

Welcome to the McDonald's® Team!

You have joined one of the greatest brands in the world. We are confident that you will be an important asset to our crew and will help us serve the highest quality food and create great experiences for our customers.

By joining McDonald's,® you have opened up a world of opportunities. You'll learn important life skills such as time management, the ability to teach and coach others, and the ability to think on your feet. We'll give you a flexible schedule and the opportunity to make friends. We look forward to you being on our team and contributing to the success of the restaurant and your own development.

Enclosed is all of the information you will need for your first day at McDonald's.® There are a few forms to fill out and some guidelines that should help you. If you have any questions, please don't hesitate to call us at the phone number below.

We are excited to welcome you to our team!

TCB IV, INC

McDonald's of Hopewell #1459

3309 Oaklawn Blvd.

Hopewell, Va. 23860

804-458-0783

McDonald's - Crossings #10800

5214 Oaklawn Blvd.

Hopewell, Va. 23860

804-458-4500

McDonald's – 460 - #12089

1206 Courthouse Road

Petersburg, Va. 23803

804-861-8048

McDonald's of Waverly - #17582

104 North County Drive

Waverly, Va. 23890

804-834-2964

TCB V, Inc.

McDonald's of Chester - #12120

13131 Kingston Ave. (Route 10)

Chester, Va. 23836

804-530-3453

McDonald's of N. Dinwiddie - #11795

4914 Boydton Plank Rd.

North Dinwiddie, VA 23803

804-733-7124

McDonald's- Crater Rd. #22466

2139 S. Crater Rd.

Petersburg, VA 23805

804-861-0655

TCB Management, Co.

Hopewell Office

221 S. 15th Ave.

Hopewell, Va. 23860

Phone: 804-458-6500

Fax: 804-452-4612

Cell Phone Numbers

Coleman Bishop	804-314-4802
Tom Bishop	804-314-9570
Jason Wells	804-310-0227
Billy Wells	804-241-8006
Dan Veney	804-836-5940
Rose James	804-721-8988

Our Policies

**A guide to actions and behavior at McDonald's®
TCB Management Company, Inc.; TCB IV, Inc.; TCB V
Inc.**

Your Employment at Your McDonald's

Who is your Employer? The McDonald's restaurant you work at is owned and operated by an independent McDonald's Franchisee (Thomas C. Bishop and Thomas C. Bishop Jr.) 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 TCB Management Company, Inc., TCB IV Inc., and TCB V. Inc. are not employees of McDonald's Corporation or its subsidiaries.

The statements in this guide are not promises and do not create any kind of employment contract. Your employment is "at will." This means that both you and the employer are free to terminate employment at any time, with or without notice, for any reason at all. The employer reserves the right in its sole discretion, without any prior consultation or agreement with any employee, to change or modify any of its policies at any time, with or without notice. The at will nature of employment may be modified or changed only in writing addressed specifically to you expressly stating that you are no longer employed at will, and which is signed by the independent owner of the McDonald's restaurant that you work at.

Taking Responsibility

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

1. Arrive on time for your shift. If an emergency delays you, call the restaurant. Call at least four hours in advance if you can't make it to your shift. And a two hour notice is required if you are going to be late.
2. Do not use tobacco or chew gum while you are working.
3. You must clock in when you start working and clock out after you have finished work for the day. Do not clock in or out for other people, and don't have them do it for you.
4. You are entitled to be paid for all hours that you work. If , for whatever reason, you believe that you have not been paid for all hours that you have worked, you should immediately contact your restaurant manager or Owner/Operator and they will assist you in receiving pay for all hours worked.
5. Request permission before using the restaurant telephone to make personal phone call.
6. Check the crew bulletin board regularly for information. Ask your manager about your restaurant's posting policies before posting anything yourself.
7. Do not bring valuable belongings or large amounts of cash to work.
8. Do not take food or merchandise without your manager's approval. Do to give food or merchandise away to other people.
9. Falsified time records, employment applications, or intentionally and maliciously falsifying company business records will result in disciplinary action us to and including termination.
10. Theft, misuse, defacement, or destruction of company, employee, or customer property is prohibited.
11. Abusive or threatening behavior towards any employee or customer is prohibited.
12. The possession of weapons of any type or form is prohibited on the premises, in the parking lot, or any function or activity sponsored by this independently owned and operated McDonald's.
13. Alcohol and illegal drugs are strictly prohibited. You many not report to work under the influence of alcohol or illegal drugs. You may not possess, consume, sell, or distribute drugs or alcohol on the premises, in the parking lot, or any function or activity sponsored by this independently owned and operated McDonald's.

14. We need to be able to get in touch with you. Tell us when you change your address, telephone number, legal name, emergency contact, or availability so we can update our records.
15. Immediately tell your manager about any job-related illness, accident, or unsafe working conditions.

