



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

# Employee Policies

*A handbook to actions and behaviors*



**Updated February 2026**

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# VISION AND PHILOSOPHY

## *Our Vision*

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

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

*We will be role models in the communities we serve.*

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

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

We believe in promoting our managers from within and want to provide growth opportunities to all our employees.

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

## OUR VALUES

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

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

*Josh Ranft*

Josh Ranft  
Owner / Operator

# The McDonald's People Promise

**WE VALUE YOU, YOUR GROWTH, AND YOUR CONTRIBUTIONS.**

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

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

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

## The McDonald's Story



Raymond Albert Kroc  
1902-1984

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

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

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

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

### **OPEN DOOR POLICY**

RFO, Inc. is a company with many layers of management. RFO, Inc. intends to keep lines of communication between levels of management and all employees open and to respect each employee's individuality and personal concerns. If an employee feels an RFO, Inc. policy is wrong or is detrimental to the Company or its team members, the employee should communicate this concern to his/her immediate supervisor. If the employee feels a satisfactory response has not been received at this level of management, the employee is encouraged to take his/her concern directly to the Area Supervisor. If the employee remains dissatisfied with the response, he/she should go to the DO and then the Owner/Operator if necessary. If RFO, Inc. determines the policy is improper, RFO, Inc. will make appropriate efforts to change the policy. However, all employees will be expected to operate within RFO, Inc. policies until they are changed.

### **EQUAL EMPLOYMENT OPPORTUNITY**

RFO, Inc. is an equal opportunity employer and will not discriminate against any applicant or employee on the basis of age, race, color, religion, sex, sexual preference, national origin, handicap or disability, disabled veteran, or other legally protected status. Therefore, RFO, Inc. will ensure that employees and applicants are treated without regard to age, race, color, religion, sex, sexual preference, national origin, genetic information, handicap or disability, disabled veteran status, or other legally protected status. This policy extends to all terms, conditions, benefits, and privileges of employment, including, but not limited to, recruiting, hiring, pay, performance reviews, training and development, promotions, discipline, discharge, and other terms and conditions of employment.

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

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

- Managers who participate in the hiring process are encouraged to maintain a diverse employee workforce at their restaurant, in keeping with RFO, Inc. policy on equal employment opportunity.
- It is a policy of RFO, Inc. to base its employment decisions on job-related criteria. It is also RFO, Inc.'s policy to make reasonable accommodations, providing those accommodations do not cause an undue hardship on RFO, Inc., to assist qualified disabled applicants and employees, including disabled veterans, in meeting this goal once RFO, Inc. is made aware of their disabilities. For the purposes of the policy, qualified disabled applicants and employees include: 1) Individuals who have a mental or physical disability that substantially limits one or more major life activity; 2) Individuals who have a record of such an impairment, or who are regarded as having such an impairment even if they do not; and 3) Individuals who meet the skill, experience, education, and other job-related requirements of a position and can perform

the essential functions of the job, with or without reasonable accommodation. RFO, Inc. also will not discriminate against applicants and employees who have a relationship or association with a person who has a disability.

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

### **SEXUAL / OTHER UNLAWFUL HARASSMENT AND DISCRIMINATION**

Any act, comment, or behavior that constitutes sexual or other unlawful harassment is strictly prohibited and will not be tolerated by any employee. This covers not only the relationships between employees of RFO, Inc., but also each employee's relationships with our customers, with the general public, and with employees of our vendors.

Employees, without any fear of reprisal, have the responsibility to bring any form of sexual or other unlawful harassment to the attention of their GM or Area Supervisor. An investigation will begin immediately into the circumstances of the incident. (Also see our Open-Door policy.) Following this investigation, corrective and/or disciplinary action will be taken, if appropriate, up to and including discharge. If an employee is uncomfortable with reporting such harassment to his or her GM or Area Supervisor, he or she should talk to the Owner/Operator.

A manager who receives a report of sexual or other unlawful harassment should contact the Area Supervisor and/or the Owner/Operator immediately. RFO, Inc. will keep the investigations as confidential as possible under the circumstances. As a manager, you are expected to do everything possible to assist RFO, Inc. in these efforts.

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

RFO, Inc. does not tolerate any form of harassment, joking remarks, or other conduct (including verbal, non-verbal, or physical conduct) that demeans or shows hostility toward an individual based on these prohibited categories and that creates an intimidating, hostile or offensive work environment, unreasonably interferes with an individual's work performance or otherwise adversely affects an individual's employment opportunities.

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

## **Employee Recourse**

- Every employee has the right and is encouraged to tell any other employee of RFO, Inc. to stop behavior the employee believes is discriminatory, harassing, and/or offensive.
- Every employee of RFO, Inc., who feels subjected to discrimination or harassment should immediately report concerns to his/her General Manager, Area Supervisor, DO, or the Owner/Operator.

## **WORKPLACE VIOLENCE AND ANTI-RETALIATION**

Workplace violence includes any behavior that interferes with our ability to maintain a safe, productive, and pleasant environment for all restaurant employees, staff, and guests. Workplace violence is more than just fighting or threatening someone at work—it can be anything that makes an employee or guest feel uncomfortable or afraid.

These are some examples of the kinds of behaviors that are not allowed:

- Hitting, punching, kicking, pushing, or inappropriately touching another employee or a guest
- Bullying or harassment directed at one employee by another employee, even if the behavior happens away from the restaurant during non-work hours
- Bringing a firearm or other dangerous weapon to work
- Sending another employee emails, text messages, or voicemail messages that are perceived as threatening
- Posting inappropriate materials on social media sites that offend other employees or embarrass McDonald's
- Bothering someone with an excessive number of unwanted visits or communications, or by following them outside of work
- Any belligerent speech or behavior, or excessive arguing or profanity
- Possessing, consuming, selling, or distributing alcohol or illegal drugs, including marijuana, in the workplace
- Intentionally damaging Company property or the property of another employee or guest
- Ignoring or disobeying company policies or health and safety regulations

In the interest of protecting the safety and security of our employees and guests, we reserve the right to address any behavior in addition to that described above whenever the behavior is disruptive, concerning, or generates a reasonable concern for the well-being of employees or guests.

## **Retaliation**

RFO, Inc. **prohibits** retaliation. We encourage employees to report perceived incidents of violence without fear of retaliation. RFO, Inc. prohibits retaliation against any employee who has made such a complaint or has cooperated in the investigation of such a complaint.

Retaliation includes any employment decision or other conduct made with the intent to punish an employee for, or that would likely deter an employee from, complaining about or assisting in the

investigation of violence-related issues. Examples of retaliation include experiencing a reduction in pay, hours, or favorable work assignments.

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

All employees are required to cooperate fully and truthfully with any investigation of workplace violence or other misconduct. This Policy does not allow any type of retaliation against someone who makes a complaint in good faith, or participates in an investigation of a complaint, even if no violation is ultimately found. Anyone found to retaliate against someone for raising a concern under this policy will be subject to disciplinary action under our disciplinary procedures.

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

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

### **At RFO, Inc., EMPLOYMENT IS AT WILL**

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

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

We are proudly union-free and firmly believe that the union would not be to the advantage of our employees, our customers, or the economic growth on which we all depend. We sincerely believe that a third-party influence could impair the relationship between employees and management.

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

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

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

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

## **FAMILY AND MEDICAL LEAVE**

**I. Eligibility Requirements/Leave Year.** You are generally eligible for up to 12 work weeks of unpaid leave under the Family and Medical Leave Act (FMLA) during a rolling 12-month period. To qualify, you must have been employed by RFO, Inc. for at least 12 months, you have worked at least 1,250 hours during the 12-month period prior to the commencement of the leave, and you work at a facility with 50 or more employees within a 75-mile radius. If you meet the eligibility requirements, you are also eligible for up to 26 weeks of leave to care for an Injured Service member, as set forth in **Section II E** below.

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

A. Birth/Placement (Bonding) — to care for a child born to or placed for adoption or foster care with you;

B. Family Medical — to care for your parent, child, or spouse with a serious health condition;

C. Employee Medical — because of your own serious health condition, which renders you unable to perform the functions of your position;

D. Qualifying Exigency – because of any qualifying exigency arising out of the fact that your parent, child, or spouse is on covered active duty (or has been notified of an impending call or order to active duty) in a foreign country in the Armed Forces; or

E. Injured Service member (Military Caregiver) – to care for a covered service member or covered veteran with a serious illness or injury (incurred or aggravated in the line of active duty in the Armed Forces) and who is your parent, child, spouse, or for whom you are next of kin. Such leave may be taken for up to 26 weeks in a single 12-month period.

**III. Leave Rules.**

A. Leave for Birth/Placement must be completed within the 12-month period beginning on the date of the birth or placement.

B. Spouses employed by the Company may share certain types of FMLA leave. Consult Human Resources for details.

C. You will not be granted leave to gain employment or work elsewhere, including self-employment.

D. If you misrepresent facts to be granted an FMLA leave, you will be subject to discipline up to and including termination.

E. If you intend to continue to work at a second job that you already had before the leave commenced, you must inform your General Manager.

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

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

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

**VII. Certification for Qualifying Exigency and Injured Service Member Leaves.** If you are requesting leave for a Qualifying Exigency or to care for an Injured Service member, please provide certification within 15 calendar days after it is requested.

