

Welcome to the TCB Management/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 and TCB V

Hopewell McDonald's #1459

3309 Oaklawn Blvd.

Hopewell, Va. 23860

804-458-0783

Chester McDonald's #3102

12530 Rt 1

Chester, VA 23831

804-748-9051

Emporia McDonald's - #3502

905 Market Dr.

Emporia, VA 23847

434-634-9695

Crossings McDonald's #10800

5214 Oaklawn Blvd.

Hopewell, Va. 23860

804-458-4500

Boydton Plank McDonald's #11795

4914 Boydton Plank Rd.

Petersburg, VA 23803

804-733-7124

Rt 460 McDonald's - #12089

1206 Courthouse Road

Petersburg, Va. 23803

804-861-8048

Rt 10 McDonald's #12120

13131 Kingston Ave. (Route 10)

Chester, Va. 23836

804-530-3453

Waverly McDonald's - #17582

104 North County Drive

Waverly, Va. 23890

804-834-2964

Crater Rd McDonald's 22466

2139 South Crater Rd.

Petersburg, VA 23805

804-861-0655

Skippers McDonald's - #31047

770 Moore Ferry Rd.

Skippers, VA 23879

434-336-1888

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

Jason Wells 804-310-0227

Marquis Byrd 804-731-4401

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 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.
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, area supervisor, or Owner/Operator and they will assist you in receiving pay for all hours worked.

5. Request permission before using the restaurant telephone or cell phone to make personal phone calls.
6. Check the Small Software App regularly for information.
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 not 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 up 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 may 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/disease 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.
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 food borne 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.

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, Area Supervisor, 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, Area Supervisor, 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 Alliance Payroll Portal. 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.

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 olds 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.

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 into the drop safe or smart safe. Managers who sign off on the deposit checklist are responsible for all deposit monies being accounted for at the bank.
3. Cash drawers or money left unattended is prohibited.
4. All monies are to be locked in safe at close.
5. 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 policies 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.

TCB MANAGEMENT CO. POLICY AGAINST DISCRIMINATION, HARASSMENT, AND RETALIATION

TCB Management Co. independently owns and operates this McDonald's brand restaurant and is your employer, not McDonald's Corporation or McDonald's USA. TCB Management Co. cares 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.

Coleman Bishop – Owner/Operator – coleman.bishop@partners.mcd.com 804-314-4802

Jason Wells - Director of Operations – jwells.tcbmcd@gmail.com – 804-310-0227

Kim Britt – People Experience Leader – kbritt.tcbmcd@gmail.com – 804-458-6500

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 [insert individual(s) or titles] 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 [insert individual(s) or titles] [insert individual(s) or titles] 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 [insert individual(s) or titles].

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 TCB

Management Co. 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.

TCB Management Co. Workplace Violence Prevention Policy

TCB Management Co. independently owns and operates this McDonald's-brand restaurant and is your employer, not McDonald's Corporation or McDonald's USA. Here, at TCB Management Co., 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:

- o Hitting, punching, kicking, pushing, or inappropriately touching another employee or a guest

- o Bullying or harassment directed at one employee by another employee, even if the behavior happens away from the restaurant during non-work hours

- o Bringing a firearm or other dangerous weapon to work

- o 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

- o Posting inappropriate materials on social media sites that offend other employees or embarrass McDonald's

- o Any form of sexual harassment, including inappropriate comments or jokes, unwelcome touching, sexual advances, or sexual assault

- o Bothering someone with an excessive number of unwanted visits or communications, or by following them outside of work

- o Any belligerent speech or behavior, or excessive arguing or profanity

- o Possessing, consuming, selling, or distributing alcohol or illegal drugs, including marijuana, in the workplace

- o Intentionally damaging Company property or the property of another employee or guest

- o 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

Coleman Bishop – Owner/Operator – coleman.bishop@partners.mcd.com 804-314-4802

Jason Wells - Director of Operations – jwells.tcbmcd@gmail.com – 804-310-0227

Kim Britt – People Experience Leader – kbritt.tcbmcd@gmail.com – 804-458-6500

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 TCB Management Co. 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 Owner Operator, Coleman Bishop 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 Owner/Operator, Coleman Bishop and provide him 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 TCB Management Co. Workplace Violence Policy

Why did TCB Management Co. 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?