Helping ensure the safety of our food.

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

1. If you have, or suspect you may have an illness or disease that may be spread through food handling, do not come to work. Instead, call and report this to your manager immediately. These illnesses/diseases include, but are not necessarily limited to, Typhoid, Salmonella, Shigella, Hepatitis A, Norovirus, Campylobacter or E. coli. Similarly, if you have come into close contact at work, school, or home with someone who has (or is suspected of having) one of these illnesses, do not come to work. Instead, immediately contact your restaurant manager to discuss the situation. If you have been officially diagnosed with one of the main foodborne illnesses, you will not be allowed to come back to work until the health department has been notified and has cleared you for work.
2. If you have any cuts or sores on your hands, make sure that they are covered with a bandage and that you wear disposable gloves over the bandage while you are at work.
3. Do not come to work (and follow your restaurant's call in procedures) if you are suffering from diarrhea, fever, vomiting, jaundice, or fever accompanied by a sore throat (unless these symptoms are caused by a medical condition that your medical provider has confirmed will not cause foodborne illness — for example a pregnancy-related condition such as "morning sickness," and you feel capable of working).
4. Wash your hands before starting work, after using the restroom, and at all other times described in the food safety crew training module.
5. Practice good personal hygiene before coming to work and while at work.
6. Follow McDonald's procedures for cooking, preparing and handling food.
7. If you become aware of any situation that you think may jeopardize the safety of our food, customers, or your fellow employees, immediately tell your manager about the situation.

Helping ensure the safety of our employees

At this independently owned and operated McDonald's, the safety and health of our employees is a priority. Our goal is to provide you with a safe work environment. We believe that McDonald's restaurants are among the safest and most healthy workplaces anywhere. It is our policy to comply with all federal and state laws and regulations regarding safety and health. McDonald's approved cleaning supplies and equipment are safe to use when handled according to manufacturer's instructions. You can help in providing a safe and healthy work place for you and your fellow crew by familiarizing yourself with all of our safety policies, procedures and requirements. Following all operating procedures and rules can help achieve our common goal — a workplace free of accidents, injuries and hazards.

You Can Help----

1. Be knowledgeable of safety procedures and alert you manager to any safety concerns.
2. View the safety module information contained in the e-learning system.
3. Read all safety information posted in the restaurant.
4. Be aware of chemical products used in your restaurant- the HAZARD COMMUNICATION PROGRAM book provides Safety Data Sheet (SDS)(formerly known as Material Safety Data Sheets or “MSDS”) containing important safety information about each chemical product, label information. Hazcom Training is a yearly OSHA requirement.
5. In case of an emergency, follow the direction of you manager and safely exit the restaurant if necessary; familiarize yourself with you r restaurant’s emergency action plan and medical emergency procedures.
6. If you are assigned duties to filter the fry vats or clean the 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.

REMEMBER: Safety is no Accident!!

Pay Practices

Your management team is committed to treating you fairly and with respect. We want to ensure that you are paid for all hours worked, including overtime, and that our pay practices comply in all respects with all state, federal and local laws. This means that you are entitled to be paid for every hour that you work, including all overtime worked. If for any reason, you believe that you have not been paid for all hours that you have worked, you should immediately contact your General/Restaurant Manager or Owner/Operator and they will assist you in receiving pay for all hours worked.

To make sure that you get paid for all hours that you work you must clock in before you begin work and you must clock out only when you have finished your work for the day. Do not punch out until your last task is completed. Because it is important that you receive pay for all hours that you work, you must never punch in or out for anyone else and you must never let anyone punch in or out for you.

Depending on your shift, your restaurant, and the state in which you work, you may also be entitled to rest and meal periods and may be required to clock out and in for those periods. Your manager should inform you at the start of your employment what rest and meal periods you can expect to receive. You will then be given the opportunity to take those rest and meal periods during your shift. If you have any questions about rest and meal breaks or concerns about whether they are being provided to you in accordance with this policy, please notify your General/Restaurant Manager or Owner/Operator as soon as possible. By working together in this way, we can make sure you get to take the rest and meal periods during your shift to which you are entitled.

We all know that mistakes can happen in clocking in and out. However, it is important that we correct any mistakes that occur as quickly as we can. Therefore, if you notice that you made a mistake in clocking in or clocking out or if you notice any other mistakes in your paycheck as to the hours that you worked or

the pay that you received, please contact your manager immediately. We will then work with you to ensure that you get paid for all hours you worked.

Because your management team wants to ensure that you are paid for all hours worked, a manager may notify you of an error in recording your time that the manager believes needs to be corrected. It is important that you understand the change your manager wants to make and that you agree with your manager that the change corrects your time record.

