight shift. Anyone smoking in the restaurant / restrooms or opening a door to smoke will receive disciplinary action, up to and including termination.
11. Breaks are to be taken in the crew room.
12. Willful idleness as determined by the manager on anyone's part will result in disciplinary action. The slow times are when the restaurant's overnight cleaning duties list are performed and the restaurant is prepared for the morning breakfast rush.
13. QSC Standards must be upheld at all times – friendliness, quality of food and holding times must be adhered to. KVS and TTL times must be monitored and reasonable.
14. The overnight manager and crew must wear a headset at all times.

REQUEST FOR EMPLOYEE INFORMATION

Our Company will release employee information under the following circumstances:

- Requests from the Internal Revenue Service, Social Security Commission or other Federal and State agencies or courts authorized to secure information without employee permission.
- Applications for housing, loans or other wage and employee history submitted on an application and *signed by the employee*. The application must include the employee's social security number for identification. Incomplete forms will not be processed.
- Department of Social Services, HUD or any agency that is qualifying an employee for benefits, such as food stamps, subsidized housing, etc.,
 - a) First time applications that request verification of employee, date of hire, rate of pay, etc. will be completed at no cost to the employee.
 - b) Employees will be charged \$10 each time a form is requested due to the employee's failure to submit documentation to the agency, such as check stubs.
- Any request for information regarding an employee either active or terminated must be submitted in writing to the Our Company office via fax or mail by the agency requesting information. 423-855-2110 or 316 McBrien Rd; Chattanooga, TN 37411.

Requests for information will not be given to the employee to personally deliver to any agency. All requests will be mailed unless a fax number is provided.

WORKPLACE VIOLENCE POLICY

Application. The Company is committed to providing its employees a safe environment for working and conducting business. In this regard, the Company will not tolerate any threats, threatening behavior, acts of violence, or any related conduct which interferes with or disrupts the Company's safe working environment. This prohibition applies to Company employees, vendors, customers, and visitors, whether or not the conduct occurs on or off Company property.

Prohibited Conduct. Threats, threatening behavior, acts of violence or related disruptive conduct includes conduct against persons or property that is sufficiently severe, offensive, or intimidating that it disturbs, interferes, or prevents normal work functions or activities. Specific examples of conduct that may be considered "threats, threatening behavior, acts of violence or related disruptive conduct" include, but are not limited to, the following:

- Hitting or shoving an individual
- Threatening to harm an individual or his/her family, friends, associates, or their property
- The intentional destruction or threat of destruction of property owned, operated, or controlled by the Company
- Harassing or threatening individuals through any form of written or electronic communications
- Intimidating or attempting to coerce an employee to do wrongful acts that would affect the business interests of the Company
- Harassing surveillance of another Company employee and making a credible threat with intent to place the other person in reasonable fear of his or her safety
- Unlawful possession of firearms, weapons, or any other dangerous devices on Company property, except as provided for by the Business Security and Employee Privacy Act, which, subject to several exceptions, allows employees who are licensed to carry concealed weapons to store firearms in their vehicles while on Company property, as long as the firearm is properly concealed in a glove box, trunk, or other enclosed compartment within the vehicle. **Weapons are NEVER to be brought out of your car into the workplace or parking lot area.**

Complaint Procedure. All employees are responsible for refraining from making threats, engaging in threatening behavior, acts of violence or related disruptive conduct and for seeking assistance to resolve personal issues that may lead to acts of violence in the workplace. If you feel that you have experienced or witnessed conduct that is prohibited under this policy, you are to follow the complaint procedure set forth in the Company's EEO policy, which is contained elsewhere in this handbook.

The Company will undertake an appropriate review of any complaint. To the extent practicable and appropriate, the Company will keep any complaint and the terms of their resolution confidential. The Company will take corrective action as appropriate, including such discipline up to and including termination of employment. Further, some conduct prohibited under this policy also is prohibited under criminal law. When appropriate, the Company will refer cases for criminal prosecution.

The Company recognizes that intentional or malicious false accusations of misconduct can have a serious effect on innocent men and women. Individuals falsely accusing another of conduct prohibited under this policy will be disciplined in accordance with the nature and extent of his or her false accusation.