TCB Management Co. 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**.

Coleman Bishop – Owner/Operator – coleman.bishop@partners.mcd.com

804-314-4802

Jason Wells -Chief Executive Officer– jwells.tcbmcd@gmail.com

804-310-0227

Marquis Byrd – Director of Operations – marquis.byrd@us.stores.mcd.com

804-731-4401

Kim Britt – People Experience Leader – kbritt.tcbmcd@gmail.com

804-458-6500

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. TCB Management Co. 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, TCB Management Co. 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 this Restaurant's HR and Safety and Security personnel.

- 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 this restaurant's General Manager of the situation as soon as you can.

Immediately notify Owner Operator, Coleman Bishop if you apply for or obtain a temporary or permanent Protective Order or Restraining Order that includes company premises.

INVESTIGATION PROTOCOL FOR TCB MANAGEMENT CO.

This McDonald's-brand restaurant is independently owned and operated by TCB Management Co. which is the sole employer of its employees, not McDonald's Corporation or McDonald's USA.

Here at TCB Management Co., we are committed to providing our employees with a respectful, safe, and inclusive work environment. As part of that commitment, we take concerns and complaints raised by our employees seriously, we provide employees with information regarding the investigation process and resources available to them, we take appropriate steps to ensure the employee's safety in the workplace, and we conduct a prompt investigation. All complaints will be taken seriously and investigated thoroughly and fairly. Our policies – and the law – prohibit any type of retaliation against someone who, in good faith, makes a complaint or participates in an investigation of a complaint.

It is critical to understand our organization's investigation protocols. These protocols, which are detailed below, apply when an employee of our organization makes an informal or formal complaint or raises a concern about a possible violation of our policies.

While each step in the investigation is dependent on the specific circumstances involved, all complaints will be taken seriously and investigated thoroughly and fairly. All employees who raise complaints or concerns regarding a possible policy violation are protected against retaliation.

Conducting a Prompt, Thorough Investigation

Under TCB Management Co. Policy Against Discrimination, Harassment and Retaliation— as well as under many laws – we must investigate complaints (alleging violation of our policy against harassment, discrimination, retaliation, as well as other policies) in a timely manner. Investigations provide us with the information to understand and resolve internal problems quickly and, if necessary, take appropriate corrective actions to stop inappropriate behaviors or potentially illegal actions and prevent them from happening in the future. Investigations are critical to ensure policies are followed, and the work environment is free from discrimination, harassment, and retaliation.

Responding to complaints and promptly investigating not only gives us the best information to address workplace issues, but enhances our credibility as an organization and ensure that all employees, supervisors and managers are working together to maintain a respectful workplace, free from discrimination, harassment, and retaliation. Additionally, the investigation serves as a record of the information known to the organization at the time, which may be relevant in connection with any later matters, including complaints or litigation.

Each investigation will have unique facts and considerations, but all investigations must be conducted promptly, thoroughly, and without bias. Below, we have set forth below steps that our organization should consider when an employee makes an informal or formal complaint or raises a concern about a

possible violation of our policies, or we otherwise receive information that a policy violation may have occurred.

The below guidance is designed to assist in conducting an investigation. Remember, an investigation is required whether or not the person who raises a complaint does so in writing or verbally, is an employee or third party, expresses their opinion that they do not want an investigation to occur, and whether or not they are making a “formal” or “informal” complaint. If our organization has information from which a reasonable person would conclude that a policy violation may have occurred, we should conduct an investigation.

First, Ensure Confidentiality, to the Extent Possible, and Inform Employees

Our organization should protect the confidentiality of employee complaints and concerns to the best of our ability, but at the same time, we must conduct a prompt and thorough investigation. It may not be possible to keep all information gathered from the complainant confidential as it may be needed to fully investigate the allegations raised.

We should explain to the person raising the concern and all individuals involved in the investigation that the information gathered will remain confidential to the extent possible. There are circumstances that may require the Company to provide information about complaints to others, including third parties, and the information may need to be disclosed during the investigation and during consideration of corrective or other related actions.