If after discussion, you and your manager cannot agree as to what change should be made to correct your time records, your manager should contact the General/Restaurant Manager so that the issue can be resolved promptly. If your manager fails to contact the General/Restaurant Manager to resolve this issue, or you are unhappy with the resolution, you should bring it to the attention of your General/Restaurant Manager or Owner/Operator as soon as possible so that the issue can be resolved and you can receive all of the pay you have earned without any delay.

Your management team takes seriously its obligations to pay you for all hours that you work and to follow all legal requirements with regard to rest and meal periods.

If you believe at any time that a manager is not living up to these obligations, please bring it to the attention of your General/Restaurant Manager or Owner/Operator as soon as possible so that we can rectify the situation quickly.

We strictly prohibit retaliation against any employee who seeks to correct any pay errors or report any problems regarding our obligations to pay employees correctly.

For clarification purposes, our pay schedule is based on a **biweekly** (every two weeks - 26 payrolls in a year) schedule that begins on Sunday and runs for two weeks ending on Saturday at closing. All employees are to receive their pay on the Friday following the close of the pay period.

Our company offers two ways to receive your pay.

1. Direct deposit to your bank account.
2. VISA pay card.

The first pay you receive will be a paper check which will be distributed at the store on Friday following the close of the pay period.

All employees are responsible for keeping their own records of earnings. If you need payroll information you can go to www.readypayonline.com/employee or www.tcbmcd.com which has a direct link to ReadyPay website. You can set up your own personal account access so that all payroll information will be available to you including pay history and W-2 information from previous years.

If you are requested to provide earnings information for loan applications, social services, insurance, etc., you will be able to obtain information from the ReadyPay site. If you need assistance with this please ask.

If for any reason, pay stubs will not suffice, do not call the office and request information over the phone. All requests for wage information must be in writing. A signed release or request form must be received before the information will be released. It must include your name, social security number, the McDonald's location where you are currently working and the information that you are requesting. The release or request form may be faxed to the office or given to the store manager to be brought to the office. Agencies requesting your information must fax a written release, signed by the employee, to 804-452-4612. All requests will be answered within seven (7) days.

Diversity Deserves Respect

As you'll notice, a variety of people work at this independently owned and operated McDonald's. This is one of our strengths. Sometimes, however, diversity in gender, culture, race, age, and ability can bring misunderstandings. The following are guidelines that will help you work with people who are different than you. Take these seriously. While some of our policies just make good business sense, they are also the law.

EQUAL OPPORTUNITY

We provide opportunities for recruitment, employment, training, development, performance reviews, pay, advancement, and any other aspect of employment based solely on individual abilities and job performance. This policy ensures a practice of equal employment opportunity regardless of race, color, sex, religion, national origin, age, disability, veteran status, or any other prohibited basis.

DIVERSITY AND INCLUSION

Our vision for diversity and inclusion is to leverage the unique talents, strengths, and assets of our employees in order to provide the world's best quick service restaurant experience. We continuously strive to maintain an environment in which everyone feels valued, accepted, and rewarded as an integral part of the team. We encourage employees to understand and recognize difference and to appreciate the contributions that all diverse groups and individuals bring to the system. Our top management believes in the value of a diverse and inclusive work force.

Dress Code and Grooming Policies

Recognizing and respecting the diversity of applicants and our employees, there may be circumstances when The Company provides accommodations to any applicable grooming & appearance standards. Under certain circumstances, federal and state anti-discrimination laws may require the Company to provide a reasonable accommodation to any applicable grooming and appearance standards to accommodate an applicants or employee's religious beliefs and/or physical condition. For example, The Company may be required to allow a male to wear a beard when his religious beliefs require it, or when he has a physical condition that precludes shaving. Similarly, the Company may need to accommodate

requests by employees to wear religious headgear such as headscarves, or long sleeved shirts or skirts. Please consult your manager, human resources representative, or the Owner/Operator, should you believe you require any such accommodation.

Affordable Care Act Notice

Please inform yourself about the Health Insurance Marketplace created by the Affordable Healthcare Act. Depending on your income, and whether or not you qualify for coverage offered by the Company, you may be able to get lower cost private insurance in the Marketplace. However, if you buy insurance through the Marketplace, you may lose the employer contribution (if any) to their health benefits. Please see the attached notice of coverage options for more information.

Employee Rights under the National Labor Relations Act

Nothing in this Handbook is intended to restrict or otherwise chill employees from engaging in the rights afforded to them under Section 7 of the National Labor Relations Act.