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

**IX. Returning From Leave.** If you take an FMLA leave, you are generally entitled to return to your position or to an equivalent position with equal benefits, pay, and other terms and conditions of employment. If you take Employee Medical leave, you may be required to provide a fitness for duty certification that you are fit to resume work and are able to perform all essential job functions with or without an accommodation. Employees failing to provide the requested fitness for duty certification will not be permitted to resume work.

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

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

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

## **SOCIAL MEDIA**

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

### **Confidentiality and Privacy**

Do not disclose RFO, Inc.'s confidential and proprietary information, or Company-provided personal identifying information of anyone at RFO, Inc., through online postings or publications.

### **Your Identity Online**

You are personally liable for all communications and information you publish online. RFO, Inc. may be liable for online activity that uses RFO, Inc. assets, an RFO, Inc. email address, and/or any email address that can be traced back to RFO, Inc.

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

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

### **Limitations on Online Work Publications**

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

### **Creating and Managing Business Content**

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

### **COMMUNICATIONS – Statements to Media or Other Outsiders**

- RFO, Inc. employees are not authorized to make statements to the media on behalf of RFO, Inc. without the approval of the Owner/Operator.
- Should a representative of the media or other outside organization approach you in person at the restaurant to elicit the Company's position on any issue, please direct them to the General Manager or the shift manager on duty.
- Do not express your personal opinions as if they are statements on behalf of RFO, Inc. We must maintain a positive local image. We all live within the community, and RFO, Inc. employs community residents, pays community taxes, and makes numerous other contributions to the community. A need to protect this image necessitates this strict policy.

## **DATING, NEPOTISM, AND FRATERNIZATION POLICY**

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

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

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

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

### **Employee Obligations**

- Any employee who enters into or plans to enter into a dating or romantic relationship that violates this policy must advise his/her Area Supervisor or Owner/Operator immediately.
- In order to address a violation of this policy, RFO, Inc. may take such steps as it deems reasonable and appropriate to correct the violation, including (but not limited to) transferring or reassigning one or both of the employees involved; asking the employees involved to cease dating or to agree not to begin dating; or terminating the employment of one or both of the employees.
- Any employee who intends to enter into a reporting relationship that may be subject to the nepotism policy must report the relationship to his/her Area Supervisor or Owner/Operator immediately.
- Any employee who violates the Dating, Nepotism, and Fraternization Policy will be disciplined up to and including termination. RFO's policy against Discrimination and

Harassment applies to all work-related situations. Unwelcome advances of a sexual nature toward any individual in a work-related situation are prohibited.

## **SUBSTANCE ABUSE AND DRUG AND ALCOHOL POLICY**

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

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

### **Substance Abuse Policy Statement**

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

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

### **General Procedures**

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

### **Employee Testing -Workers' Compensation**

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

### **Alcohol Abuse**

An employee who is under the influence of alcohol at any time while on Company business, Company property, or at any time during the hours between the beginning and ending of the employee's workday, shall be guilty of misconduct and subject to discipline up to and including discharge.

An employee shall be determined to be under the influence of alcohol if the employee's normal faculties are impaired due to the consumption of alcohol, or if the employee's blood alcohol level test is .04% or higher.

### **WORKER'S COMPENSATION**

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

- A. The injured employee should report the injury to the manager on duty immediately.
- B. The manager will evaluate the injury and determine the type of treatment needed.
- C. The manager will issue a medical authorization form to the injured employee.
- D. The manager will direct the injured employee to the appropriate medical care provider. These medical care providers have been chosen by the insurance carrier for RFO, Inc. In the event of serious injury, the manager will bypass the primary care provider and send the injured employee directly to the hospital emergency room or a specialist.
- E. All injured employees are required to have a post-accident drug test. The medical care provider has already been made aware that the drug test is necessary.
- F. The medical care provider will perform the necessary procedures.
- G. In the event that more specialized treatment is required, the attending physician at the primary care provider's office will refer the injured employee to another approved medical care provider. All referrals require approval from the insurance carrier for RFO, Inc. The primary care provider has been instructed to have referrals approved.
- H. If medication is prescribed, the employee should present the medical authorization form to an approved pharmacy. The store manager can provide a list of approved pharmacies in your area. The pharmacy will retain the medical authorization form and will bill the insurance carrier directly. The employee should not have to pay any out-of-pocket money to an approved pharmacy.

## NOTE:

- Failure to comply with the above instructions may result in the denial of your workers' compensation claim. Injured employees must see the physician whom the manager instructs them to see. Medical services rendered without approval will be at your own expense.
- Failure to take a post-accident drug test may also result in denial of your claim.
- Questions may be directed to your General Manager or to the claims representative for the insurance carrier, for which your General Manager can provide you with a toll-free telephone number.

## **General Policies for Employees**

### **APPEARANCE**

- **Employees are to appear neat, professional, and well-groomed at all times while on RFO, Inc. property.**
- You will be provided with a uniform that will consist of a hat, shirt, name tag, and if required, apron. Your uniform is to be worn when you are working at the restaurant.
- All uniforms will be clean, neat, and wrinkle-free prior to working.
- You are expected to follow proper hygiene habits prior to coming to work.
- Before you go to your assigned station, all employees **MUST** wash their hands.
- Employees must wash their hands each hour and after leaving their station.
- Employees may not chew gum, eat candy, smoke, or chew tobacco while clocked into work.
- Tattoos must not be seen while on duty. If a tattoo is on a visible part of the body, management will determine if it needs to be covered and/or if the employee can work with customers directly. There will be tattoo sleeves provided should they be required.
- Jewelry is permissible when worn in good taste and limited in size and amount. Management and/or the Owner/Operator will judge what is appropriate.
  - Employees may wear one pair of earrings that are appropriate and not exceed the size of a quarter. No more than one ring per hand and no more than one bracelet per wrist. Jewelry must not dangle or appear obscene or offensive.
  - Employees working in the production area may be required to wear limited to no jewelry as determined by the local Health Department.
- All employees must style their hair so that no undue attention is drawn to it. This includes hair color, height, and length of hair, and objects and ornaments worn in hair, subject to any state law protecting an employee's natural hairstyle.
- Hair must be kept neat and clean and under a hat or visor at all times.
- Absolutely no nose rings or any other type of facial or visible body piercing may be worn while on duty. Wearing a clear retainer is allowed for recent piercings.
- Fingernails must be at sport length, manicured, and in compliance with state and local regulations. Health Department regulations permit only clear nail polish. Per ServSafe, no fake fingernails are permitted.
- No facial hair other than a mustache is allowed. You will be sent home if it is determined that you are not properly shaven. If you are unable to be clean-shaven, please see your GM to discuss the availability of a reasonable accommodation.

- All employees are required to wear black slip-resistant shoes. If you report to work with any other type of shoes that do not meet this standard, you will not be permitted to work your shift until you comply with the proper type of footwear. Clog or Mule-type style shoes are not safe, as this type of shoe does not cover your entire foot.
- Employees are not permitted to wear any type or any color of fronts or “grills/grillz” on their teeth at work.
- Do not wear your McDonald’s uniform into another eating establishment.
- Pants must be worn at the waist level and with a belt at all times.
- Name tags are required for all employees and should be worn at all times opposite the McDonald’s arch on your uniform shirt.
- Drive-thru jackets, if worn, must be a McDonald’s-issued and approved jacket.
- Employees are permitted to wear their own cold weather apparel as long as it is plain, solid black and worn under their uniform.
- Aprons should be tied in the back.
- McDonald’s hats or visors are to be worn by all employees.

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

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

## CUSTOMER SATISFACTION

- **Each employee is required to read, understand, and sign the Hospitality Contract before beginning employment and must treat each and every customer as a welcomed guest at all times.**
- Rude and unprofessional employees will face disciplinary action, up to and including discharge.
- A properly handled customer complaint is one that has the customer 100% satisfied before he/she leaves the restaurant.
- Any customer complaint that is not resolved to the customer’s satisfaction should be referred to the GM, Operator, DO, or Area Supervisor.
- If a customer asks for an office phone number (this is RFO, Inc.’s office), the manager should give the customer the phone number quickly and courteously! RFO, Inc. office will follow up on all customer complaints.
- If a customer accidentally leaves anything in the restaurant (e.g., change, keys, purse, etc.), please speak to the manager immediately for instructions.
- If a customer complaint involves a problem with a product, the case code number and all other pertinent information about the product must be obtained. These complaints should be reported to the RFO, Inc. office and to the Area Supervisor.
- If a customer complaint involves medical care, never offer to pay anything. Please allow a manager to handle any of these situations. Simply tell the customer that you will have our insurance carrier contact them. Never offer to pay medical bills. If you make this offer, it

could be interpreted as an admission of liability. Make sure you immediately notify both the RFO, Inc. office and your Area Supervisor.

- If you receive a report of customer injury resulting from a fall or other accident occurring at your restaurant, your first concern should be for the well-being of the customer. Offer to call for medical assistance when necessary. If a customer is injured or reports being injured at your restaurant, you must call the RFO, Inc. office and your Area Supervisor immediately.