SECURITY

We are committed to providing a secure workplace and ensuring the protection of corporate assets and proprietary information. Security is an integral part of your job responsibilities. Be sensitive to information you generate or have access to, protect corporate assets such as inventory, records and office supplies, secure your work area when left unattended, and report security related issues to your manager.

As a part of the Company's security efforts, please comply with the following practices:

1. A manager must be present when opening the back door. The back door is not to be opened before dawn or after dusk.
2. At no time should you open a door or let someone behind the counter that you have not identified as a McDonald's employee. Contact the shift manager immediately.
3. Non-Lobby Open 24 Hour Restaurants - Openers must practice the staggered opening procedure for your safety. If restaurant is operating 24 hours, this policy does not apply.
4. After close, the doors, which include back door and DT windows, are to be locked and not re-opened until the closers are ready to leave the premises. At this time, you will all leave together using the staggered closing method. Only scheduled crew are allowed behind the counter at any time throughout the day including open and close.
5. Employees must never discuss store cash or security procedures with anyone that is not authorized to have the information.
6. Robbery Procedures:
 1. Try to remain calm
 2. Do exactly what you are told – DO NOT argue or hesitate
 3. Give the robbers what they want
 4. Try to remember the physical features and clothing of robbers
 5. Alert the manager, owner, and police immediately

At no time is any McDonald's employee allowed on the premises without at least two people. If you are caught doing this, it could result in termination. This is against safety procedures. Breaking security procedures puts everyone at serious risk for harm. Immediate termination may occur if security procedures are not followed.

NON-FRATERNIZATION

The Company prohibits dating or romantic relationships between a supervisor and a subordinate who reports either directly or indirectly to that supervisor. In the event a supervisor and subordinate desire to date or enter into a romantic relationship, the supervisor should immediately notify the Owner so that the Company may take appropriate steps to avoid any adverse impact in the workplace. This may include the transfer, reassignment, or resignation of one (or both) of the associates involved. The Company may, at its discretion, also require any participants in a consensual romantic and/or sexual relationship to execute a Consensual Relationship Agreement. The Company will address these situations as confidentially and discreetly as possible. When a violation of this policy is determined to have occurred, appropriate disciplinary action, up to and including discharge, will be taken.

CONFLICT OF INTEREST

While employed by the Company, it is your obligation to act at all times in the best interest of the Company and not allow any personal activity to conflict with or interfere with your service to the Company. As a result, the assumption of or engagement in any interest, relationship or activity by an employee tending to impair the independence of such person's judgment with respect to the best interests of the Company, shall constitute a conflict of interest reportable in writing to the Owner.

EMPLOYEE AND PUBLIC RELATIONS

Our Company's reputation has been built on excellent service and the quality of our care. To maintain this reputation requires the active participation of every employee. The opinions and attitudes that customers have toward our Company may be determined for a long period of time by the actions of one employee. It is sometimes easy to take a customer for granted, but when we do, we run the risk of losing not only that customer, but his or her associates, friends or family who may also be customers or prospective customers. Each employee must be sensitive to the importance of providing courteous treatment in all working relationships.

SOLICITATION/DISTRIBUTION POLICY

Solicitation by an employee of another employee, including but not limited to, solicitation for contributions, sale of merchandise, or memberships in clubs or organizations, circulation of petitions, and all other forms of solicitation, is prohibited while either the person doing the soliciting or the one being solicited is on his or her working time. Solicitation by non-employees on Company premises is prohibited at all times. Distribution of advertising material, handbills, printed or written literature of any kind in the working areas of the Company is prohibited at any time. Distribution of literature by non-employees on Company premises is prohibited at all times.

OFF-DUTY EMPLOYEES

Off duty employees are to visit behind the counter of the restaurant only on matters of business. You should not enter work areas of the restaurant when off duty unless granted permission to do so by a supervisor.

VISITORS

Only current employees are allowed behind the counter or in the kitchen area. Never admit anyone into the service/kitchen area of the restaurant. Instead, ask the customer to wait in the lobby while you get the manager on duty.

CHANGES IN PERSONAL DATA

We need to maintain up-to-date information about you so we would be able to aid you and/or your family in matters of personal emergency. Changes in name, address, telephone number, marital status, number of dependents or changes in next of kin and/or beneficiaries should be given to the restaurant manager promptly.