Leaves of Absence

There may be times when you need time off from work- sometimes for personal reasons, needs, and sometimes out of need or unforeseen circumstances. We try to respect and accommodate crew needs, however the request may not always be approved due to business reasons. Not all requests for leave can be approved or be excused. If a need for a leave arises, you must obtain approval in advance from your manager. You must also follow the policies and practices regarding absences. Leaves of absence are generally unpaid, unless otherwise provided.

FMLA and Military Leave Policy

The Company provides leave according to the Family and Medical Leave Act of 1993 (FMLA), The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

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

Eligible employees whose spouse, son, daughter or parent is on covered active duty or call to covered active duty status may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service- member during a single 12-month period. A covered service member is:

(1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness*; or

(2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five year-period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness. The FMLA definitions of “serious injury or illness” for current service members and veterans are distinct from the FMLA definition of “serious health condition”.

Benefits and Protections.

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

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

Eligibility Requirements.

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

Definition of Serious Health Condition.

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

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

Use of Leave.

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

Substitution of Paid Leave for Unpaid Leave.

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

Employee Responsibilities.

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

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

Employer Responsibilities.

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

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

Unlawful Acts by Employers. FMLA makes it unlawful for any employer to:

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

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

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

OTHER LEAVES OF ABSENCE -Personal

A leave of absence for personal reasons (i.e. school, family emergency, etc.) may be granted without pay if the request is approved by the owner/operator. You must make your request in writing at least 28 days before the requested leave is to start. Employees on a leave of absence of more than six months in a calendar year shall not be entitled to a vacation in that year. Employees on leave of

absence when a performance/wage review consideration is due will receive their review on the next eligible review date.

Jury Duty

An employee, who is absent because of jury duty summons must provide the company the official summons for jury duty and the anticipated dates/duration of jury duty. Unpaid leave for this service will be granted.

Medical/Maternity

The owner may grant a medical/maternity leave of absence with physician's written report stating why you cannot work and an approximate time of your return to work. To return to work, a doctor's release is necessary. Employees on leave of absence when a performance/wage review consideration is due will receive that review after returning from leave and having worked three months. Medical/Maternity leave is granted without pay.

Employees on a leave of absence of more than six months in a calendar year shall not be eligible to a vacation in that year. Employees absent on leave of absence for three months or more extending from one year to the next shall not be eligible to receive a vacation until they have returned to work and worked at least three months.

Bereavement

Employees may be granted up to 4 days of unpaid leave following the death of an immediate family member. Immediate family means employee's parents, grandparents, children, grandchildren, brothers, sisters, husband, wife, mother-in-law, and father-in-law.

Requests for extensions of leave of absences will be considered on an individual basis.

McDonald's and working students

With a combined total of more than 13,000 restaurants nationwide, McDonald's and many independently owned and operated McDonald's franchised restaurants employ a large number of working students. Along with this leadership comes an important responsibility: to ensure that education and schoolwork are the top priorities of school-age employees. To make sure that students' job experience complements, rather than detracts from, their education, this independent McDonald's franchisee supports the following principles:

1. Education is a significant priority. There is no question that, between your education and employment, education comes first.
2. To make sure that education comes first, this independently owned and operated McDonald's provides flexible working hours to accommodate classes, homework assignments, and extracurricular activities.
3. Grades and school attendance should never be compromised by excessive or late working hours.

4. This independently owned and operated McDonald's provides training programs that help develop students' skills and highlight the importance of responsibility, and self-discipline.
5. This independently owned and operated McDonald's complies with all laws concerning the employment of minors and continues to commit to policies that go beyond local requirements.
6. This independently owned and operated McDonald's takes a leadership role in working with parents, educators, and students on education issues
7. This independently owned and operated McDonald's believes in supporting education by recognizing our employee's scholastic achievements.

Check with your manager about additional rules of conduct, policies, and procedures in your restaurant.

LIMITATIONS ON WORKING STUDENTS

There are federal and state laws that regulate the hours and duties a minor (14/15 year old and 16/17 year olds) can work. This independently owned and operated McDonald's takes its child labor obligations seriously and asks for your cooperation in complying with these obligations. If you have any questions about the laws in your state or related policies and procedures please check with your Restaurant Manager or Owner/Operator.

Non-Discrimination and Harassment Policy

EEO Policy. Above all, the Company values a diverse workforce. The Company's vision for diversity and inclusion is to leverage the unique talents, strengths, and assets of our employees in order to provide the world's best quick service restaurant experience. We continuously strive to maintain an environment in which everyone feels valued, accepted, and rewarded as an integral part of the team. The Company is an equal opportunity employer and complies with all applicable federal, state and local fair employment practices laws. The Company provides opportunities for recruitment, employment training, development, performance reviews, pay, advancement, and any other aspect of employment based solely on individual abilities and job performance. This policy ensures a practice of equal employment opportunity regardless of race, sex, religion, national origin, age, disability, veteran status, or any other status protected by [state], federal, or local law.