## **COMPETITOR COUPONS**

If a competitor's coupon is presented at the restaurant, you should always gladly honor it. When honoring the coupon, tell the customer the card is for a competitor's product but that you would like him/her to try one of our comparable menu items. If, for any reason, a restaurant manager feels this policy is being abused, the restaurant manager should notify the Operator, DO, or Area Supervisor.

## **SAFETY AND SECURITY**

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

### **General Safety**

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

### **Food Safety**

- Food Safety cooking procedures require that the proper cooking procedures, as outlined in your Training Station Observation Checklist (SOC), be followed correctly and in order. Please ask management where the Training Station Observation Checklists are located in your restaurant.
- Gloves must be worn at all times when required according to either restaurant procedures or Health Department regulations.
- If you have or suspect you may have an illness or disease that may be spread through food handling, do not come to work. Instead, call and report this to your manager immediately.

These illnesses/diseases include, but are not limited to, Typhoid, Salmonella, Shigella, Hepatitis A, Norovirus, Campylobacter, or E.coli.

- If you have also come into close contact at another job, school, or home with someone who has (or is suspected of having) one of these illnesses and all other communicable diseases, do not come to work. Instead, immediately contact your restaurant manager to discuss the situation.
- If you have any cuts or sores on your hands, make sure that they are covered with a bandage and, if your hands are involved, wear disposable gloves over the bandage while you are at work.
- Do not come to work (and follow the restaurant's call-in procedures) if you are suffering from diarrhea, fever, vomiting, jaundice or fever accompanied by a sore throat (unless these symptoms are caused by a medical condition that your medical provider has confirmed will not cause foodborne illness — for example, a pregnancy-related condition such as “morning sickness,” and you feel capable of working).
- If you become aware of any situation that you think may jeopardize the safety of our food, our customers, yourself, or your fellow employees, please notify the shift manager immediately.

### **Hand Washing and Grooming**

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

### **Security**

- Your safety, plus the safety of our customers are of the utmost importance to RFO, Inc.
- A minimum of three employees must be in the restaurant at all times.
- No employee should ever be alone in the restaurant for any reason. If you are caught doing this, it could result in automatic discharge as a violation of safety and security procedures.
- Staggered Opening and Closing procedures must be followed when applicable.
  - Opening: Management will circle the building, park near the entrance, and enter the restaurant with one employee while a third remains outside in case of an emergency
  - Closing: One employee will exit the building and drive around to observe anything unusual. If there is anything unusual, that employee will drive away and notify the authorities. If it is safe to exit the building, the employee will drive up to the door where the other two employees are waiting, and they will exit the building.
- A manager must be present when opening the back door. The back door is not to be opened before dawn or after dusk.
- At no time should you open a door or let someone behind the counter that you have not identified as an RFO, Inc. employee. Only scheduled employees are allowed behind the counter at any time throughout the day, including open and close.

- After closing all doors and windows are to be locked and not to be reopened until the closers are ready to leave the premises.
- Managers are not permitted to give out their restaurant keys to crew employees, and crew employees are not allowed to accept restaurant keys for any reason. Violation of this policy can result in disciplinary action, up to and including discharge.

### ATTENDANCE POLICY

- Being on time for your shift is necessary for the smooth operation of our restaurants and ensures quality service to our customers.
- It is your responsibility to report to work on time.
- **A no-call/no-show may be considered as your resignation.**
- Any changes in availability must be submitted in writing to the General Manager or scheduling manager. It must be dated, signed, and personally delivered.
- While changes in availability do occur, they should not be frequent. If you are having difficulties finding a schedule that works best for you, please speak to the General Manager or the scheduling manager to see what availability can best suit you and the business.
- If you are ill, you must call in two (2) hours before your shift. Failure to comply with this may be counted as a no-show.
- Openers are to call the restaurant the night before so that a replacement can be found.
- Crew Meetings may be scheduled quarterly at a time most convenient for all. These meetings are held to discuss store policies, procedures, and/or opportunities in the restaurant. Attendance is mandatory, and you will be paid for your attendance.
- Neither leaving a telephone message on the answering machine nor texting another crew member or manager is acceptable for not reporting to work. You must call and speak to a manager.
- Being late for work may result in a 3-day suspension without pay. Additional instances of being late may result in discharge.
- RFO, Inc. may request a doctor's excuse or any other proof needed to verify your reason for missing three or more scheduled days of work.
- RFO, Inc. will not accept any exceptions to this policy and procedure.
- RFO, Inc. cannot honor telephone calls and or personal appearances made to the restaurant by family members.

### CASH / CASH REGISTER POLICY

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

- All sales are to be rung up at the time they are made.
- A variance of \$2.00 or more may result in the following actions:
  - First offense: Written warning in effect for 60 days
  - Second offense within 60 days: Three-day suspension without pay
  - Third offense within 60 days: Discharge
- Any variation of \$20.00 or greater at any time may result in disciplinary action up to and including discharge and prosecution.

- Only one person should enter that drawer with the exception of the cash manager, to complete skims or make change, in your presence.
- Each employee should count their drawer prior to accepting it. At the end of your shift, count down your drawer back to its original amount and wait for the Manager to verify your accuracy.
- Do not allow anyone to use your register while you are on break. Ask the manager to deactivate your register until you return from break.
- All bills greater than \$20.00 will be placed underneath your cash register drawer.
- Any bills greater than \$20.00 should be verified as authentic prior to ringing on the cash register.
- Please notify a manager prior to accepting any \$50.00 or \$100.00 bills or United States traveler's checks.
- Do not make a change with another cashier. Notify the cash manager if you need change.
- If an over-ring is made, notify the cash manager immediately. Do not resume taking orders until the problem is corrected.
- Always use the Gift Redeemed button on the cash register for accepting Gift Certificates/Gift Cards.
- All promotional coupons must be rung up on the register at the time of the sale. When a promotional coupon is taken, place it under the cash tray in your register.
- No promotional coupons can be used by any employees, except in circumstances where coupons are given to employees for new products or as rewards.
- All coupons and manager's receipts are treated as cash. If missing, it will be treated as missing cash from your cash register.
- Any incident of under-ringing sales, or giving away food or Company property is considered theft and will result in immediate discharge and prosecution.
- Under no circumstances are you to make a change for a customer.
- We do not accept personal checks or cash payroll checks.
- Refund slips must be signed by the customer and manager.
- Crew people are not authorized to use a manager code. If you have a code, you need to report this to the store manager immediately.
- Crew people are not authorized to use manager keys.
- All bills, \$50 or \$100, must be verified to be true by using a Counterfeit Pen to detect non-currency. A Counterfeit Pen is provided by the Manager on duty during your shift.

## **PAY PERIOD AND SCHEDULING**

### **Terms of Employment Notice**

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

- Restaurant employees are paid bi-weekly on Monday at least seven days following the end of each two-week pay period during which the work being compensated was performed.
- For payroll purposes, the pay period begins on Sunday and ends two weeks later on Saturday.
- Employees' paychecks are credited to their pay cards on Monday after 9 am.
- If you feel an error has been made in your paycheck, you should report it immediately to your General Manager. If correction is needed, RFO, Inc. will correct it on the next pay cycle. There are no mid-pay cycle adjustments.
- The crew schedule should be posted in the restaurant four (4) days in advance. Please make sure you review the posted schedule, as you are responsible for knowing your schedule.
- Failure to report to work because you are not aware of your schedule is not an excused absence. Calling the restaurant to get your schedule is not permitted.
- You must pick up your pay card. No one can pick up your pay card or paycheck except you, unless you provide written consent and prior communication to the GM.
- Requests for days off do not guarantee that you will receive the day off. We are a business with an obligation to staff the restaurant to proper levels based upon business needs. We will attempt to honor all requests, provided the necessary staffing levels in the restaurant can be attained.
- Days off requests are to be written at least 10 days in advance in the request book kept in the manager's office. No other form of request will be accepted. Only three crew members may request the same day off. Any further requests will not be accepted.
- If you are scheduled for a shift that you cannot work because of an error (incorrect availability, requested off, etc.), it is your responsibility to bring it to the scheduling Manager or GM's attention as soon as possible and at least two days prior to the shift in question. At that point, it is the Scheduling Manager or GM's responsibility to correct the error, if possible. If you do not bring this to the scheduling manager's attention, you will be held responsible for either working this shift or finding a replacement.
- If you have a shift that you cannot make and you were not aware of this before the schedule was posted, it will be your responsibility to find someone to cover the shift. Your replacement is to be approved by the manager working the shift or the GM. Your replacement should be an employee of equal performance ability and training.
- RFO, Inc. does not provide payroll advances or loans to employees.

## **PERFORMANCE REVIEWS AND WAGE INCREASES**

- Employees generally receive a written performance evaluation once a year.
- Eligibility for a wage increase will be directly related to individual performance, productivity, and the performance of the restaurant.
- Ratings are as follows: Outstanding, Excellent, Good, and Needs Improvement.
- All reviews will be communicated to the employee one-on-one by the responsible manager or the General Manager and kept in the employee's permanent record.
- Promotions and wage increases may also be awarded at other times based upon performance, the needs of the business, and productivity.
- There will usually be an employee of the month awarded at each restaurant every month. This employee will receive a 10-cent per hour raise as well as a \$50 gift card.