INSPECTION/MONITORING POLICY

The Company provides equipment, and other Company property to employees for their use while employed by the Company. These items are the property of the Company and may not be borrowed or taken from the premises by any employee.

The Company can make no assurances about the security or privacy of any office, desk, file cabinet, computer, or other Company facility and discourages the storage of valuables, perishables, and other personal items in them.

Additionally, the Company reserves the right to open and inspect any item of any kind on Company property, including in an office, desk, computer and files, file cabinet, or Company property and its contents, at any time with or without reason, notice or consent.

Employees should understand that any conversations over the Company's telephones and similar voice systems may be monitored or recorded for any reason as a part of normal business operations. By using the Company's telephones, employees expressly consent to such monitoring and recording for all lawful purposes and any use of the Company's telephones and similar voice systems is done so with the knowledge and awareness of this policy.

Similarly, employees should be aware that, in order to promote the safety of employees, patrons, visitors, occupants, as well as the security of its assets and properties, the Company may conduct video surveillance of any portion of its premises at any time, the only exception being private areas of restrooms, showers, and dressing rooms, and that employment with the Company constitutes an express awareness of and consent to such surveillance.

PROTECTING CONFIDENTIAL INFORMATION

The Company considers its confidential and proprietary information to be one of its most valuable assets. We all share a common interest in making sure this information is not improperly or accidentally disclosed. As such, employees must carefully protect and must not disclose to any third party any confidential or proprietary information belonging to the Company or its customers. Such protected information includes, but is not limited to, matters of a technical nature, such as computer software, product sources, product research, and designs; as well as matters of a business nature, such as customer lists, customer contact information, employee information, personnel information, on-site program and support materials, training materials, pricing lists, sales data, financial and marketing data, and any other confidential and/or proprietary information, whether communicated orally or in writing, and whether in electronic or other tangible form, concerning the Company's or its customers' operations and business.

Employees should ensure that any materials containing confidential or proprietary information are stored safely before leaving their work areas each day. During the workday, employees should avoid leaving confidential or proprietary information unattended.

Further, at the termination of employment, employees are required to return all of the Company's property that is in the employees' control or possession to the Company, including, but not limited to, confidential or proprietary information. This policy specifically requires employees to return all Company property (including electronically stored information) that employees may have taken outside of the office (e.g., personal residence) or transferred to or stored on non-Company computers and other electronic storage devices (including PDAs) during the course of their employment. Employees should clearly understand that, upon termination of their employment, they are without authorization to access or use any such Company property, whether through a Company-sponsored computer or computer network or via a non-Company computer or other electronic storage device. Further, for the avoidance of doubt, this policy also makes clear that no employee is authorized to access the Company's computer/network system after termination of employment, unless such post-termination access is expressly authorized in writing by an Owner of the Company.

COMPUTER, EMAIL, AND INTERNET USE POLICY

Purpose and Application. The Company provides a variety of technology resources to its employees for purposes of its business operations and to help employees perform their jobs. While these technology resources are often necessary and helpful tools, they also pose risks and must be used with common sense and good judgment. As such, the Company has developed this policy to establish guidelines for the use of its technology resources. For purposes of this policy, the Company uses the term “technology resources” to refer generally to all of its network and electronic resources, such as computers, software, networks, email systems, telephones and cellular phones, voicemail systems, fax machines, and Internet access.

Business Use Only. The use of the Company’s technology resources is for company business and is to be used for authorized purposes only. These technology resources are established, maintained, and provided by the Company for employees to use for the furtherance of Company business and not for personal use.

Ownership and Access to Technology Resources. All of the Company’s technology resources, including all data and files stored on or transmitted using the Company’s technology resources, are the property of the Company. This means that the Company owns all data and files stored on or transmitted using any of the Company’s technology resources, such as computers, network servers, or email servers. As such, the Company retains the right to access, monitor, and inspect its technology resources, and any of the data and files therein, at any time. This right applies both during an employee’s employment with the Company and after its termination for any reason, voluntary or involuntary.

Employees should not have an expectation of privacy in anything they create, store, send, or receive using the Company’s technology resources. In this regard, employees are specifically advised that passwords are designed to give employees access to all or part of the Company’s technology resources; they are not designed to guarantee employee privacy or security in any data or file created, stored, sent, or received on any of the Company’s technology resources. Employees may not change passwords without prior express permission. Upon termination of employment, employees must return all passwords to the Company.