For example, it is appropriate to explain to the person who raises a complaint that, in order to conduct an effective investigation, some information will be revealed to the person accused of wrongdoing and potential witnesses, but that information will be shared only on a "need to know" basis. We should not promise absolute confidentiality to any person involved in the investigation.

Consider Whether Interim Steps Are Needed

One of the first considerations is whether we need to take immediate measures to protect the person raising the complaint or others. During the investigation, we should take appropriate steps to ensure our employees' safety in the workplace. Those steps are dependent on the circumstances, and may include removing the person alleged to have engaged in inappropriate conduct from the workplace (such as through a temporary reassignment or leave for the person who allegedly violated the policy), immediate directions to stop certain behaviors or from interactions with certain employees, employee training, providing supportive resources to an individual adversely affected by another employee's behaviors, and/or employee counseling.

Separating the person accused of violating the organization's policies from the person raising the complaint may be necessary to guard against continued policy violations. While actions such as a leave of absence, a suspension, a temporary reassignment or transfer, or a schedule change may be appropriate, it is important that our organization be thoughtful that the person raising the concern

should not be involuntarily transferred or burdened. These types of actions could appear to be retaliatory and result in a retaliation claim. Our organization and the person raising the concern must work together to arrive at a mutually agreeable solution.

Our organization may seek legal advice when a complaint comes in to help determine what best next steps are and prior to making any decisions. In addition, in certain circumstances, the subsequent investigation that takes place may be covered by the attorney-client and attorney work product privileges. EPLI or our organization's labor attorney can help us with this.

Selecting the investigator

A neutral person with the time and ability to investigate the issues promptly, thoroughly, effectively, and in a neutral manner should conduct the investigation. That investigator may be affiliated with our organization or a third party, depending on the circumstances. The investigator will interview the employee raising the complaint or concern, possible witnesses and the person who allegedly engaged in

the conduct that may violate the Policy. The investigator will also review relevant information and documents.

In choosing an appropriate investigator, our organization should consider the following:

- An ability to investigate objectively without bias.
- Whether the person has a stake in the outcome. The investigator should not have a personal relationship with the involved parties. The outcome should not directly affect the investigator's position within the organization.
- Whether the person has the skills to obtain appropriate information in a manner that is consistent with sound investigation techniques, including an understanding of relevant areas of inquiry and good interviewing, listening and documentation abilities.
- Strong interpersonal skills to build a rapport with the parties involved and to be perceived as neutral and fair.
- Attention to detail.
- The right temperament to conduct interviews.

In addition, the investigator should be able to maintain confidentiality to the extent possible, be respected within the organization (because their conclusions will be used to make a determination), and have the ability to act as a credible witness if needed.

Get Ready for the Investigation -- Create and Review the Plan

To conduct an effective and thorough investigation, it is important to prepare an investigation plan. An investigation plan would typically include a statement of the alleged policy violations, a list of relevant fact issues, a list of documents to be collected and reviewed, a list of witnesses to be interviewed, potential interview questions targeted to draw out the key information and details, and a process for retention of documentation (e.g., interview notes and e-mails that could be treated as evidence). The

number of days and amount of time it takes to complete a thorough investigation will vary depending on the circumstances. The Equal Employment Opportunity Commission (EEOC) provides guidelines and definitions to on specific topics such as sexual harassment and discrimination which you may wish to consider in developing your plan. This is also another area where we may want to seek legal advice from EPLI or our organization's labor attorney.

Developing Interview Questions and Deciding Whom to Interview

Typically, the investigator should interview the complainant, the alleged wrongdoer, and third parties who could reasonably be expected to have relevant information (e.g., people who may have witnessed any alleged inappropriate conduct or policy violations). The investigator should refrain from offering their opinion during the interviews and focus on gathering information from the individual.

Questions should be developed ahead of time in the planning stage. Additional questions may be added throughout the investigation as more evidence and information are shared. Good questions are relevant to the alleged conduct or potential policy violation and designed to draw out facts without leading the interviewee to a particular answer; they should be open-ended so that the interviewee is in a position to provide as much information as possible. The EEOC has sample investigation interview questions¹ (in Section V of the EEOC's Guidance) which are included below for your consideration.