## **ADVANCEMENT OPPORTUNITIES**

- There are many opportunities to advance your career with RFO, Inc.
- If you are interested in furthering your career at any time, be sure to speak to your manager or General Manager.
- In keeping with the People Promise, there are always positions to which you can advance, including Crew Trainer, Crew Chief, Shift Manager, and beyond. There is a clear career path if you're looking for one. At every step of the way, we will help you learn, get the right experience, and advance.

### **CREW EMPLOYEE BENEFITS**

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

### **BREAKS AND MEAL POLICY**

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

### **VACATION**

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

### **TEAMWORK**

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

## **PARKING**

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

## **NO SOLICITATION AND DISTRIBUTION**

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

## **THEFT**

- Employees are not to use McDonald's coupons, Gift Certificates, BOG (Be Our Guest) cards, or promotional cards for their own use.
- Anyone found taking raw or completed product without permission will be terminated.
- Giving out extra food to an employee during the preparation of their employee meal is considered theft and may result in the discharge of both employees.
- Anyone found giving away food without the redemption of coupons, BOG cards, other promotional cards, or approval of the shift manager may be subject to discharge. Violations of this policy may include:
  - a. Distributing/passing out food without full payment
  - b. Taking or causing food to be taken from the restaurant without full payment, including food left at the end of any shift or day.
  - c. Taking cups, paper products, or other supplies from the restaurant.

- In connection with occurrences of theft, attempted theft, or suspected theft, RFO, Inc. reserves the right to search clothing, personal belongings, work areas, lockers, and automobiles of any and all employees while on RFO, Inc.'s premises.

### **PERSONAL PROPERTY**

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

### **EQUIPMENT**

- All employees and managers are responsible for the company assets and equipment.
- To ensure equipment is properly maintained, managers must perform and direct all required Preventive Maintenance (PM) Tasks outlined in the Planned Maintenance Calendar.
- Any intentional or reckless misuse or vandalism of equipment by any employee or manager is strictly prohibited and will lead to disciplinary action, which may include discharge and prosecution to the full extent of the law.

### **VANDALISM**

- No person shall willfully or maliciously damage, deface, or vandalize any RFO, Inc. property by hitting, painting, writing, drawing, or otherwise inscribing in any fashion graffiti thereon.
- Any situation where someone damages any electrical, POS, headset, printer, bump-bars, POP, etc., is unacceptable and RFO, Inc. may prosecute and seek restitution.

It shall be unlawful to aid anyone in defacing Company or private property. In the case where this produces damage to RFO, Inc.'s property, legal action, including restitution, will be sought from all parties involved.

### **RESTAURANT TELEPHONE CALLS**

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

### **CELL PHONES AND MOBILE DEVICES**

- Cell phones/mobile devices should not be used for any reason while you are working. Your main objective while you are clocked in is to do your job in serving customers.
- This means no text messaging, no video calls, no listening to music, no wearing ear pods and or earphones. Violation of this policy will result in disciplinary action up to and including discharge.
- You may use your cell phone/mobile device only while on break.

### **WEAPONS POLICY**

- Employees may not possess or use any weapon while on Company property, while performing their job, and while visiting a customer or client on behalf of the Company.
- Weapons include, but are not limited to, guns, knives, or swords with blades over four inches in length, explosives, and any chemical that can be used to cause harm to another person.
- Employees who violate this policy will be subject to disciplinary actions, up to and including discharge.

## **SEPARATION POLICY**

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

## **A FEW CLOSING WORDS**

Thank you for taking the time to read our employee handbook. If you have any questions, please ask your manager. Remember, communication is the key to our success.

On the next page, you will find an Acknowledgment of Receipt Form. Please read and sign this form and then return it to your manager.

Good luck!

# ACKNOWLEDGMENT OF RECEIPT FORM

**PLEASE READ THIS FORM CAREFULLY.**

A copy of this employee handbook is issued to all employees. While this handbook cannot cover everything, it introduces you to some of our programs, policies, and benefits, and tells you about some of the things we expect of all of our employees. This handbook is not an employment contract, nor does it guarantee employment for any specific duration. The purpose of this handbook is to supply you with basic guidelines and generalized information. The Company may revise the contents of this handbook, as well as any Company policy or benefit, to meet the best interests of our employees, customers, and the Company.

Employment with RFO, Inc. is based upon the consent of both the Company and the individual employee, and either has the freedom to end this employment relationship at any time, for any reason, with or without notice and with or without cause.

I hereby acknowledge receipt of a copy of the employee handbook. I will carefully read the contents of this handbook.

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **RFO, Inc. – North Carolina**

### **State Specific Supplement**

#### **Jury Duty Leave**

We encourage everyone to do their civic duties. One example is jury duty. In order to support this, we provide unpaid jury leave to every employee who serves. The Company will not discharge or demote an employee because they have been called for jury duty or are serving as a grand or petit juror. Please provide your Manager with as much notice as possible when you are called and proof of your hours of service.

#### **Parental Leave**

The Company provides parental leave of four hours per year to allow an employee to attend or otherwise be involved in his or her child's school. This leave is applicable to parents, guardians, and persons filling those roles for a school-aged child.

The leave is subject to the following conditions: (1) the leave shall be at a mutually agreed upon time between the Company and the employee; (2) the employee must provide the Company with a written request for the leave at least 48 hours in advance; and (3) the employee must furnish written verification from the child's school that the employee attended or was otherwise involved at that school activity during the time of the leave.

Additionally, the Company will provide leave to an employee whose child is under the jurisdiction of the juvenile courts to comply with a court order requiring the parent to attend a court appearance; a parental responsibility class; or a medical, surgical, psychiatric, or psychological evaluation or treatment.

## **Domestic Violence Leave**

Protecting all our crew is a top priority and safety at the restaurant and beyond is important. To support this goal, the Company will not discharge, demote, deny a promotion to, or discipline an employee because the employee took reasonable time off from work to obtain or attempt to obtain relief under the state's domestic violence statutes.

Absent emergency circumstances, the employee must provide as much advanced notice as possible. The Company may require documentation of such emergency circumstances.

## **Smoking/Substance Use**

The Company does not discriminate against any person for the lawful use of lawful products during nonworking hours. However, this only applies to conduct off the Company's premises during nonworking hours which does not hurt job performance, the ability to properly fulfill the responsibilities of the position in question, or the safety of other employees.

## **Meal/Rest Breaks**

The Company provides employees 15 years of age and younger a 30-minute break after five consecutive hours are worked. Please see your Manager if this applies to you.

## **Break Time to Express Milk**

The Company provides reasonable break time for an employee to express breast milk for a nursing child for one year after the child's birth each time the employee needs to express the milk. If you want to use paid breaks for this purpose, you may; if not, the break will be unpaid. The Company will provide a place, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public. Please contact the General Manager or Human Resources if you need to use this policy.

## **Child Labor**

### **Employees aged 14 and 15 may not work:**

Employees **14 and 15 years of age** may work no more than 3 hours a day when school is in session and 8 hours a day when school is out. They may only work between the hours of 7 a.m. and 7 p.m. when school is in session and 7 a.m. to 9 p.m. when school is not in session. They may work a maximum of 18 hours per week when school is in session and 40 hours per week when school is not in session. They may only work outside of school hours.

### **Employees aged 16 and 17 may not work:**

Employees **16 and 17 years of age** may not work between the hours of 11 p.m. and 5 a.m. when a school day follows unless they have written permission from their parents and school principal.

If you are a minor and your schedule conflicts with the above parameters, you must notify your Manager immediately. If you are ever asked to work hours that violate these guidelines, please respectfully tell your Manager you are not allowed to do this, even if you are a volunteer.

No minor shall be permitted to work until they have obtained and delivered a copy to the Company of any required state work permit. To be valid the work permit must be signed by both the employee and his or her parent.

## **Gun Laws**

The Company does not permit firearms or any other weapons of any kind on Company property even if the holder has a North Carolina Concealed Weapons Permit.

## **Genetic Information and Medical Status Issues**

The Company will not discriminate in employment against an applicant or employee who possesses sickle cell or hemoglobin C trait, who has requested genetic testing or counseling services, or due to genetic information being obtained concerning the person or a member of the person's family. Similarly,

unless a safety risk exists, the Company will not discriminate in continued employment based on HIV status and prohibits HIV testing for determining suitability for continued employment. If you have any concerns about any of these issues, please call your General Manager or Human Resources, immediately.



***RFO, Inc.***

***A Licensee of McDonald's***

# **POLICY AGAINST DISCRIMINATION, HARASSMENT, AND RETALIATION**

RFO, Inc. independently owns and operates this McDonald's brand restaurant and is your employer, not McDonald's Corporation or McDonald's USA. RFO, Inc. about you and the experience you have working in our restaurant. This Policy against Discrimination, Harassment, and Retaliation (the "Policy") describes our expectations for all employees, supervisors and managers as we work together to maintain a respectful workplace, free from discrimination, harassment, and retaliation. We are committed to supporting this Policy because it is important to us that you work in a safe, respectful, and inclusive workplace.