General Guidelines for Use. Employees are expected to use the Company’s technology resources professionally, for business purposes only, and in compliance with all other Company policies. Therefore, employees must follow the guidelines set forth below when using the Company’s technology resources. This list is not intended to be an exhaustive description of all activities that may be considered inappropriate use of technology resources; there may be other activities that are inappropriate and/or violate Company policies, for which an employee may be subject to disciplinary action. If you ever are uncertain about whether an activity is an appropriate use of the Company’s technology resources, you should consult with your supervisor.

1. Employees may not use the Company’s technology resources to view or transmit any material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, violative of the Company’s EEO Policy, or otherwise unlawful or inappropriate. The Company may use software or hardware to identify such

inappropriate use of its technology resources. Websites with inappropriate content may be blocked from access by Company networks. In the event employees do encounter inappropriate or sexually explicit material while on the Internet or otherwise using the Company's technology resources, they should disconnect immediately.

2. Employees may not use the Company's technology resources to participate in or use any social media websites. (For more information, please refer to the Company's Social Media Policy.)

3. Employees must not deliberately perform other acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, streaming audio or video content from the Internet, playing games, engaging in online chat groups, printing multiple copies of documents, using Company equipment for outside organizations or commercial ventures, or otherwise creating unnecessary network traffic.

4. Employees may not use the Company's Internet connection to download games or other entertainment software, including screen savers, or to play games over the Internet or to access personal online accounts. No employee shall download any software from the Internet without express permission. This includes messaging software such as AOL and MSN, windows skins, music files (*e.g.*, MP3), software updates, or enhancements.

5. Employees may not illegally copy material protected under copyright law or make that material available to others for copying. Employees may not agree to a license or download any material for which a registration fee is charged without first obtaining express written permission from the Company.

6. Without the express permission of their supervisors, employees may not send unsolicited electronic mail to persons with whom they do not have a prior relationship.

7. Employees must not alter the "From:" line or other attribution-of-origin information in electronic mail, messages, or postings. Anonymous or pseudonymous electronic communications are forbidden.

8. Company communications and property are confidential. Any employee who accesses another person's computer, voicemail, computer file or data, or property without prior approval by an appropriate officer of the Company will be in violation of this policy.

9. To ensure security and avoid the spread of viruses, employees accessing the Internet through a computer attached to a Company network must do so through an approved Internet firewall. Accessing the Internet directly is strictly prohibited unless the computer being used is not connected to the Company's network.

10. Files obtained from sources outside the Company, including discs brought from home; files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to electronic mail; and files provided by customers or vendors, may contain dangerous computer viruses that may damage the Company's computer network. Employees should never download files from the Internet, accept electronic

mail attachments from outsiders, or use discs from non-Company sources without first scanning the material with Company-approved virus-checking software. If employees suspect that a virus has been introduced into the Company's network, they should notify the Company immediately.

Other Company Policies. All of the Company's policies, including, but not limited to, its policies on Equal Employment Opportunity, Protection of Confidential Information, Social Media Policy, and Non-solicitation, apply to the use of the Company's technology resources. If any employee feels that he or she has witnessed or been the subject of any conduct in violation of this policy, the employee should utilize the complaint procedure set forth in the Company's EEO policy.

Discipline. Employees will be subject to discipline, up to and including termination from employment, for violating this policy. Therefore, before using any of the Company's technology resources, employees should consider whether their actions meet the expectations set forth herein. In doing so, employees should be mindful that electronically stored information can often be saved or retrieved even after an employee believes he or she has taken steps to "delete" it.

SOCIAL MEDIA POLICY

In general, the Company views social networking websites (e.g., SnapChat, Facebook, Twitter, Instagram, etc), personal websites, and blogs positively and respects the right of employees to use them as a medium of self-expression. However, the use of these types of websites can impact both the Company and employees alike. Therefore, the Company has created this policy to establish its expectations for employee use of these types of websites.