Questions to Ask the Complainant and Witnesses

The following are examples of questions that may be appropriate to ask the parties and potential witnesses. These sample questions are reprinted from the EEOC's website for your consideration. In an actual investigation, the questions should be tailored to the particular concern raised.

Questions to Ask the Complainant:

- Who, what, when, where, and how: Who committed the alleged harassment? What exactly occurred or was said? When did it occur and is it still ongoing? Where did it occur? How often did it occur? How did it affect you?
- How did you react? What response did you make when the incident(s) occurred or afterwards?
- How did the harassment/discrimination/other affect you? Has your job been affected in any way?
- Are there any persons who have relevant information? Was anyone present when the alleged harassment/discrimination/other occurred? Did you tell anyone about it? Did anyone see you immediately after episodes of alleged harassment/discrimination/other?
- Did the person who harassed/discriminated/other against you harass anyone else? Do you know whether anyone complained about harassment/discrimination/other by that person?
- Are there any texts, IMs/chats, notes, physical evidence, or other documentation regarding the incident(s)?
- How would you like to see the situation resolved?
- Is there anyone else that you think it would be helpful for me to talk to?
- Do you know of any other relevant information?

Questions to Ask the Alleged Harasser/Person Accused of Wrongdoing:

- What is your response to the allegations?

- If the harasser/person accused of wrongdoing claims that the allegations are false, ask why they think the complainant might lie.
- Are there any persons who have relevant information?
- Are there any texts, IMs/chats, notes, physical evidence, or other documentation regarding the incident(s)?
- Is there anyone else that you think it would be helpful for me to talk to?
- Do you know of any other relevant information?

Questions to Ask Third Parties:

- What did you see or hear? When did this occur? Describe [the alleged harasser's/wrongdoer's] behavior toward the complainant and toward others in the workplace.
- What did the complainant tell you? When did s/he tell you this?
- Do you know of any other relevant information?
- Are there other persons who have relevant information?

The above information was reprinted from the EEOC's website for your consideration.

It may be also appropriate to review information or documents before developing questions or beginning to interview any potential witnesses. Consider whether that information will assist you in preparing for the interview process.

Conducting Interviews

In each interview, provide the interviewee with relevant background information about the process, the importance of the organization's policies, the level of confidentiality applicable, available resources, and the organization's requirement that no one be retaliated against for participating in the investigation.

The investigator should focus on being impartial and objective to gather and consider relevant facts. It is important NOT to push the investigation in any particular direction or pre-judge the allegations before

or during the fact gathering stage. The investigator should never offer any opinion or say anything to interviewees that will discredit his or her impartiality. Objectivity must be maintained with every interview.

Taking notes, looking for inconsistencies, and seeking opportunities for more evidence and names of other potential witnesses should be a consideration as well.

Investigators should review relevant information in an attempt to determine employees' credibility where material fact disputes exist. Interviews might provide differing accounts and even conflicting versions of the events. Be aware that the issue is very personal to employees involved. Because of the personal and emotional nature of the issue, their individual perceptions of what happened may be impacted by personal interests, or if their jobs are on the line, they may have a motive to not provide complete and/or accurate information. Investigators must consider the credibility of the individuals being questioned during an investigation and use techniques (e.g., inherent plausibility, ability, demeanor, motive, motive to falsify, corroboration, past behavior and past accusations) in assessing credibility.

Factual Findings

Through the investigation, the investigator must be careful not to jump to any conclusions before all the facts are available. Once the interviews are conducted, other necessary procedures, such as evidence collection, should be completed. Once any credibility issues have been resolved, the investigator will evaluate all the information for a formal recommendation.

Following the completion of the investigation and the determination of any factual findings regarding the issues alleged, the information will be reviewed by the designated decision maker to determine what prompt remedial action should be taken, if any, and to conclude the investigation.

If the investigation confirms that our organization's Policy Against Discrimination, Harassment and Retaliation has been violated or that inappropriate conduct has occurred, we should take appropriate timely actions to ensure the conduct does not continue and to remedy any past inappropriate behaviors. 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 a spectrum of corrective actions with respect to the employee who violated the Policy, 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. We must consider all the parties involved, as well as organizational processes, not just whether the allegations are substantiated, in the final determination. The decision maker may seek the advice of others, including EPLI consultants and resources as well as other labor attorneys to finalize the remedial actions that are warranted based on the investigation's findings.