Americans with Disabilities Act. The Company makes every effort to ensure that qualified individuals with a disability are not discriminated against with respect to the terms, conditions, or privileges of employment. The Company complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, and all applicable state or local law. Under certain circumstances, these laws require employers to provide reasonable accommodations to qualified individuals with disabilities in various aspects of their employment.

Consistent with these requirements the Company will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship.

Any employee or applicant who requires an accommodation to perform the essential functions of the job should contact the Store Manager, Supervisor, or Owner/Operator and request an accommodation. Once the Company is aware of the request for an accommodation, the Company will engage in an interactive process to identify possible accommodations that will enable the applicant or employee to perform the essential functions of the job. The Company will determine what limitation(s) may prevent

the employee from performing the job, and identify possible accommodations that may resolve the limitation(s). If the accommodations are reasonable and do not impose undue hardship on the Company, or do not present a possible direct threat to the health or safety of others in the workplace or to the individual, the necessary accommodations may be granted. The interactive process described in this policy is a collaborative process. An employee seeking an accommodation shall cooperate with the Company's requests. The Company will also, where appropriate, provide reasonable accommodations for an employee's religious beliefs or practices.

Non-Discrimination & Harassment Policy. the Company strictly prohibits and does not tolerate discrimination against employees, applicants or any other covered persons because of race, color, religion, creed, national origin or ancestry, ethnicity, sex, sexual orientation, gender (including gender nonconformity and status as a transgender or transsexual individual), age, physical or mental disability, citizenship, past, current or prospective service in the uniformed services, genetic information, or any other characteristic protected under applicable federal, Virginia or local law. All employees and representatives are prohibited from engaging in unlawful discrimination. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits and termination of employment.

Unlawful Harassment.

All the Company employees, other workers and representatives, including vendors, customers, and other restaurant visitors are prohibited from harassing employees based on that individual's sex or gender (including pregnancy and status as a transgender or transsexual individual) and regardless of the harasser's sex or gender.

Sexual harassment means any harassment based on someone's sex or gender. It includes harassment that is not sexual in nature (for example, offensive remarks about an individual's sex or gender), as well as any unwelcome sexual advances or requests for sexual favors or any other conduct of a sexual nature, when any of the following is true:

1. Submission to the advance, request or conduct is made either explicitly or implicitly a term or condition of employment.
2. Submission to or rejection of the advance, request or conduct is used as a basis for employment decisions.
3. Such advances, requests or conduct have the purpose or effect of substantially or unreasonably interfering with an employee's work performance by creating an intimidating, hostile or offensive work environment.

The Company will not tolerate any form of sexual harassment, regardless of whether it is:

1. Verbal (for example, epithets, derogatory statements, slurs, sexually-related comments or jokes, unwelcome sexual advances or requests for sexual favors).
2. Physical (for example, assault or inappropriate physical contact).
3. Visual (for example, displaying sexually suggestive posters cartoons or drawings, sending inappropriate adult-themed gifts, leering or making sexual gestures).

This list provides a few examples of conduct that may be considered harassment, but isn't a complete list.

The Company's anti-harassment policy applies equally to other forms of unlawful harassment, and all harassment is prohibited both at the workplace and at employer-sponsored events. The Company strictly prohibits and does not tolerate unlawful harassment against employees or any other covered persons because of an employee's race, color, religion, creed, national origin or ancestry, ethnicity, sex, sexual orientation, gender (including gender nonconformity and status as a transgender or transsexual individual, pregnancy, childbirth, or related medical conditions), age, physical or mental disability, citizenship, past, current or prospective service in the uniformed services, genetic information, or any other characteristic protected under applicable federal, state or local law.

No Retaliation

The Company strictly prohibits and does not tolerate unlawful retaliation against any employee by any employee. All forms of unlawful retaliation are prohibited, including any form of discipline, reprisal, intimidation or other form of retaliation for participating in any activity protected by law. Examples of protected activities include:

1. Lodging a good faith internal complaint (written or oral) with human resources or management specifically opposing unlawful discrimination or harassment, or complaining about violations of wage and hour law (for example, if an employee believes he has been sexually harassed or not paid overtime he is owed).
2. Filing a good faith complaint of unlawful discrimination or harassment with the U.S. Equal Employment Opportunity Commission (EEOC) or in court.
3. Participating in the Company's internal investigation into allegations of sexual harassment.
4. Supporting another employee's internal or administrative complaint of unlawful discrimination (by, for example, testifying or providing an affidavit in support of a co-worker who has filed a discrimination complaint with the EEOC).
5. Requesting an accommodation under the Americans with Disabilities Act or state anti-discrimination statutes.
6. Requesting or taking leave under the Family and Medical Leave Act or filing workers compensation claims.