Applicability. This policy is meant to apply to social networking sites, personal websites, blogs, photo sharing sites, video sharing sites, podcasts, as well as bulletin boards and comments posted on other websites. For ease of reference, this policy refers to all of these types of websites generically as "social media websites". The absence of an explicit reference to a specific website is not meant to limit the application of this policy. Where no policy or guideline exists, employees should use their professional judgment and take the most prudent action possible. You should consult with your manager or supervisor if you are uncertain about any of your activities on a social media website.

No Interference with Job Duties. The Company's Internet and computer resources are provided to employees to allow them to complete their job duties, and should be used for business purposes only. As such, the Company does not allow personal use of social media websites during work time.

Use Outside of Work. Employees may use social media websites during their personal time outside of work. Employees must be aware, however, that information they display on the Internet reflects not only on themselves, but could be associated with the Company as well. Therefore, employees are expected to follow these guidelines when using any social media website:

1. Employees may not in any way identify themselves as representatives of the Company on any website.
2. The Company's relationships with its clients, customers, and partners are valuable assets. Even positive references can be noticed by a competitor and used to the Company's

disadvantage. Therefore, employees may not reference or display any information about any of the Company's clients, customers, or partners without obtaining their express permission to do so.

3. Employees should not post or cause to be posted any information about the Company that could be viewed as detrimental or damaging to the business. If there is any doubt, the employee must request permission to post. If given permission, employees are expected to be respectful of the Company and its employees, clients, customers, partners, and competitors. All information you display on the Internet should reflect this common respect owed to the Company.

4. Confidential and proprietary information of the Company is not to be discussed or referred to by employees on any social media website, even in private messages between site members who have authorized access to the information. This includes information such as financial information about the Company, pricing, strategies, intellectual property, and customer information.

5. Employees are responsible for reading, knowing, and complying with the Terms of Service of the social media websites they use.

6. Employees are expected at all times to comply with the law in regard to copyright, trademark, and plagiarism. Posting of someone else's work without permission is not allowed. In addition, employees are expected to not make disparaging comments about other persons or entities on social medial websites.

7. NO pictures are to be taken inside of the restaurant or especially posted onto social media without the consent of the Owner Operator.

Other Company Policies. All other policies in this handbook apply with equal force to employee use of social media websites. In particular, employees are expected to follow the Company's EEO policy when participating in social medial websites. The Company considers behavior that is inappropriate in the workplace to be inappropriate on the Internet as well, meaning that the Company's EEO policy concerning discrimination, harassment, and retaliation applies equally to the treatment of employees in the workplace or on the Internet.

Disciplinary Action. While the Company respects the right of employees to use social media websites, it has established this policy for the benefit and protection of the Company and its employees. Any employee witnessing or who believes a violation of this policy has occurred should utilize the complaint procedure set forth in the Company's EEO Policy. The Company takes the expectations explained above very seriously. As such, employees are advised that violating this policy may result in disciplinary action, up to and including termination.

CARE OF EQUIPMENT

You are expected to use proper care when using the Company's property and equipment. No property may be removed from the premises without the proper authorization of management. If you lose, break or damage any property, report it to your supervisor at once

PERSONAL TELEPHONE CALLS

It is important to keep our telephone lines free for customer calls. Although use of the Company's telephones for a personal emergency may be necessary, routine personal calls are prohibited during work time. If you have completed your shift and the telephone is not busy, we will allow you to use the telephone to call your ride home or to call parents.

CELL PHONES AND PORTABLE COMMUNICATION DEVICES

Employees will not utilize cellular phones or any other type of portable communications device while working. Employees will not utilize cellular phones or any other type of portable communications device for improper purposes. Therefore, unless it is in pursuit of a legitimate business purpose, employees are not, while acting on behalf of the Company on and off Company premises, permitted to use a cellular phone or any other type of portable communications device to: (1) take or transmit pictures of employees, visitors, or any other individuals without their expressed consent; and (2) take or transmit pictures of the Company's confidential information and trade secrets. Further, employees should not use cell phones or any other portable communications device while operating a motor vehicle on behalf of the Company. If employees must use cell phones while in their motor vehicle, they must comply with the following safety guidelines: (1) Always dial while the car isn't moving; (2) Never use the phone in heavy traffic or bad weather; (3) Use speed dialing as much as possible; (4) Use a hands-free phone; (5) Never look up phone numbers while driving; (6) Never have stressful conversations while driving; and (7) Keep your eyes on the road while on the phone. Of course, employees must adhere to all federal, state or local rules and regulations regarding the use of cell phones while driving.