Investigation Closure

Once a decision is made, we should notify both the employee who raised the concern and the person accused of wrongdoing of the outcome of the investigation. It is important to let the employee who raised the concern know that the organization took the complaint seriously and took appropriate action, as determined by the investigation's findings and other relevant information. We should do our best to ensure the employee raising the concern agrees that they have been properly heard and understood, even if they may not be in agreement with the results. The investigator should set a time frame to follow up with the employee raising the concern to ensure there are no other issues and that they are settling back into the work environment without fear of retaliation. We should encourage communication and follow-up until the complainant is comfortable again. Finally, the investigator should remind all parties to preserve confidentiality as appropriate.

Additionally, after the investigation of the employee's complaint is completed, if they have any continuing concerns or wish to provide additional information about their complaint or any other situation that makes them feel uncomfortable, we should encourage the employee to reach out to HR or another resource for our organization.

Also, if the employee feels like they are being retaliated against, punished, or treated poorly after they made a complaint, they should reach out to one of our organization's available resources immediately so that the employee's concerns can be reviewed and appropriate action taken.

Written Summary of Investigation Results

The information obtained during the investigation should be retained in a manner in which it can be available in connection with later potential employment issues as well as any later reviews by an administrative agency or a court, as well as in compliance with local laws regarding record retention. In addition, our organization should consider, given the nature of the allegations and investigation, whether it is also appropriate to preserve information regarding the scope of the allegations, the investigation, and factual conclusions in a written report. EPLI or our organization's labor attorney can help us with this.

A best practice is to keep an accurate and complete record of everything reviewed, such as statements, documentation of previous employee behavior, and incidents and your notes as an investigator. The investigator should have a record of everything done and any findings as well as other steps taken during the investigation. We should also document interviews with the person raising the concern, the person accused of wrongdoing, and any third parties or witnesses interviewed.

Investigators should ensure their notes from interviews are as factual as possible, contain as much relevant information as possible, are dated and indicate the duration and time of the interviews.

The following information is typically included in the investigation record:

- o The incident being investigated, with dates and location.
- o The individuals involved.
- o Key factual findings and credibility determinations.
- o Applicable policies or guidelines.
- o Summaries of witness information or statements or witness interview notes or statements attached.
- o Specific factual findings.
- o The name of the interviewer and decisionmaker.
- o Issues that couldn't be resolved, to the extent that these exist, and the reason for the lack of resolution.

- o Actions taken (e.g. termination of employment, suspension, verbal warning, re-training, etc.)

We want to ensure that the investigation file contains all information a third party would need at a later date to understand the work the investigator did and the reasons for the findings and conclusions/ actions taken. Sometimes a matter is reviewed by a third party such as a court, jury, or government agency. It is important that the investigation file is complete and accurate and contains all of the information necessary for the reviewer to understand our organization's prompt actions to investigate, make factual findings, and take action with respect to the issues raised.

Our organization's paramount concern is that our employees know that we care about them and the experience they have working here. As we conduct investigations, it's important that we remember that 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.

WORKPLACE INVESTIGATIONS: CHECKLIST

Who should do the investigation?

- o HR
- o Owner Operator
- o EPLI/Labor Attorney
- o Manager
- o Other: _____

What policy/policies does the organization have that the person doing the investigation should review? This should be tailored to the concern being raised.

- o Policy Against Discrimination, Harassment and Retaliation or Safe, Respectful and Inclusive Workplace Policy
- o Workplace Violence Policy
- o Drugs/Alcohol
- o Dating/Nepotism/Fraternization/Dress Code
- o Fraud
- o Other: _____

How should the investigator confirm that the parties received/knew about the organization's policy?

- ☐ Policy with Signed Acknowledgment
- ☐ Training Tracking for Training that Included the Policy
- ☐ Poster with Policy Included
- ☐ Prior Discipline With Individuals Regarding Policy
- ☐ Other: _____

What other information or documents should the investigator consider reviewing before interviewing the parties? (This should be tailored to the concern being raised.)