## **Discrimination, Harassment, and Retaliation – Definitions and Their Applications**

### *What is discrimination?*

For purposes of this Policy, discrimination is treating someone or a group of people differently because of certain characteristics, including the characteristics listed below. We are committed to following the law and to making employment decisions for the right reasons. This means that hiring and firing decisions, pay, promotions, assignments, and career development opportunities will be made based on your performance and the needs of the business, not on characteristics that are protected under the law. We will not make decisions based on sex, sex stereotyping, pregnancy (this includes pregnancy, childbirth, and medical conditions related to pregnancy, childbirth, or breastfeeding), race (including, but not limited to, hairstyle and hair texture), color, religion, ancestry or national origin, age, disability, medical condition, sexual orientation, gender, gender identity, gender expression, status of being transgender, military or veteran status, citizenship status, genetic information, or any other protected group status or characteristic as defined by local laws. We also prohibit discrimination with respect to marital, familial, and/or parental status (including, for example, whether you are married, single, have biological or adopted children, or are planning to have children).

### *What is harassment?*

For purposes of this Policy, harassment is any type of unwelcome conduct based upon the characteristics discussed above and other protected characteristics as defined by local laws. Here, all employees must treat each other with respect and contribute to creating a work environment that is free from harassment. Any harassing conduct that creates a hostile work environment for our employees will not be tolerated. This is also true of harassment based on characteristics described above, including gender, race, age, sexual orientation, disability status, citizenship status, military service, or any other characteristics protected under the law.

This Policy prohibits a wide range of conduct – even if the conduct only offends some employees, but not other employees. Offensive words or actions can be in the form of sexually-suggestive comments; inappropriate jokes; teasing about a person’s appearance or their age, race or sex; insults, unwanted nicknames, or stereotyping based on the factors listed above; and the sharing of emails, texts, or pictures that are degrading, make someone uncomfortable, or are insulting, even if the conduct is not sexual in nature.

### *What is sexual harassment?*

We also will not tolerate sexual harassment. For purposes of this Policy, sexual harassment includes unwelcome advances or sexually suggestive comments, requests for sexual acts, and other conduct based on sex, where agreeing to the conduct becomes a condition of employment, or the conduct is used as the basis for an employment decision, or the conduct creates an intimidating, hostile, or offensive work environment. Even if this conduct is not being used as a basis for an employment decision, it still may be unwelcome. Unwelcome sexual conduct is inappropriate and never acceptable.

Here are some examples of inappropriate behavior: touching any person in a sexual manner; making comments about a person’s body; intentionally brushing up against another person; staring at a person in a way that makes them feel uncomfortable; and sharing pictures, jokes, cartoons, or any materials of a sexual nature. This Policy prohibits sexual harassment, sexual orientation harassment, gender identity harassment, gender expression harassment, and more severe physical misconduct, such as sexual assault.

### *What is retaliation?*

You will not be retaliated against for raising concerns or complaints about behavior that you believe potentially violates this Policy. This Policy – and the law – does not allow any type of retaliation against someone who, in good faith, makes a complaint or participates in an investigation of a complaint.

Retaliation means being punished or experiencing a negative employment action because you raised a concern or complaint of a potential Policy violation or participated in an investigation. Examples of retaliation include an employee experiencing a reduction in pay, hours, or favorable work assignments. Other examples of retaliation include an employee: being disciplined without a legitimate reason; receiving a performance evaluation that is lower than it should be based on relevant performance factors; experiencing verbal or physical abuse; or being unduly scrutinized for non-work related reasons.

If you believe that you are being retaliated against or treated poorly because you raised a concern, made a complaint, or participated in the investigation of a concern or complaint, please contact any of the resources listed below as soon as possible so that we can take appropriate steps.

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

This Policy applies to all employees – on restaurant property or offsite with other employees, contractors, or vendors. In addition, we will not tolerate harassment of employees by non-employees (for example: interns, temporary workers, independent contractors, franchisees, guests, customers, vendors, and suppliers), and we will not tolerate harassment of non-employees by employees.

“If you have questions regarding the applicable policies around dating and/or socializing with your co-workers, please review your restaurant’s dating policy or reach out to one of the resources identified herein for more information.”

*What if others around me make sexual jokes, and I seem to be the only person who feels uncomfortable?*

All employees are entitled to a workplace free from harassment. Jokes, teasing, and sharing pictures, emails, or videos that are sexual, degrading, or insulting in nature are frequently considered harassment, even if they are shared as a joke. This type of conduct is simply not OK in our workplace, and we support employees who bring it to the attention of the resources available to them and identified in more detail below.

*A regular restaurant guest or employee of a vendor frequently pays me a lot of attention, including complimenting me on my looks, and it makes me uncomfortable. Is there anything I can do?*

Yes, we want you to feel comfortable and safe at work, even if the offending behavior is done by someone who is not an employee of the restaurant. We encourage you to raise concerns or complaints regarding unwelcome attention of a physical or sexual nature so that it can be addressed and you feel comfortable and safe at work.

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

*What do I do if I think I am being treated in a manner that violates this Policy?*

If you experience or observe conduct that potentially violates this Policy, we want to hear from you! We will support you if you tell the person who is making you feel uncomfortable to stop, but you are not required to, because we recognize that doing so is not always easy or possible. No employee is required to confront a person who is making them feel uncomfortable before raising a concern or complaint. There are multiple individuals who will support you as soon as you contact them. These individuals and resources -- listed below are here to ensure that any offensive conduct stops and appropriate action is taken.

We encourage you to report potential violations of this Policy even if it is your manager or supervisor who you think may be violating the Policy. When you let one of the resources listed above know that discrimination, harassment, or retaliation has or may have occurred, we will ensure that the appropriate steps are taken as outlined in this Policy and will support you through the process, including during any investigation, and after it is concluded.

*What if I think I might have been subjected to discrimination, harassment, or retaliation, but I'm not sure?*

We want you to feel comfortable and safe at work. We encourage and support you contacting one of the available resources identified above to discuss your concern. We are here to support you through that process and assist you with any behavior you believe may violate this Policy.

We also encourage you to raise concerns or complaints not only about your own experiences, but also about any possible violations of the Policy you observe. Raising concerns or complaints regarding conduct you observe that may violate this Policy – even if you're not sure whether or not it violates the Policy – will help us ensure a safe and respectful workplace, free from discrimination, harassment, and retaliation. Working together to eliminate any offensive or uncomfortable behavior is crucial to maintaining a positive working environment for you and all of our employees.

You can also choose to reach out to third parties such as local law enforcement.

*Are Supervisors and Managers required to inform other relevant restaurant resources of concerns or complaints of potential Policy violations?*

Yes. If an employee supervises or manages people, they have multiple responsibilities with respect to this Policy. Supervisors and managers must set a positive example by ensuring their own conduct, including their employment decisions and workplace behaviors, are free of discrimination and harassment.

It is also all supervisors' and managers' responsibility to take steps to eliminate all discrimination, harassment, and retaliation. This responsibility requires all supervisors and managers to promptly notify the OO if they have observed or become aware of any conduct that could violate this Policy. For example, if an employee provides a supervisor or manager with information that they are uncomfortable because of another person's conduct, the supervisor or manager is required to promptly raise that concern with the GM so that it can be reviewed and addressed appropriately. In addition, where the circumstances warrant, a supervisor or manager may believe the restaurant should consider taking certain steps, such as a shift or location change, to ensure the safety and health of an employee who believes they are in a work circumstance that violates this Policy. Before taking such steps, always first consult with the GM.

*What if I feel my safety is threatened?*

The resources listed above will do all they can to ensure your safety, but we need to hear from you to address your concerns. As mentioned above, you can also choose to reach out to third parties such as local law enforcement, which you can do on your own or with the assistance of the above resources. Your safety is of the highest importance to us. Again, you are not required to contact a third party either before you contact restaurant resources or at any time, but that may be another resource for you.

### **The Process After a Complaint is Made or a Concern is Raised**

*What happens after I raise a concern or complaint?*

We encourage you to contact the resources listed above regarding possible violations of this Policy. These resources will help you with any concerns you have regarding any potential violations of this Policy. Complaints will be taken seriously and investigated thoroughly and fairly. This means that a neutral person will conduct the investigation. That person may be someone affiliated with RFO, Inc.. or an outside third party investigator, depending on the circumstances. The neutral person will talk to you, possible witnesses, and the person who allegedly engaged in the conduct that you believe may violate the Policy. While the investigation is taking place, we will take appropriate steps to ensure your safety in the workplace. Those steps are dependent on the circumstances and may include a temporary reassignment or leave for the person who allegedly violated the Policy, immediate directions to others to stop certain behaviors, and/or employee training.

After the investigation of your complaint is completed and appropriate steps are taken, you can still provide information about any other situation that makes you feel uncomfortable. Also, if you feel like you are being punished or treated poorly after you made a complaint, you should reach out to one of the above resources immediately.

If at any time you have questions about the process or the status of an investigation, please reach out to one of the above resources. You will also be updated and notified once the investigation has been concluded.

If the person accused of discrimination, harassment, or retaliation has questions or concerns regarding the process, they should reach out to one of the above resources, but they should not discuss the issues with the complainant.

*What happens if I tell someone about a possible Policy violation? Will I experience retaliation?*

Employees who provide information about conduct they believe may violate this Policy will not be retaliated against in any way. This protection against retaliation also applies to those who provide information in an investigation of alleged Policy violations raised by someone else. All employees have a duty to cooperate in investigations or otherwise respond to questions regarding alleged harassment, alleged inappropriate conduct, or potential policy violations.