The examples above are illustrative only, and not exhaustive. No form of retaliation for any protected activity will be tolerated.

Complaint Procedure

The Company is committed to enforcing these policies. However, the effectiveness of our efforts depends largely on individuals telling us about inappropriate workplace conduct. If you feel as though you have been subjected to any conduct that you believe violates these non-discrimination, harassment, or retaliation policies, you must promptly contact your restaurant's General Manager, or if you feel uncomfortable doing so, your Human Resources Representative, Area Supervisor, or Owner-Operator as soon as possible after the offending conduct at 804-458-6500. If you have not received a satisfactory response after reporting any incident of what you perceive to be discriminatory conduct, please immediately contact the Owner-Operator at 804-314-4802. These individuals will ensure that a prompt investigation is conducted.

Your complaint should be as detailed as possible, including the names of all individuals involved and any witnesses. The Company will directly and thoroughly investigate the facts and circumstances of all claims of perceived discrimination and will take prompt corrective action, if appropriate.

Any employee at the shift manager level or higher that observes retaliatory, harassing, or discriminatory conduct as described above must report the conduct to the General Manager, Human Resources Director, or Owner-Operator, so that an investigation can be made and corrective action taken, if appropriate. Failure to do so may result in disciplinary action up to and including termination. If you have any questions regarding this policy or questions about retaliation that are not addressed in this policy, please contact your Owner-Operator.

Zero Tolerance. Any employee, regardless of position or title, whom the Company determines has engaged in discriminatory, harassing, or retaliatory conduct in violation of this policy, will be subject to discipline, up to and including termination of employment.

Social Media Policy

If you participate in online conversations about any McDonald's, its employees, customer or products, it is important that you do it in a way that is safe, appropriate, and legal. The intent of this Policy is not to restrict the flow of useful and appropriate information, but to minimize the risk to you and your coworkers. Nothing in this policy should be construed as limiting employees from discussing wages, hours, and other terms and conditions of employment with other employees or outside parties.

Managers must exercise caution and sound judgment if interacting with subordinates on Facebook or similar media sites. Participating in such forums with subordinates may increase the potential to violate these rules and policies. For example, it may not be sound judgment for Managers to "friend" minor employees under the age of 18.

Managers should not use Facebook, or other external websites for work-related communications.

Do follow the policies discussed in this handbook, including the policies against harassment and discrimination.

Do respect your coworkers' privacy. Do not share in any online communications personal health information about your coworkers or any identifiable information that may raise a security issue. This does not prohibit you, however, from disclosing or discussing personal, confidential information with others, so long as you did not come into possession of such information as part of your formal company duties.

During working time, do not use your cell phone for personal use or to engage in personal online communications.

Do make it clear that your views and opinions are yours and not those of this and/or any other McDonald's when you participate in any online communications discussing McDonald's.

Do comply with all copyright, trademark, trade secret, right to publicity and other intellectual property laws in your online communications. Do not disclose or post trade secrets of McDonald's. Do not disclose sales figures, confidential customer credit card information, guest counts, business plans, how food or marketing promotions to non-employees at any time. Further, nothing in this policy should be

construed as limiting employees from discussing wages, hours and other terms and conditions of employment.

Non-Solicitation Policy

For purposes of this 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.

Solicitation by non-employees and distribution of literature for any purpose by non-employees is prohibited at all times anywhere on company property, including parking lots.

Solicitation by employees is prohibited on company property, including parking lots, during employees' working time or when the employee being solicited is on working time. Working time is the time employees are expected to be working and does not include rest, meal, or other authorized breaks. Solicitation by employees is also prohibited even when not on working time if such solicitation takes place in an area of the store frequented by customers.

Distribution of literature by employees is prohibited on company property, including parking lots, during employees' working time, as defined above, or when the employee receiving the materials is on working time. Distribution by employees is also prohibited even when not on working time if such distribution takes place in an area of the store frequented by customers or in employees' working areas. Company property, including parking lots, must be kept clean and free of litter at all times.

Romance in the Workplace

Employee Relationships.

In order to minimize the risk of conflicts of interest and promote fairness, the Company maintains the following policy with respect to romance in the workplace:

No person in a management or (hourly or salaried) position shall have a romantic or dating relationship with an employee whom he or she directly supervises, or whose terms or conditions of employment he or she may influence (examples of terms or conditions of employment include promotion, termination, discipline and compensation).

Prior Employee Relationships.

To the extent possible, a supervisor or manager who has had a previous romantic or dating relationship with a subordinate or employee whose terms and conditions he or she may influence will not be involved in decisions relating to that individual's promotions, raises, termination or other terms and conditions of employment.

Policy Protocols and Consequences.