FOOD SAFETY

All employees are required to wash their hands upon clocking in and every 30 minutes. 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. There are no exceptions. 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.

PARKING

The Company has space available for parking at our restaurants, but due to limited customer parking, you are to park in areas designated by Management, which is generally at the extreme back of the parking area. The Company is not responsible for loss, damage or theft of your vehicle. Therefore, we suggest that you lock your car doors.

BULLETIN BOARD

Information of interest and importance to you is regularly posted on our bulletin board. We suggest that you look at it regularly to keep up with what is happening. This bulletin board is for Company announcements and publications only, and employees may not post or remove any information from it.

JOB REFERENCE POLICY

The Company's reference policy is that employees are not to provide any reference regarding a current or former employee's employment with the Company. Any request for a reference or employment history of any kind should be directed to the Owner.

IF YOU MUST LEAVE US

Should you decide to leave your employment with us, we ask that you provide us with at least two weeks' advance notice. Your thoughtfulness will be appreciated and will be noted favorably should you ever wish to reapply for employment with the Company or seek a favorable reference from us. Employees are not eligible for payment of unused paid time off benefits upon the termination of employment. Additionally, all resigning employees may complete a brief exit interview prior to leaving. Upon termination, you must return all Company property to the Company.

EACH EMPLOYEE'S RESPONSIBILITY

Safety can only be achieved through teamwork. Each employee, supervisor and manager must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately. The Company is committed to providing a safe workplace for all employees. As the Company has accepted this responsibility, employees in turn must accept the responsibility to work safely for themselves and the lives of their coworkers. This duty means working intelligently, with common sense and with foresight. The company requires every employee to follow safety standards that apply to our operations and adhere to all OSHA regulations.

If an employee has an accident, he/she must report it immediately to a supervisor and the General Manager, regardless of how minor and whether it results in personal injury. Even minor accidents may indicate an unsafe condition that should be corrected. Failure to properly report an incident may result in denial of workers' compensation benefits.

GOOD HOUSEKEEPING

Good work habits and a neat place to work are essential for job safety and efficiency. You are expected to keep your place of work organized and materials in good order at all times. Report anything that needs repair or replacement to your supervisor.

SMOKING IN THE WORKPLACE

Our Company is committed to providing a safe and healthy environment for employees and visitors. Therefore, smoking is not permitted within Company facilities. Our Company does not offer smoke breaks during scheduled shifts, however if you choose to smoke prior to clocking in, on your break, or after your shift you must be in the corral or in your personal vehicle.

SUBSTANCE ABUSE

No employee shall work, report to work or be present on Company premises, in Company vehicles or engage in Company activities while under the influence of alcohol or controlled substances which significantly affects job safety or performance. The unlawful manufacture, distribution, dispensation, possession, sale or use of alcohol or controlled substances while employed with the Company is also strictly prohibited. Any violation of this substance abuse policy may result in disciplinary action up to and including discharge.

The Company further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy including, but not limited to, the inspection of the employee's personal property in certain circumstances, as well as Company-issued lockers, desks or other suspected areas of concealment.

Legally prescribed medications/drugs may be taken during working hours. Employees should notify their supervisors if the use of prescribed medications/drugs might affect their performance. Abuse of prescription medications/drugs will not be tolerated.

Drug Testing

The Company may conduct pre-employment screening examinations designed to prevent the hiring of individuals who use illegal drugs. The Company also may conduct drug and alcohol testing if and when there is reasonable cause to suspect an employee is under the influence of drugs and/or alcohol while on Company property. An employee's refusal to submit to the test at the time requested may result in disciplinary action up to and including termination. Additionally, the Company reserves the right to conduct unannounced substance abuse tests to ensure compliance with this policy and your continued employment reflects your consent to such tests. Additionally, any employee involved in a work-related accident may be required to consent and submit to a drug and/or alcohol test(s) immediately thereafter. If, due to injuries, the employee cannot submit to testing within the prescribed time, the employee will provide the Company with necessary authorization required to obtain hospital reports and other documents that would indicate the presence or non-presence of any drugs and/or alcohol in the employee's system at the time of the accident.

Full compliance with this substance abuse policy is a condition of employment and continued employment.

Health Policy Plan

The purpose of this agreement is to ensure that food employees notify the person in charge when they experience any of the conditions listed so that the person in charge can take the appropriate steps to prelude the transmission of foodborne illness.

Your signature on the Handbook acknowledgement signifies an agreement to notify the person in charge of:

Future symptoms of:

1. Diarrhea
2. Fever
3. Vomiting
4. Jaundice
5. Sore throat with fever
6. Lesions containing pus on the fingers, hands, or any exposed body part (ex: boils and infected wounds, regardless of size)

Future medical diagnosis of any of the following by a health care provider:

1. Hepatitis A
2. E. Coli
3. Norovirus
4. Shingellosis
5. Salmonella Typhi

Future High Risk Conditions:

1. Exposure to or suspicion of causing any confirmed disease outbreak of previously stated medical diagnosis
2. A household member diagnosed with previously stated medical diagnosis
3. A household member attending or working in a setting experiencing a confirmed illness of the previously stated medical diagnosis

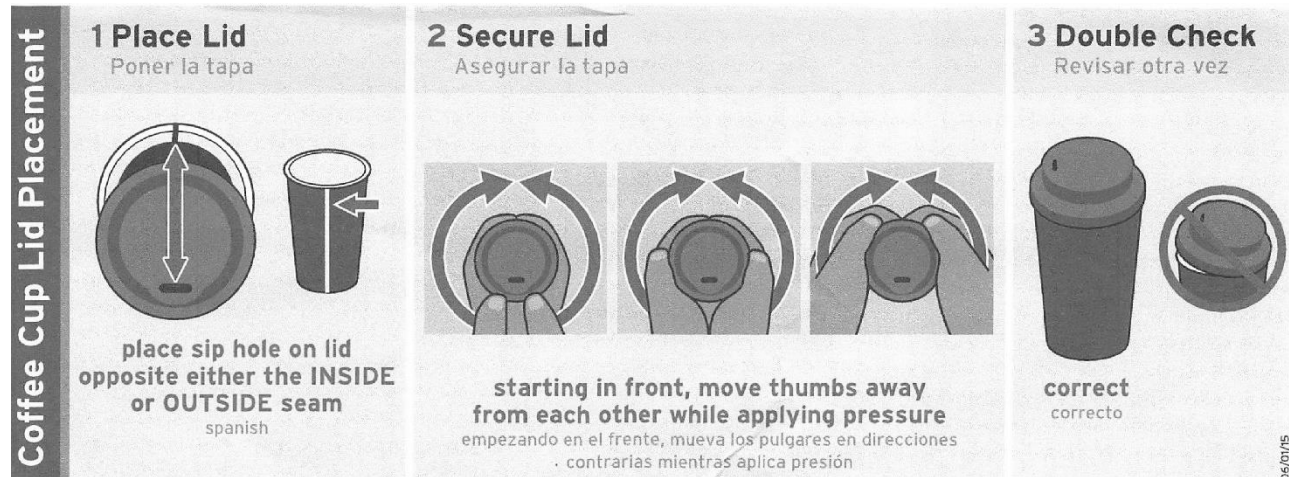
By signing the handbook acknowledgement page, you are stating that you have read (or have had explained to you) and understand the requirements concerning your responsibilities under this policy and agree to comply with:

1. Reporting requirements specified above involving symptoms, diagnosis, and high-risk conditions specified
2. Work restrictions or exclusions that are imposed upon me
3. Good hygienic practices

You also understand that failure to comply with the terms of this agreement could lead to actions by McDonald's or the Food Regulatory Authority that may jeopardize my employment and may involve legal action against me.

Coffee Lid Placement Procedures

These procedures are very important. Coffee spills can harm you or our customers. You will be shown these procedures during orientation and you are encouraged to ask questions. Your signature on the handbook page acknowledges your training.



Safe Working Practices

By signing the handbook acknowledgement you agree to comply with the following Employee Safe Working Practices.

1. I agree to follow established departmental safety procedures
2. I agree to report any work-related accident or injury to my supervisor as soon as it occurs
3. If I need treatment for any work related injury I understand that:
 - A. I must first report any work-related injuries to my supervisor as soon as it occurs
 - B. In a medical emergency I may be transported to the nearest medical facility, or 911 may be called for emergency assistance
 - C. In non emergency injuries, the medical provider used must be authorized by my employer or the insurance company, and they will provide and/or coordinate the necessary medical care, treatment, and prescriptions related to my injury

I understand that failure on my part to follow the above procedures could result in disciplinary action not to exclude termination and loss of worker's compensation benefits.

I also understand that the State in which I work MAY have laws which reduce my compensation benefits for injury that occurs because of failure to maintain established safety procedures.



Safety Data Sheets Manual



Safety Data Sheets

The Hazard Communication Standard (HCS) (29 CFR 1910.1200(g)), revised in 2012, requires that the chemical manufacturer, distributor, or importer provide Safety Data Sheets (SDS) (formerly MSDSs or Material Safety Data Sheets) for each hazardous chemical to downstream users to communicate information on these hazards. The information contained in the SDS is largely the same as the MSDS, except now the SDSs are required to be presented in a user-friendly, 16-section format. This brief provides guidance to help workers who handle hazardous chemicals to become familiar with the format and understand the contents of the SDSs.

The SDS includes information such as the properties of each chemical; the physical, health, and environmental health hazards; protective measures; and safety precautions for handling, storing, and transporting the chemical. The information contained in the SDS must be in English (although it may be in other languages as well)

What training do you need?

1. HOW TO IDENTIFY HAZARDOUS CHEMICALS
2. HOW TO READ AND UNDERSTAND WARNING LABELS AND SAFETY DATA SHEETS (AND WHERE THEY ARE LOCATED)
3. HOW TO PROPERLY HANDLE AND USE THE CHEMICALS IN THE RESTAURANT

Identification

The Hazard Communication Standard requires chemical manufacturers and suppliers to clearly identify hazards in two ways: ON THE LABEL AND ON THE SDS SUPPLIED BY THE MANUFACTURER

Chemical manufacturers and suppliers, however, aren't the only ones with a responsibility. We, as an employer, and you, as employees, also have responsibilities. Your employer is responsible for: letting you know which chemicals are considered hazardous in our restaurant * Making sure that all chemical containers have the appropriate labeling * Having a current SDS for each hazardous chemical * Providing all the protective equipment necessary for proper safety, and * Providing the training you need to know how to handle hazardous chemicals safely.

How to Read the Labels

All containers of hazardous chemicals must have labels. These labels are designed to provide us: The name of the chemical * Any physical and health hazards the chemical may have, and * The name, address and phone number of the responsible source of information about the product.

It is up to you to follow the precautions necessary to protect yourself. To do that you should: Read, understand and follow all instructions on warning labels and SDSs * Always use protective equipment when it's recommended, and * Follow the safe work practices we learn about in training.

Some terms you may see are:

Irritant- causes temporary eye, skin, or respiratory reactions, such as minor stinging, itching or tearing



Safety Data Sheets Manual



Corrosive- causes burns or permanent damage to human tissue, such as skin and eyes, upon contact.

Toxic – causes disease or immediate or long-term injury to the body in certain conditions

Flammable- catches fire easily and burns quickly

Carcinogenic- capable of causing cancer

SDS Sections

1. Provides identification information. Chemical name and common name
2. Identifies any hazards, label elements, and precautionary statements
3. Provides the composition and/or information on the ingredients
4. Provides first aid information in the event of exposure
5. Explains the best way to put out a fire involving that chemical
6. Accidental release Measures. Covers proper clean up and containment
7. Safe handling and storage precautions
8. Special Protection information. Any protective clothing or equipment listed
9. Physical and Chemical properties are listed
10. Describes the stability and reactivity of the material
11. Toxicological information
12. Ecological (environmental) considerations
13. Waste Disposal
14. Transportation information
15. All other regulatory information
16. Date of preparation or last revision

You may review any SDS at any time in our restaurant! This binder is kept in a common area of the restaurant such as the office or the crew room.

If you EVER have any question or concerns about safety in the restaurant call your operator at the office IMMEDIATELY. You will not face any punishment for reporting safety issues. This will be an anonymous call. WE CARE ABOUT YOUR SAFETY!
423-855-7377 OR McCarrie2@yahoo.com