Complaints will be taken seriously and investigated thoroughly, impartially, and in a timely manner.

With respect to the information that is shared by employees, it will be treated as confidentially as possible and permitted by law. This includes information regarding: the identity of individuals who raise concerns regarding harassment, alleged victims, witnesses, and alleged harassers, along with information obtained as part of an investigation. For example, while it is sometimes important to share information provided regarding the complaint to thoroughly investigate it, the number of people who are aware of the complaint and the identity of the people involved will be limited to what the law or an effective investigation and next steps require. We also note that if you are a minor, local or state law may require us to report your name and the information we have about the alleged harm in certain circumstances.

*What happens if I am asked to participate in an investigation?*

Employees are expected to fully cooperate in any investigation into any potential Policy violations or other violations of the law even if they themselves did not raise the initial concern or complaint. We

need your help to make sure that all concerns and complaints are investigated in a thorough, impartial, and timely manner. All employees have a duty to cooperate in investigations regarding alleged Policy violations.

*What happens after an investigation?*

If our investigation confirms that this Policy has been violated or that inappropriate conduct has occurred, we will take appropriate timely actions to ensure the conduct does not continue. The type of action taken will depend on the nature and severity of the violation that has occurred and other relevant factors. It may include corrective action with respect to the employee who violated the Policy in a variety of forms, including termination, reassignment to another job or location, changes in reporting relationships, written warning, training, coaching, counseling, and/or other measures that we find appropriate for the circumstances.

After the investigation of your complaint is completed, if you have any continuing concerns or wish to provide additional information about your complaint or any other situation that makes you feel uncomfortable, please reach out to the resources listed above. Also, if you feel like you are being retaliated against, punished, or treated poorly after you made a complaint, you should reach out to one of the available resources immediately. Your concerns will be reviewed and appropriate action will be taken.

We care about you and the experience you have working here. We have resources to assist you. We are all in this together, and we are stronger and better when we work together to keep our workplace a respectful, safe, and inclusive work environment.

Please review and familiarize yourself with the additional information and resources provided on the separate state-specific attachment.



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

## **Restaurant Workplace Violence Prevention Policy**

### **About this Policy**

RFO, Inc. independently owns and operates this McDonald's-brand restaurant ("Restaurant") and is your employer, not McDonald's Corporation or McDonald's USA. Here, at RFO, Inc., we are committed to providing a workplace that is free from violence or any other behavior that jeopardizes the safety and well-being of our employees and guests.

### **Definition of Workplace Violence**

Workplace violence includes any behavior that interferes with our ability to maintain a safe, productive, and pleasant environment for all restaurant employees, staff, and guests. Workplace violence is more than just fighting or threatening someone at work—it can be anything that makes an employee or guest feel uncomfortable or afraid, or it can be something that makes it difficult for employees to do their job well and enjoy being at work.

These are some examples of the kinds of behaviors that are not allowed:

- Hitting, punching, kicking, pushing, or inappropriately touching another employee or a guest
- Bullying or harassment directed at one employee by another employee, even if the behavior happens away from the restaurant during non-work hours
- Bringing a firearm or other dangerous weapon to work
- Sending another employee emails, text messages, or voicemail messages which contain threatening, offensive, sexually explicit, racially or culturally insensitive, or other inappropriate content, symbols, or images, even if a personally owned electronic device is used to send the material
- Posting inappropriate materials on social media sites that offend other employees or embarrass McDonald's
- Any form of sexual harassment, including inappropriate comments or jokes, unwelcome touching, sexual advances, or sexual assault
- Bothering someone with an excessive number of unwanted visits or communications, or by following them outside of work
- Any belligerent speech or behavior, or excessive arguing or profanity
- Possessing, consuming, selling, or distributing alcohol or illegal drugs, including marijuana, in the workplace
- Intentionally damaging Company property or the property of another employee or guest
- Ignoring or disobeying company policies or health and safety regulations

In the interest of protecting the safety and security of our employees and guests, we reserve the right to address any behavior in addition to that described above, whenever the behavior is disruptive, concerning, or generates a reasonable concern for the well-being of Restaurant employees or guests.

## **Drugs and Alcohol**

Employees are not permitted to use or possess alcohol on Company property, except where alcohol is specifically permitted at a Company-sponsored event. Employees may not possess, consume, sell, or distribute illegal drugs, including marijuana, in the workplace, and employees are prohibited from working while under the influence of alcohol, illegal drugs, or any other substance that could prevent them from performing their job safely.

## **Weapons in the Workplace**

Employees are prohibited from possessing a firearm or other weapon on Company property, including parking areas, except in states that allow employees the right to store firearms on Company property in their private vehicles. Under these circumstances, employees must store any firearm out of plain site and keep their vehicles locked while on Company property. Weapons may not be handled or displayed on Company property, even in private vehicles.

## **When, Where, and To Whom This Policy Applies**

This policy applies to all Restaurant employees and staff, as well as vendors and contractor while engaged in business with the Restaurant.

We do not tolerate violence by or against anyone who works in this Restaurant nor by or against anyone who visits our Restaurant (for example, guests, customers, and vendors/suppliers).

This Policy applies (without limitation) in all the following situations:

- On Restaurant property
- Offsite with other employees, contractors, or vendors, including at Restaurant-sponsored events, activities, and training; on business trips; and at work-related meals and gatherings
- When using Restaurant communication systems, equipment, or resources
- Any conduct outside work hours, including text messaging and using social media on personal devices, where the conduct has an impact or foreseeable impact on the Restaurant, its employees or guests

## **For Guest or Customer Threats Specifically**

- Threatening, erratic, or aggressive behavior by guests/customers should be reported immediately to local police using 911

- If the risk of violence is imminent, employees should immediately act to protect themselves, move to a place of safety, and then call 911 to report the incident
- Employees should only attempt to help others or de-escalate the situation if they can do so without jeopardizing their own safety (access the U.S. Security resource on de-escalating aggressive behavior for more information)
- Do not engage or confront potentially violent guests/customers or follow them from inside store or office locations
- Failure of a customer to stop threatening or inappropriate behavior may result in the customer being removed from the premises and future access being restricted
- If your organization has any questions, please contact your Field Security Manager

## **Reporting**

It is everyone's responsibility to keep our workplace safe. If employees feel that their safety or the safety of others is endangered at any time, or if they witness or experience any incident in which a person is abused, threatened, or assaulted in circumstances relating to their work, they must immediately report such conduct. Reports can be made anonymously, and all reported incidents will be investigated impartially and as quickly as possible. If necessary, this Restaurant will take steps to protect the victim of any violent behavior or threatened violent behavior. Reports or incidents warranting confidentiality will be handled appropriately, and information will be disclosed to others only on a need-to-know basis.

Reports of violent behavior can be made to any of the following:

- The Restaurant's General Manager
- The Restaurant's Area Supervisor

**Emergencies and immediate threats of harm must be reported to the police or other emergency personnel without delay.**

## **Enforcement**

Violations of this policy may lead, at this RFO, Inc. sole discretion, to disciplinary and/or other appropriate responsive action, up to and including termination of employment, even if it is the first offense. We also further reserve the right to report abusive, threatening, or violent behavior to the proper legal authorities. This policy supplements all other Restaurant policies that require appropriate and respectful behavior.

## **Prohibition Against Retaliation**

All employees are required to cooperate fully and truthfully with any investigation of workplace violence or other misconduct. This Policy does not allow any type of retaliation against someone who makes a complaint in good faith, or participates in an investigation of a complaint, even if no violation is ultimately confirmed. Retaliation means being punished or experiencing a negative employment action because you raised a concern or complaint of a potential Policy violation or participated in an investigation. Examples of retaliation include experiencing a reduction in pay, hours, or favorable work assignments. Anyone found to have retaliated against someone for raising concern under this policy will

be subject to disciplinary action under our disciplinary procedures.

## **Violence Outside of Work**

Some employees may experience violence or the threat of violence by a current or former spouse, domestic partner, boyfriend/girlfriend, family member, or friend. We strongly encourage employees experiencing violence in their personal relationships to seek outside resources, including law enforcement (when appropriate), for assistance.

Some resources that you may find helpful are located at:

- [National Domestic Violence Hotline](#) at 1-800-799-7233 or TTY 1-800-787-3224, or by [online chat](#)
- [National Sexual Assault Hotline](#) at 1-800-656-4673, or by [online chat](#)

This Restaurant requires employees to immediately notify their GM of any situation that could reasonably present the risk of on-the-job violence or may impact the workplace, using any one of the reporting mechanisms discussed below. When appropriate, this Restaurant will implement a plan for at-risk employees to reduce the likelihood of a potential confrontation in the workplace.

Employees who apply for or obtain a temporary or permanent Protective Order or Restraining Order that includes the company premises must immediately notify their GM and provide their GM with copies of any petition or declaration seeking such orders, proof of service, and the signed court order.

We are committed to supporting victims of relationship violence by enforcing any restraining orders at the workplace and by providing referrals for benefits and resources for assistance.

## **FAQs on RFO, Inc. Workplace Violence Policy**

### **Why did RFO, Inc. develop this policy?**

We are a people-first Restaurant. We care about you and the experience you have working here. We have resources to assist you. We are all in this together, and we are stronger and better when we work together to keep this Restaurant a safe and violence-free work environment.

### **Who is covered by this policy?**

This policy applies to all Restaurant employees and staff.

### **What type of conduct does the policy prohibit?**

RFO, Inc. is committed to maintaining a work environment that is healthy, safe, productive, and inclusive for all—this policy prohibits employees and staff members from doing anything that makes a guest or another employee feel unsafe or uncomfortable.

This includes any type of violence, or even the threat of violence, as well as any type of inappropriate or disrespectful comment or communication. Sometimes, an employee or staff member can violate this policy even when they do something when they are away from the workplace or not working.

### **Who should I contact if I have observed or experienced violent behavior?**

Reports of violent, disruptive, or other concerning behavior should be made immediately to any of the following:

- This Restaurant's General Manager.
- The Restaurant's Area Supervisor

Reports can be made anonymously.

***Emergencies and immediate threats of harm must be reported to the police or other emergency personnel without delay.***

### **What will happen if I raise a concern?**

All reported incidents will be investigated impartially and as quickly as possible. RFO, Inc will treat all investigations, including the names of the people who report issues and those who cooperate during investigations, as confidential matters, but in some cases, certain disclosures may be necessary to fully investigate the complaint, to protect other workers, to take corrective action, or are required by law.

In appropriate circumstances, RFO, Inc. may inform the person who reported the issue of the results of the investigation, but in most cases, the results of the investigation will not be shared with employees so that the privacy of all individuals is respected.

After the investigation of your complaint is completed, if you have any continuing concerns or wish to provide information about any other situation that makes you feel uncomfortable, please reach out to the Restaurant's HR personnel or the resources listed above.

### **Will I be protected from retaliation?**

Yes. Retaliation against anyone who makes a complaint in good faith under this policy or who participates in any investigation is strictly prohibited.

Retaliation means punishing someone or taking a negative employment action because someone raised a concern or complaint under this policy, or because someone participated in an investigation. Examples might include:

- Termination of employment.
- Reduction in pay or hours, or changes in work assignments.
- Disciplining, or reassigning someone; or
- Demoting or transferring an employee.

Anyone found to have retaliated against someone for raising any concern under this Policy will be subject to disciplinary action under our disciplinary procedures.

Employees may report actual or potential acts of workplace violence or workplace misconduct anonymously.

### **What will happen if an investigation finds that inappropriate behavior has occurred?**

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

### **As an employee, what is expected of me under this policy?**

All Restaurant employees and staff are expected to:

- Treat everyone with respect and dignity.
- Be accountable for their actions.
- Help create a work environment that is safe and free of violence.
- Report any incidents of violent, threatening, disruptive, disrespectful, or inappropriate behavior that affects anyone in the workplace.
- Complete all required training.

### **As a manager, what is expected of me under this policy?**

In addition to the above, managers and supervisors are expected to:

- Model safe and respectful behavior.
- Report all incidents of violent, threatening, disruptive, disrespectful, or inappropriate behavior when they become aware of them.
- Take reported incidents of misconduct seriously, and call law enforcement when there is an imminent threat.
- Investigate allegations of violent behavior promptly and thoroughly in partnership with the owner.
- Impose timely and proportionate corrective action when warranted.
- Participate in training on how to create a safer workplace through conflict resolution.

### **What should I do if I think my partner or someone else, I know will try to hurt me while I'm at work?**

If you believe you are in danger or at imminent risk of harm, move to a place of safety, if possible, and immediately call police or 911. Then notify the area supervisor of the situation as soon as you can.

Immediately notify your GM if you apply for or obtain a temporary or permanent Protective Order or Restraining Order that includes company premises.

## RFO Inc. Responsible and Ethical Recruitment Policy

### About This Policy

RFO Inc. is committed to the principles of responsible and ethical recruitment in our employment practices. RFO Inc. independently owns and operates this McDonald's-brand restaurant and is alone responsible for determining the employment and recruitment policies and practices in effect for its restaurants and staff.

This Policy applies (without limitation) to:

- all restaurant employees and staff employees of RFO Inc.
- all third parties recruiting and/ or managing migrant labor on behalf of RFO Inc.
- 

### RFO Inc. commitments

RFO Inc. is committed to the principles of responsible and ethical recruitment in relation to all our employees, interns, temporary workers, independent contractors and require the same of our third-party recruiting agencies and companies who manage labor on our behalf. We make our Responsible and Ethical Recruitment Principles available to other third-party contractors to educate them on our responsible recruitment standards and encourage them to develop similar policies and procedures for their own business operations.

We are committed to eliminating the practice of migrant workers paying recruitment fees and related costs to secure their employment as informed by the ILO's [general principles](#) and operational guidelines for fair recruitment and the [Employer Pays Principle](#).

RFO Inc. condemns all forms of slavery, forced labor, human trafficking, or exploitation, and we prohibit such practices across our business.

**All RFO Inc. restaurant employees and staff when engaging in the recruitment of migrant workers are expected to implement the following standards:**

- Workers do not pay recruitment fees —whether to a private labor broker/ employment agent or to the employer itself;
- Workers are provided contracts in a language fully understandable by the workers at the point of recruitment and prior to deployment;
- RFO Inc. do not keep or withhold any government-issued identification, monetary deposits, bonding, or other collateral as a condition of employment; and
- If workers reside in employer-provided housing, there must be a plan for management of safe housing and accommodation, including that it is structurally sound and in good repair.

### How we Help Ensure Responsible and Ethical Recruitment of Migrant Workers

We encourage open and honest communications among our employees and our business partners. Employees may raise recruitment-related issues, or report potential or actual responsible recruitment

violations through a number of reporting channels, including contacting their manager, a designated Human Resources representative, or another designated representative of RFO Inc. at [rfomcd@gmail.com](mailto:rfomcd@gmail.com) or 800-482-8263. Reports received by RFO Inc. of violations of our policies, including this Responsible and Ethical Recruitment Policy are reviewed and addressed as appropriate.

*DISCLAIMER: This is an optional resource for independent franchisees (who choose to use it). Franchisees are independent employers and each franchisee restaurant is unique. Therefore, Franchisees may choose to use all, some, or none of this resource in operating their own McDonald's restaurant(s) and businesses.*

v. October 2022

## RFO INC POLICY ON THE EMPLOYMENT OF MINORS

RFO, Inc. independently owns and operates this McDonald's brand restaurant and is your sole employer. This Policy on the Employment of Minors (the "Policy") describes RFO, Inc.'s expectations for the duties and hours worked by Minor Employees (defined below). RFO, Inc. is committed to supporting this Policy and complying with both federal and state law requirements regarding the employment of minors.

Neither McDonald's Corporation nor McDonald's USA is your employer, nor does either entity control or maintain any policies that affect employees' working conditions or any aspects of their employment. For any questions regarding your employment or the policies of this Organization, please contact RFO, Inc.

### MINOR EMPLOYEES

For purposes of this Policy, a minor includes any individual between the ages of 14 to 17 ("Minor Employees").<sup>1</sup>

### PROHIBITED WORK DUTIES FOR MINOR EMPLOYEES

All employees under age 18 are prohibited from:

- Adjusting, cleaning, oiling, or servicing moving machinery
- Operating a high-pressure steam or high temperature water boiler
- Filtering oil
- Using certain sharp knives, including a chef, boning, filet, or skinning knife
- Working in freezers except to momentarily enter to retrieve items
- Using trash compactors, paper/box balers, box cutters, snow blowers, lawn mowers, or power washers
- Using, cleaning, or adjusting power-driven meat processing machines, such as electric food slicers or shredders, power-driven dough mixers, or other bakery machines
- Operating an elevator
- Standing or working on a ladder or scaffolding
- Driving on public roadways while on the job

Additionally, employees ages **14-15** are prohibited<sup>2</sup> from:

- Cooking and baking
- Operating fryers, steamers, and pressure cookers for food preparation
- Using sharpened tools
- Clean kitchen surfaces that are hotter than 100 degrees Fahrenheit
- Maintaining, oiling, cleaning, or repairing machines or equipment
- Loading or unloading trucks

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<sup>1</sup> This reflects the federal minimum working age. Please note, however, that some localities, such as **Connecticut**, do not permit minors under age 16 to work in the food service industry.

<sup>2</sup> There may be additional duties restrictions under applicable state and local law. For instance, **Massachusetts** prohibits certain Minor Employees from operating microwave ovens with a maximum capacity of over 140 degrees Fahrenheit to heat food whereas **North Dakota** prohibits certain Minor Employees from performing any role that compels the minor employee to remain standing constantly. Many states also restrict minors from working with any meat or vegetable slicers.

## RESTRICTIONS ON WORKING HOURS FOR MINOR EMPLOYEES

*When can employees ages **16-17** work?*<sup>3</sup>

When school is IN SESSION, employees ages 16-17 may not work (or be scheduled to work):

- Between 11:00 pm and 5:00 am when there is school for the youth the next day
- During hours when the Minor Employee is required to attend school

When school is NOT IN SESSION, employees ages 16-17 may not work (or be scheduled to work):

- N/A

*When can employees ages **14-15** work?*<sup>4</sup>

When school is IN SESSION, employees ages 14-15 may not work (or be scheduled to work):

- No more than 3 hours a day
- Only between 7:00 am and 7:00 pm
- A maximum of 18 hours per week
- Only outside school hours
- A 30-minute break is required after any period of five consecutive hours of work.