Individuals involved in a relationship covered by this policy will be asked to sign a document acknowledging that their relationship is entirely consensual and free from coercion and harassment. At the discretion of the Company, in addition to or instead of demotion, one of the individuals involved in the relationship may be subject to transfer or termination of employment. If transfer or termination is

appropriate, to the extent possible, the Company will give individuals involved in the relationship the opportunity to select one employee in the relationship who will be subject to a change in employment status (transfer or termination). If the individuals involved in the relationship decline to make this decision, the Company will do so. Workplace dating or romantic relationships must not interfere with the working environment.

Crew Job Description

The job duties of any and all crew people will include but are not limited to: Cashiering, cooking, working the drive through window, restocking inventory, assisting in cleaning the store – (kitchen, lobby, restrooms, windows, exterior building, lot, corral, or any other area), or performing any other such duty that the store manager deems necessary.

Open Communication

Communication is essential for good teamwork and learning. This Independent McDonald's Franchisee is committed to doing everything possible to keep communication open between you and your management team. Here are some of the communication tools we use in this restaurant:

RAP SESSIONS

These are small, informal group discussions of ideas, suggestions, and problems. They are held as needed and may be initiated by management or at the request of a crew person.

CREW MEETINGS/SHIFT HUDDLES

At these meetings, we discuss policies, events and promotions, or special situations. We make an extra effort to make sure these meetings are fun and productive for you.

EMPLOYEE COMMITMENT SURVEYS

Your opinions about our restaurant operations are very important to us. So from time to time, we may ask you to participate in an opinion survey. Your responses are always anonymous so that we can assure complete confidentiality. We use the results of the surveys to see how our restaurant is doing and to give us an idea of what improvements we need to make.

YOUR OWN IDEAS

You may have an idea that saves time and energy, or you may have some constructive criticism to offer. Please feel free to share your thoughts with your management team.

OPEN DOOR

At our McDonald's, we keep the door open for communication from any employee. If you feel you are not being heard or if you have a problem you cannot resolve, let your manager know...

Cash Register Policy

1. Every cashier and window person starts with a clean (unused) drawer.
2. Cashier/Window person is to ring only on the drawer assigned to him or her.

3. Any register shortage or overage of \$2.00 or more is a violation of cash controls.
4. If your cash drawer is over or short \$10.00 or more at any time, termination could result. Decision on termination will be made by management after full disclosure of circumstances surrounding the overage or shortage.

5. Over-rings – Any changes to an order by a cashier must be made before pressing the amount-tendered button. Once the cash drawer has been opened, the manager must run an over-ring to change the order. The over-ring must be made before the next order is begun. When a customer changes their order, after you have pushed the amount tendered button, do the following:
 - A. Stop the transaction and call a manager
 - B. Explain the problem to the manager and proceed as directed.
 - C. Sign the over-ring slip as directed by the manager.
 - D. Apologize to the customer for any delays.

6. Customer refunds are to be made by a member of management only and signed by the manager who completes the refund.
7. If a customer has a question or complaint concerning their change, it is to be handled by a member of the management team.
8. Bills over \$20.00 and all travelers' checks are to be handled by a member of the management. All bills \$20.00 and over will be marked by a counterfeit pen for verification.
9. There will be no change made between cashiers. Any change made will be done by a management person.
10. Any instance of under-charging a customer, giving food away, or receiving free food without proper authorization from the store manager may result in termination and leave the employee liable to prosecution by the law. Also, any improper handling of gift cards, gift certificates, or any cashless transaction may result in termination.
11. Each cashier, at the beginning of the shift, may witness his/her cash register drawer being counted. The employee may also witness the drawer count down at the close of their shift. However, the employee must arrive five minutes before scheduled or leave five minutes after scheduled.
12. Cashiers may lock register screen whenever they are away from the register, such as an employee break, cleaning duty, etc. to ensure security.

Violations of any of the above policies that did not warrant a termination will result in the following.

- a. First instance-Written warning and documentation regarding the issue will be placed in employee's permanent file
- b. Second instance-Suspension.
- c. Third instance-Termination

In the event of missing funds, or suspected theft of any kind, the owner operator may request employees to be subjected to a polygraph test. All employees must grant permission to be subjected to a polygraph test upon request of the owner operator. Failure to do so will result in immediate termination.

Security and Safety

This list of rules provides you specific examples to guide you during your employment with McDonald's. This list is not a complete list of prohibited behaviors, as McDonald's cannot anticipate all behaviors that an individual may engage in. McDonald's reserves the right to respond to other situations as warranted. Any violation of McDonald's business policies will result in discipline as described in this document.

The following rules help us maximize the safety of each employee, customer and vendor. They also ensure the security of employees and McDonald's property. Failure to follow these rules could result in termination.