- ☐ Applicable policies
- ☐ Prior discipline/performance documentation
- ☐ Timesheets
- ☐ Security Footage
- ☐ Texts/Voicemails/Emails
- ☐ Other: _____

Who should the investigator interview?

- ☐ Person raising the complaint/concern
- ☐ Witnesses/anyone identified by the person raising the complaint/concern as having relevant knowledge
- ☐ Person accused of the policy violation
- ☐ Witnesses/anyone identified by the person accused of the misconduct as having relevant knowledge
- ☐ Anyone who may have experienced similar conduct by the accused
- ☐ Any other person who has relevant information
- ☐ Anyone who may have observed the incident (e.g. coworkers)
- ☐ Other: _____

The investigator may need to go back and re-interview individuals as additional information is learned.

Where should the investigator conduct the interviews?

- ☐ Manager's office
- ☐ Private area of the restaurant
- ☐ Remotely or off-premises (e.g. Organization's office, hotel conference room, another restaurant)
- ☐ Other: _____

How should the investigator contact the individuals for the interviews?

- ☐ Tell them in person
- ☐ Call them
- ☐ Email them
- ☐ Leave a voicemail
- ☐ Other: _____

How should the investigator prepare for the interviews?

- ☐ Prepare an interview introduction
- ☐ Prepare an outline of questions – open ended questions are more likely to draw information out of individuals
- ☐ Practice introduction and questions
- ☐ Review policies that are potentially applicable to make sure you are familiar with them
- ☐ Decide how investigator is going to document information learned during the investigation
- ☐ Other: _____

How should the investigator start, conduct, and end the interviews?

- ☐ Thank the individual for participating in the investigation
- ☐ Discuss the purpose of the investigation
- ☐ Discuss confidentiality to the extent possible by the organization, and whether confidentiality is requested in the specific situation of the interviewees

o Discuss the organization's anti-retaliation policy and resources and contact persons for any questions the interviewees have about the process or the investigation

o Ask questions relevant to the allegations

o Listen to how each person interviewed responds

o Ask any necessary follow up questions

o Ask each person if there is any additional information they would like to share on the topics that you have been discussing that you have not already covered

o Thank the individual for participating in the investigation and let them know you will follow up once the investigation has been concluded

o Other: _____

What about the interviews should be documented and how?

o Person being interviewed

o Location/date/time

o Information learned during the interview

o Any post-interview notes

o Other: _____

What additional work is necessary to make a final determination?

o Have all relevant individuals been identified and interviewed?

o Have you summarized the investigation and your findings?

o Do you need to collect any additional information?

o Have you consulted with EPLI or your labor attorney? (It is best to do this at the START of an investigation and at other times as appropriate.)

o Other: _____

How does the investigator make factual findings relating to alleged policy violations?

o Review your investigation and findings

o Re-read interview notes

- o Assess individual's credibility
- o Consider plausibility – is the individual's version of the facts believable? Does it make sense?
- o Demeanor – Does the witness seem to be telling the truth?
- o Motive – Does the person have a reason to lie?
- o Corroboration – Are there documents or other witnesses that support the individual's version of events?
- o Past conduct – does the alleged wrongdoer engaged in inappropriate conduct?
- o Assess relevant information/documentation collected (e.g. what does security footage show or what do text messages show?)
- o Review disciplinary documents or performance records
- o Review any past complaints involving the person accused of the policy violation/person raising the concern or complaint
- o Other: _____

How does the investigator document their factual findings?

- o Cite relevant policy provisions
- o Maintain notes and documents/information reviewed in an appropriate file
- o Describe the original concern/complaint
- o Describe the nature of the violation/conduct
- o Describe analysis
- o Other: _____

How does the investigator or the decision-maker determine what is the appropriate action to take?

- o Consider impact to employees
- o Review actions taken in past instances of similar conduct
- o Review any discipline policies (e.g. progressive discipline policy)
- o Other: _____

Consider whether given the nature of the allegations it is an investigation that should be documented

FOLLOW UP with the parties (person raising the concern, person accused of misconduct, witnesses) involved in the investigation and MONITOR for any potential future misconduct or retaliation.

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

Date