When school is NOT IN SESSION, employees ages 14-15 may not work (or be scheduled to work):

- More than 8 hours a day
- Only between 7:00 am and 7:00 pm (9:00 pm from June 1 thru Labor Day when school is not in session).
- More than 7.5 hours per day
- More than 37.5 hours per week
- More than 5 consecutive days

For the purposes of this Policy, school is “in session” when the local public school district wherein the Minor Employee resides is in session and students are required to attend for at least 1 day or partial day. School is not “in session” outside of school hours, during any holidays or vacations, including fall, spring, and summer breaks.<sup>5</sup>

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<sup>3</sup> These working hour restrictions are a nationwide recommendation. Please be aware that while federal law does not regulate the number of hours 16- and 17-year-olds may work, many states may impose tighter restrictions than provided under this template. For example, when school is in session, **Arizona, Colorado, Connecticut, the District of Columbia, Kentucky, Massachusetts, Michigan, New York, Pennsylvania, Rhode Island, and Tennessee** prohibit 16- and 17-year-olds from working before 6:00 AM, and under some circumstances, **Maine, Ohio, and Washington** may prohibit work before 7:00 AM. Similarly, when school is in session, 16- and 17-year-olds generally may not work after 10:00 PM in **Alabama, California, the District of Columbia, Massachusetts, New York, or Tennessee**, or after 10:15 PM in **Maine** (when preceding a school day). Employers in **California** must also ensure that 16- and 17-year-olds do not work more than 4 hours on a school day. These are just some notable examples of state laws that are more restrictive than the work hours permitted under this template. Please consult with your attorney when developing your own policy.

<sup>4</sup> These working hour restrictions are a nationwide recommendation. Please be aware that federal law generally regulates the number of hours 14- and 15-year-olds may work; however, states may impose tighter work hour restrictions on 14- and 15-year-olds than provided under this template. For example, **Illinois** and **Minnesota** prohibit 14- and 15-year-olds from working more than 8 hours in any 24-hour period, and Florida prohibits 14- and 15-year-olds from working more than 15 hours per week when school is in session. States may also restrict the amount of time a 14- or 15-year-old may attend school and work for an employer in a single day, such as **Arizona** (9 hours), **Delaware** (12 hours), and **Maryland** (12 hours). These are just some notable examples of state laws that are more restrictive than the work hours permitted under this template. Please consult with your attorney when developing your own policy.

<sup>5</sup> While private school calendars often match public school calendars, Owner Operators should refer to their specific state laws and local public school system calendar for the applicable dates.

Additionally, a “week when school is in session” refers to any week the local public school district wherein the Minor Employee resides is in session and students are required to attend for at least 1 day or partial day.

## **MEAL AND REST BREAKS FOR MINOR EMPLOYEES**

RFO, Inc. provides all Minor Employees who work more than 5 hours in a day with an unpaid, uninterrupted meal period of at least 30-minutes.<sup>6</sup> Minor Employees may not perform any work during meal periods and must clock out at the beginning of the meal period and clock back in before returning to work.

## **WORK PERMITS / PROOF OF AGE REQUIREMENTS**

Supervisors and managers are responsible for ensuring that each Minor Employee provides the required proof of age and, if applicable, work permit documentation before the Minor Employee starts their first shift.<sup>7</sup> Minor Employees should contact **Human Resources** if they have any questions regarding these requirements.

## **RECORDKEEPING**

RFO, Inc. maintains records for each Minor Employee. These records contain documentation regarding all aspects of the Minor Employee’s employment with RFO, Inc., including emergency contact information, hours worked, the Minor Employee’s date of birth and a copy of the proof of age documentation, and the original work permit, among other things.<sup>8</sup>

## **POLICY COMPLIANCE AND REPORTING REQUIREMENTS**

Consistent with RFO, Inc.’s open door policy, all employees are expected to report violations of this Policy to their supervisor or manager. Supervisors and Managers must report any violations to **Human Resources**.

## **RETALIATION**

RFO, Inc. will not retaliate against any employee who raises concerns or complains in good faith about conduct that may violate this Policy, or who participates in an investigation of such concerns or complaints.

If you believe that you are being retaliated against or treated differently because you raised a concern, made a complaint, or participated in an investigation of a concern or complaint, please contact RFO, Inc Human Resources.

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<sup>6</sup> Some states impose different meal period requirements for Minor Employees, such as **Florida** (30-minute meal period after 4 hours of work for all Minor Employees) and **Washington** (30-minute meal period after 4 hours of work for minors ages 14 and 15). Other states, such as **California**, require meal periods for all employees regardless of age. Please consult with your attorney when developing your own policy to determine if the locations where you operate have any applicable meal period requirements. Owner Operators should comply with the strictest requirements. Where there are no meal period requirements, this template offers a suggested policy.

<sup>7</sup> Some states require employers to maintain the original version (i.e., not a copy) of the work permit or certification on file (e.g., Massachusetts, Missouri, New Mexico, New York, and Oregon).

<sup>8</sup> Many state child labor laws have specific recordkeeping requirements for Minor Employees, including time records of hours worked and meal breaks taken by the Minor Employees, age certificates, copies of birth records or date of birth, and place of residence or address. There may be additional time and recordkeeping requirements under applicable federal and state wage and hour laws. Please consult with your attorney for further guidance.



# We're Here to Help!

**This McDonald's is committed to safe working conditions and a harassment-free, discrimination-free workplace.**

## What can you do?

If you see or suspect behavior that is unethical, unsafe or disrespectful, talk to any member of the management team. Talking directly with a manager is usually the most effective way to handle a question, suggestion or problem.

If you don't feel comfortable speaking with a restaurant manager, you can also contact:

### Your Supervisor

Name: Christine Ruiz

Number: 423-943-9421

Email: [Christine.Ruiz@us.stores.mcd.com](mailto:Christine.Ruiz@us.stores.mcd.com)

### Your Owner/Operator

Name: Josh Ranft

Number: 800-482-7263

Email: [rfoinchr@gmail.com](mailto:rfoinchr@gmail.com)



Scan here to learn more.

### Owner/Operator Employee Hotline

844-875-9774

[owneroperatoremployeehotline.ethicspoint.com](http://owneroperatoremployeehotline.ethicspoint.com)

**24 hours a day, 7 days a week**

The Hotline is operated by NAVEX Global, an independent company staffed 24 hours a day, 7 days a week. When you contact the Hotline, you do not have to give your name. A professional interview specialist or customized web form will document your concern and relay the information to our organization for follow-up.

Who is your employer? The McDonald's restaurant where you work is owned and operated by an independent McDonald's Franchisee (your "owner/operator"). This is your employer. McDonald's Corporation is not involved in any way in the employment matters of the independently owned McDonald's restaurants. Individuals employed by independent owners of McDonald's restaurants are not employees of McDonald's Corporation or its subsidiaries.



**¡Estamos aquí  
para ayudar!**

**Este McDonald's está comprometido con condiciones de trabajo seguras y un lugar de trabajo libre de discriminación y acoso.**

**¿Qué puedes hacer tú?**

**Si ves o sospechas un comportamiento poco ético, inseguro o irrespetuoso, habla con cualquier miembro del equipo de gerencia. Hablar directamente con un gerente suele ser la forma más efectiva de manejar una pregunta, sugerencia o problema.**

Si no te sientes cómodo hablando con un gerente del restaurante, también puedes comunicarse con:

### **Tu supervisor**

Nombre: Christine Ruiz

Número: 423-943-9421

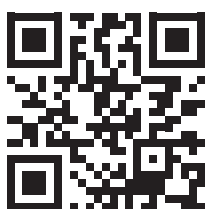
Correo electrónico: [Christine.Ruiz@us.stores.mcd.com](mailto:Christine.Ruiz@us.stores.mcd.com)

### **Tu propietario/Operador**

Nombre: Josh Ranft

Número: 800-482-7263

Correo electrónico: [rfoinchr@gmail.com](mailto:rfoinchr@gmail.com)



Haz clic aquí para obtener más información.

### **Línea directa para Empleados del Propietario/Operador**

**844-875-9774**

[owneroperatoremployeehotline.ethicspoint.com](http://owneroperatoremployeehotline.ethicspoint.com)

**24 horas al día, 7 días a la semana**

La línea directa es operada por NAVEX Global, una compañía independiente con personal disponible las 24 horas del día, los 7 días de la semana. Cuando te comuniques con la línea directa, no es necesario que des tu nombre. Un especialista profesional en entrevistas o un formulario web personalizado documentará tu preocupación y transmitirá la información a nuestra organización para su seguimiento.

¿Quién es tu empleador? El restaurante McDonald's donde trabajas es propiedad y está operado por un franquiciado independiente de McDonald's (tu "propietario/operador"). Este es tu empleador. McDonald's Corporation no está involucrado de ninguna manera en los asuntos laborales de los restaurantes McDonald's de propiedad independiente. Las personas empleadas por propietarios independientes de los restaurantes McDonald's no son empleados de McDonald's Corporation o sus subsidiarias.