1. Only employees who are working (and/or authorized service personnel) are allowed to be in the restaurant after it is closed for business, or before it opens.
2. Intentionally and maliciously falsifying company business records is prohibited.
3. Misuse and/or unauthorized distribution of BOG Cards, gift certificates, or any other promotional cards or coupons, is a form of stealing and is prohibited.
4. After dark, no employees will open, enter, or exit through an exterior kitchen rear door for any reason except for authorized service personnel and authorized deliveries.
5. McDonald's employees are not allowed to work outside of the store during closed hours.
6. No doors are to be left unlocked or ajar, after customer close.
7. All McDonald's employees are to leave the store using the "Staggered Method of Closing". All McDonald's employees are to open the store using the "Staggered Method of Opening".
8. After the closing crew exits the store to go home, no employee is allowed to-reenter the store, except the opening crew at the assigned opening time. No employee may remain in the store alone. This policy is waived for special situations such as Golden State deliveries and emergencies. The Area Supervisor must be advised and aware of all of these special situations.
9. Do not disclose trade secrets, sales figures, confidential customer credit card information, guest counts, business plans, how food or marketing promotions to non-employees The safe combination must be changed and recorded by close of business after a management termination, transfer, or fill-in management employee leaves. The employee who is in charge of the store is responsible for doing it or having it done. Lending or borrowing of passwords is prohibited.
10. Failure to ring up any sale is prohibited.
11. The cashing of any employee's payroll checks is prohibited unless approved by the store manager.
12. No employee shall drink or be under the influence of alcoholic beverages or illegal drugs while on company premises. Possession or sale of illegal drugs on McDonald's property or the possession of alcoholic beverages on McDonald's property is prohibited at any time.
13. Violating Federal Wage and Hour Laws is prohibited.
14. You must not make a claim of injury or illness that is false.
15. Carrying dangerous or concealed weapons on McDonald's property is prohibited.
16. Do not use profane or abusive language that is insulting, uncivil, malicious or vicious during working time. Employees are responsible for communicating with appropriate business decorum during working hours toward customers and employees. Interference with or failure to

- cooperate in any company investigation is prohibited.
17. Flagrant disregard of company policies will not be tolerated.

Violation of the security and safety requirements will be handled on an individual basis using the progressive action procedure whenever possible. Violation of the policy could result in immediate termination.

Money and Deposit Controls

1. Only managers are allowed possession of store keys and make bank deposits. Individuals who have store keys must be 18 years old or older.
2. All deposits must go directly from the store to the bank. Managers who sign off on the deposit checklist are responsible for all deposit monies being accounted for at the bank.
3. Day deposit must be taken to the bank by 5pm and night deposit must be stored in back of safe and not be visible when safe is open and taken to bank by noon the following day.
4. Cash drawers or money left unattended is prohibited.
5. All monies are to be locked in safe at close.
6. There must not be more than one deposit in the safe at any time.
7. The person in charge of the store must verify all bank deposits within three banking days after the date of the deposit. If the store manager is on vacation, this must be done upon return to the store within three banking days.
8. No monies are to be left in registers unless those registers are in use. Gift certificates are to be treated as cash.

If for any reason the money and deposit controls cannot be followed, a supervisor must be notified immediately.

Disciplinary Review

Any violations of this company policy will result in a disciplinary review. This provides reflective time for the person talking disciplinary action before such actions become final.

Possible Disciplinary Actions

1. Counseling – (can be accompanied by suspension or termination). Boss/subordinate discussion whose purpose is to modify future behavior in a positive direction.
2. Reprimand- A brief written statement setting out the facts of the incident and stating the behavior of the type mentioned may involve more serious disciplinary action.
3. Suspension with documentation- Employee is suspended for a period of time and may return to work on a probation status upon completion of that time period.
4. Termination with documentation- Employee is discharged from working for cause. All terminations should require a 24 hour cooling off period before actual discharge.

Failure to abide by our employee polices will require a course of Disciplinary Action and Values that guide our decisions and behaviors to make sure McDonald's stands above all our competitors and prove a professional and fun environment to work in.

Acknowledgement, Agreement, and Receipt of Employee Handbook

The undersigned hereby acknowledges receipt of a copy of the TCB Management Company Inc. Employee Handbook and agrees to follow the policies and procedures described herein. The undersigned hereby acknowledges and agrees that nothing contained in the employee handbook

including policies, practices, and benefits stated herein are intended to create any contractual right, express or implied, to employment or to any particular term or condition of employment. We retain the right to revise, amend this handbook, or terminate any policy unilaterally without notice at any time, and the employee's continued employment will be deemed acceptance of such revisions and modifications.

X _____

Employee Signature

X _____

Witness Signature

Date: