

Welcome



Welcome to the Welburn Family!

EMPLOYEE HANDBOOK

Revised January 2, 2022

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INTRODUCTION



Welcome to the Welburn Management Family. We say that because our company is unlike any other. We truly care about the employees that work for us and think of them as family.

Since 1983, Craig and Diane Welburn and their family have owned and operated McDonald's family restaurants. Not only do we treat our employees like family, we share our love with our guests and the communities in which we serve. As a part of our family we know you will want to do the same. To get started, we would like to share a little more about who we are, what we stand for, strive for and the values that encompass our brand.

MISSION

Our aim is to serve quality food, in a family friendly environment, with superior customer service while also giving back to the local community surrounding each of our restaurants.



VISION

We seek to operate an innovative and efficient quick-service restaurant management company that exceeds the highest standards of excellence, while recognizing those that made it all possible. We aim to applaud the outstanding accomplishments of all members of our team.



CORE VALUES

Collaboration - We are an organization that thrives on creativity by sharing knowledge, learning and by the intersection of common goals.

Innovation - We constantly seek to utilize the most up to date technology in order to enhance our customers' experience in our restaurants.

Integrity - We take great pride in doing the right thing while operating our business, whether it is for our employees, customers, vendors or partners.

Service - Customer service, community service and service to those who have worked hard to represent the company in a positive light are the heart of our organization.

Excellence - We work tirelessly to improve. We desire to grow strategically, without compromising our high standards and values.

BENEFITS & PAY



Training & Growth



Flexibility



Community & Family



Pay & Benefits

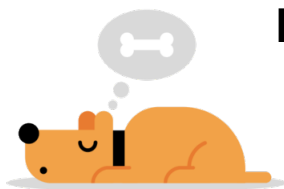
PAY PERIODS, PAYCHECKS & PAY CARDS

Our pay period cycle runs from Sunday to Saturday and the cycle is two weeks long. Payday is every other Monday.

Everyone has the option to sign-up for Direct Deposit or to receive a pay card, which will be provided to you on the first day of employment.



BREAKS



Breaks are 30 minutes long and must be issued and approved by the manager of the shift. You must clock out prior to placing your meal order.

EMPLOYEE MEALS

As a benefit to our employees, we offer a free meal to our employees who work a scheduled shift. To continue to offer this benefit to all employees, the following conditions apply:

1. The manager on duty must ring up all employee meals.
2. All breaks must be taken in the designated crew areas, not in the customer service area.
3. A meal consists of any Medium Combo Meal (sandwich, fry and soft drink) and a dessert. A salad may be substituted for a sandwich and fry.
4. Receipts must be signed by the employee.



INSURANCE

We offer medical, dental, vision, life insurance, short-term disability (STD), and long-term disability (LTD) to all employees after 30 days of employment.

BENEFITS & PAY

LEAVE

Welburn Management provides vacation/paid time off (PTO) and sick and safe leave to eligible employees. All leave accrual begins after completion of the first full month of employment.



SICK AND SAFE LEAVE

In accordance with the provisions of the District of Columbia's Accrued Sick and Safe Leave, employees are entitled to earn sick and safe leave at the rate of 1 hour of paid leave for every 37 hours that the employee works, per year.

In accordance with the provisions of Maryland's Earned Sick and Safe Leave, employees are entitled to earn sick and safe leave at the rate of 1 hour for every 30 hours that the employee works up to a maximum of 40 hours, per year.

Although Delaware and Virginia do not currently have laws regarding paid sick leave, Welburn Management also provides these employees with 5 days of PTO too. This will accrue at a rate of 1 day for every 2.5 months, per year.

FAMILY AND MEDICAL LEAVE ACT (FMLA)

You may be eligible for job-protected leave under the federal Family and Medical Leave Act (FMLA), as well as leave under applicable state and local leave laws. FMLA allows you time off (up to 12 work weeks) of unpaid leave for certain personal and family needs. Eligibility is based on:



- 🍔 Having been employed with Welburn Management for at least 12 months.
- 🍔 Having worked a minimum of 1,250 hours in the preceding 12 month period.

401(k) PROFIT SHARING PLAN

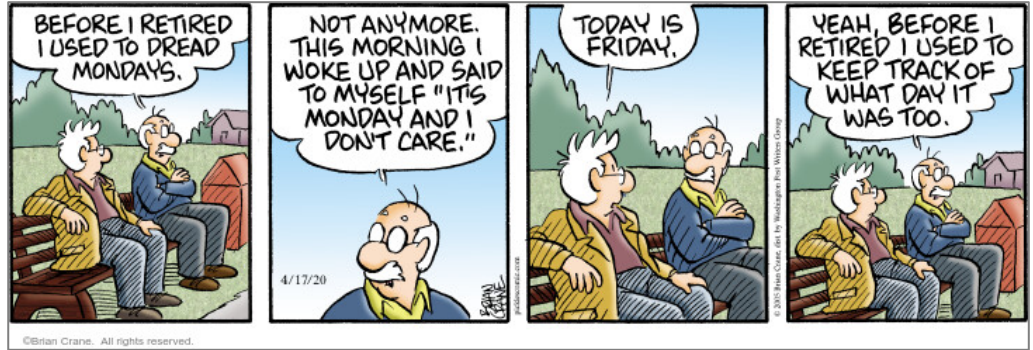
To meet the long-term savings and retirement needs of our employees, we offer a 401(k) plan. This plan is an investment tool that includes employee contribution and employer matching contributions. Welburn Management funds the management of this benefit for their employees. The amount you choose to invest will be automatically deducted from your bi-weekly paycheck and invested for you, based upon the allocations you select.

BENEFITS & PAY

401(k) PROFIT SHARING PLAN (continued)

The plan is open to all employees who are employed by Welburn Management who meet the minimum eligibility requirements: a) employees must be **21 years** of age, b) have one **(1) year of continuous service** and c) must also have **1,000 hours of service in the previous year** working for Welburn Management.

You're always fully (100%) vested in your **Elective Deferral Account, Rollover Contribution Account and Qualified Non-Elective Contribution Account.**



Matching Contribution Account

Your interest in your **Matching Contributions Account** will vest based upon your years of vesting service (defined below) in accordance with the following schedule:

YEARS OF VESTING SERVICE	VESTED PERCENTAGE
Less than Two Years	0%
Two Years but less than Three Years	20%
Three Years but less than Four Years	40%
Four Years but less than Five Years	60%
Five Years but less than Six Years	80%
Six or More Years	100%

However, if the company must make a matching contribution to your account in order to satisfy certain non-discrimination tests, required by the Internal Revenue Code, you will be 100% vested in those matching contributions as well.

BENEFITS & PAY



What Is It?

Archways to Opportunity, is a comprehensive education strategy with multiple programs that give employees an opportunity to grow and learn – no matter where they are on their journey.

Programs are available to McDonald's employees and the employees of participating independent franchisees. Here are just a few ways *Archways to Opportunity* can help employees on the path to success:

- Improve English skills
- Earn a high school diploma
- Work toward a college degree
- Get help from an advisor on making education or career plans



FREE ADVISING

talk with and advisor to create a custom plan



HIGH SCHOOL DIPLOMA

Earn your high school diploma on your time with *Career Online High School*



TUITION ASSISTANCE

Tuition for your school or *College Connection* for an affordable path to a 2-4 year degree.

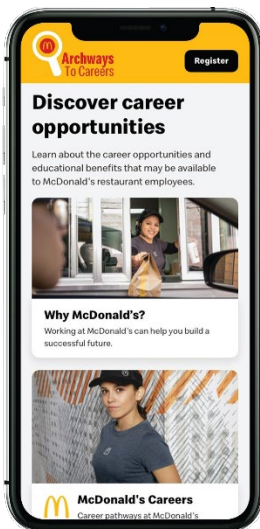


ENGLISH AS A 2ND LANGUAGE

Learn speaking, listening, reading & writing skills.

- **6 MONTHS - must be employed with us for at least 180 days**
- **AVERAGE HOURS PER WEEK –**
 - Crew – 15+ hours per week
 - Managers – 30+ hours per week
- **GOOD STANDING - must be in good standing with us**

For more information about the *Archways* Program: www.ArchwaystoOpportunity.com



McDonald's **Archways to Opportunity**® offers educational programs to eligible employees at participating restaurants.



Increased access to education for nearly **55,000** people



© 2020 McDonald's, McDonald's Agency 123 - 19673 A
Most McDonald's restaurants are operated by independent franchisees who are independent employers, and set their own employment policies and practices, including pay and benefits for the people working in their restaurants. McDonald's does not control the independent franchisees' employment policies and practices and does not employ those working at franchised restaurants.

39,000+
Restaurant employees awarded **College Tuition Assistance**



ALMOST **900**

Graduates in the **Career Online High School Program**

7,400+
GRADUATES
from **English Under the Arches**® since 2007



\$100 MILLION+
Awarded in High School and College **Tuition Assistance**

BENEFITS & PAY

MANAGERS

Our primary goal is to serve our customer and satisfy their needs. As a licensee of the McDonald's system, we are required to meet certain standards and it is the intent of Welburn Management to not just meet, but rather to exceed these requirements.

General managers are paid on a salary basis. The benefits package is intended to allow our managers and staff to improve their lifestyle and participate in the success of our company. These benefits are designed to reward outstanding contributing members of our team and to allow them opportunities for personal growth and advancement.



BONUSES

The bonus program is open to all store management and certified swing managers. The goals for achieving bonus are outlined annually and will be shared with you by your supervisor.

VACATION/PAID TIME OFF (PTO)

Certified Swing Managers will receive one week of vacation/(PTO). This time will accrue annually. General Managers will accrue vacation/PTO time based upon their tenure:

YEARS OF SERVICE	VACATION TIME
1 – 5 Years	2 Weeks
6 or More Years	3 Weeks

JOB REQUIREMENTS

WORK SCHEDULE

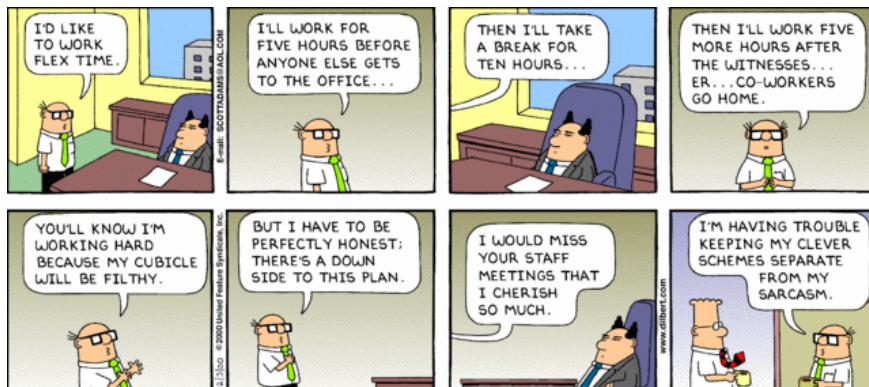
Your work schedule will be set up to meet both your needs and availability and the needs of the restaurant, at the time of your interview.

If there is a change in your availability, it is the employee's responsibility to inform the manager.

Management schedules will be completed monthly, the last week of the month for the following month.

Every attempt will be made to give each manager a weekend off each month; however, receiving a weekend off is not a guarantee.

Additionally, the managers will try to give the staff 2 consecutive days off when completing the schedule.



Managers will be expected to arrive at work several minutes before their shift is scheduled to start and to be prepared to begin their shift at the scheduled time. If for any reason a manager is not going to be able to work their scheduled shift, they are expected to notify the store manager at least 8 hours before the start of their shift is to begin.

TIME OFF



"The Principal suspended me — School is the only place in the world where you can get time off for *bad* behavior."

You must request time off **IN WRITING** a minimum of **two (2) weeks** prior to your **requested time off needed**.

It is the employee's responsibility to monitor the schedule to make sure he/she is not scheduled on a requested day off. Your request for leave must be approved by your manager.

If you are sick and cannot work, please give at least 8 hours' prior notice, so we can replace you on your shift.

JOB REQUIREMENTS

TARDINESS/ UNEXCUSED ABSENCE

Your team depends on you to show up to work your shift. If you fail to show up on time or miss a shift without prior management permission, you will be subject to disciplinary action. The disciplinary actions are warnings, suspensions, and terminations.

UNIFORMS

We will provide you with uniforms that consist of shirts, hat or visor. These are provided at no additional cost to you. We ask that you wear black pants with your uniform.

All restaurant employees are required to wear flat leather, slip-resistant shoes. Canvas shoes or open-toe footwear are prohibited.

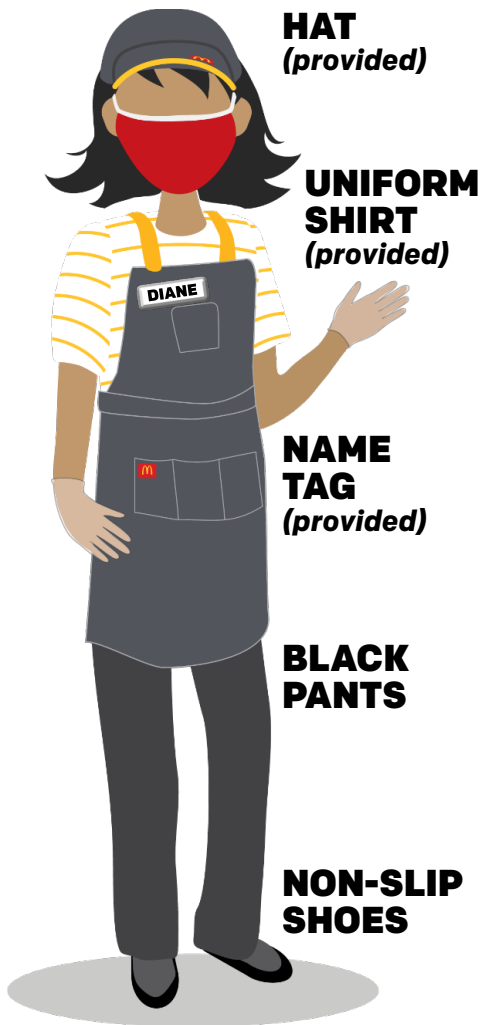
All uniforms are to be returned to the general manager or manager on duty prior to receiving your final paycheck.

PERSONAL APPEARANCE

We expect all management and crew to present a clean, well-groomed, and professional appearance.

This includes:

- Clean pressed uniform
- Hat or Visor
- Clean hands and fingernails
- Restrained hair
- **NO** facial piercings
- Men are permitted to have a well-groomed mustache only. **NO** excessive facial hair.



HAT
(provided)

UNIFORM SHIRT
(provided)

NAME TAG
(provided)

BLACK PANTS

NON-SLIP SHOES

BE NICE



BE CLEAN



BE FAST



GET IT RIGHT



MAKE IT RIGHT



JOB REQUIREMENTS

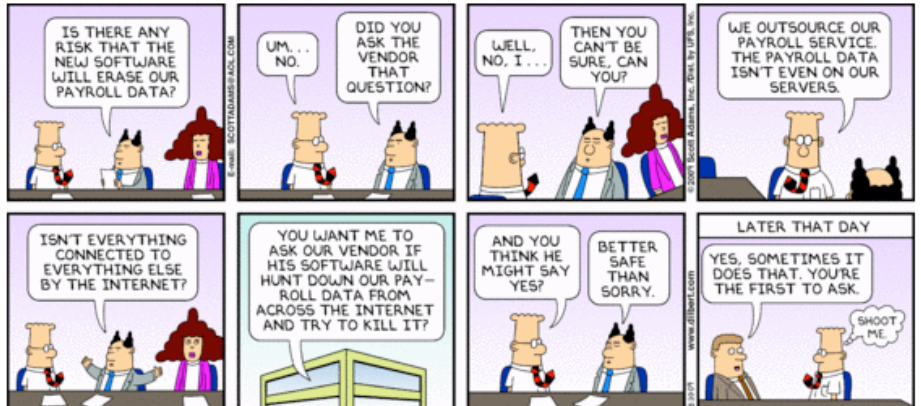
MANAGERS

PAYROLL RESPONSIBILITIES

Managers are responsible for completing their store payrolls.

This Includes:

1. Editing the time punches on a daily basis (*APPROVED MANAGERS ONLY*).
2. Vacation used must be communicated to supervisors by Sunday at 5 pm after the close of payroll.
3. Termination codes on transmittal sheet.
4. Complete a status sheet on all new hires, transfers and rehires. (Completed with all pertinent information.)
5. Complete a status sheet for employees who require changes.
6. Employee personnel jackets should be maintained in the stores. Swing Managers, Assistant Managers and General Managers and full-time maintenance will be maintained at the office.
7. An employee will be paid from their home store.
8. Special pay must be pre-approved by your supervisor.
9. All employees' hours must be recorded on the time clock.



E* CLOCK RESPONSIBILITIES

- Managers will ensure that all personnel clock-in and out on the smart clock using the biometrics scanner.
- Managers will ensure that all employees are paid for their time worked, and if needed, I will correct time punches where appropriate.
- Managers will ensure that if an override is needed, that the manager will execute the override in good faith.
- **NO ONE** is permitted to adjust and/or change their own time punches.
- All time punches that have been adjusted require the manager's signature AND the employee's signature.

Failure to comply with the guidelines set forth will result in disciplinary action up to and including termination.

JOB REQUIREMENTS

MANAGERS (CONTINUED)

INSURANCE MANAGEMENT

Insurance management is the responsibility of ALL members of our staff. It is critical to maintain safe and clean work environments for the safety of our crew, staff, and customers.

1. The restaurant supervisor needs to be informed of each insurance claim. This includes all Workman's Compensation claims, EPLI claims, customer incidents, physical/property damage and any other occurrences that could result in a liability for the restaurant.
2. With physical/property damage claims, claim forms must be filled out (especially including the insurance information of the responsible party) and promptly provided to the office's liability claims manager.
3. All CUSTOMER claims **MUST be called in** to the claim center IMMEDIATELY, including EMPLOYEE (*Workers Comp*) claims. Once a claim has been called in, the supervisor and office personnel should be aware of the claim.
4. There needs to be DETAILED DOCUMENTATION in the employee's file concerning the injury. The information that should be included: date and time the incident happened, claim number if any, details of the accident, what manager called in the claim. This will help expedite the claim process.
5. All management personnel must ensure that employees receive appropriate medical care when needed. All employees must seek authorization from any supervisor or manager to seek medical attention unless qualified emergency personnel are already on site. However, we will not be liable for medical bills that are not approved by the insurance company.
6. All stores must have the **CURRENT** workers compensation labor laws poster available and posted in the store.
7. To help prevent customer incidents, managers need to provide an aggressive attitude towards safety. Employees need to follow policy whenever necessary. Employees should use wet floor signs when mopping the customer areas. No one should leave brooms and dustpans in walkways. Remember when handling customer incidents, do not admit guilt, take all the appropriate information, and contact the insurance company if needed.



POLICIES

SMOKING POLICY

At no time should there be smoking in the restaurants, around our store entrances or while sitting on the exterior tables. Smoking is only permitted on break, and before or after shift. You must wash and sanitize your hands before returning to your station.

Minors are not permitted to smoke (tobacco, electronic cigarettes, vaping) on the property.



SOCIAL MEDIA POLICY

At Welburn Management, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established guidelines for appropriate use of social media.

- 🍔 Be respectful
- 🍔 Be honest and accurate
- 🍔 Post only appropriate and respectful content

Using Social Media At Work

Refrain from using social media while on work time or on equipment we provide unless it is work-related as authorized by your manager or consistent with the Company Equipment Policy. Do not use Welburn Management addresses to register on social networks, blogs or other online tools utilized for personal use.



POLICIES

PHONE POLICY

The telephones that we maintain in our restaurants are to be used for business purposes. We recognize that occasionally our staff may have the need to use the phones for personal reasons, which should be urgent in nature.

No cell phone use is permitted while employees are punched in. You may use your phone during break. Phones must always be kept on silent mode during your shift. (This includes text messaging).



SOLICITATION AND DISTRIBUTION POLICY

For the purpose 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 always prohibited anywhere on company property, including parking lots.

Solicitation and distribution of literature by employees is prohibited on company property, including parking lots, during employees' working time, or when the employee being solicited is on working time. Solicitation and distribution of literature by employees is also prohibited even when not on working time. Company property, including parking lots must be always kept clean and free of litter.

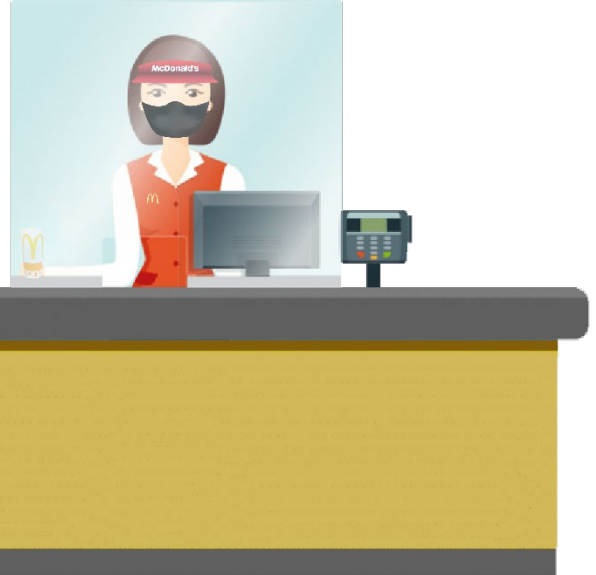


POLICIES

CASH REGISTER POLICY

We have implemented cash policies to maintain control of the cash that our employees handle in the restaurant. It is your responsibility to monitor any funds or cash that have been placed in your control.

1. All cashiers will start with a clean (unused) \$75 or \$100 drawer. You may count any drawer you have been asked to work on.
2. Cashiers are to work only the drawer assigned to them.
3. The manager on shift should handle over-rings and refunds. A signed copy of the refund slip must be present in the cash sheet. All refunds and over-rings must be signed by both the managers and the guest.
4. Employees should not attempt to make change between the drawers.
5. All bills over \$50 must be checked with a counterfeit pen.
6. Check bills closely to be sure they are not counterfeit. Be sure to check both sides of large bills to make sure that they are the same amount as shown on the front and back of the bill.
7. When you go on break, have the manager secure your register so it cannot be used in your absence.
8. Carefully count change for each transaction to avoid mistakes.
9. Any staff that violates the cash shortage policy or T-red policy within a one (3) month period will be disciplined as follows:
 - ✗ 1st Time - Written Warning
 - ✗ 2nd Time - Suspension
 - ✗ 3rd Time - Termination



Any shortage/ overage over \$20 will result in an immediate suspension or termination.

Shortage and T-Red Policy














A violation of cash shortage policy is a shortage/ overage greater than \$2.

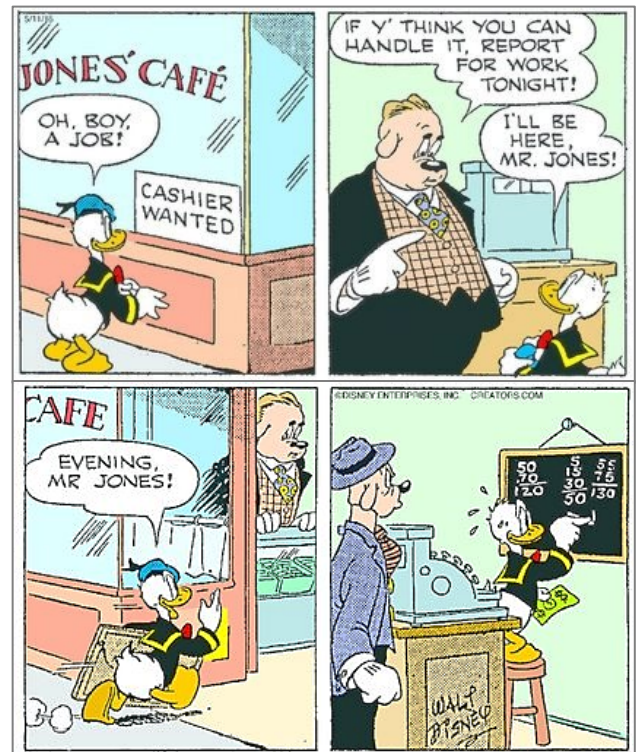
A T-Red is a reduction in an order before or after the customer has been given the total for the order. These should not average more than \$2 per shift.

POLICIES

MANAGERS

CASH POLICIES

-  One manager is responsible for the safe at a time. The safe must be counted at every change of responsibility. You sign for it, you are responsible. Safe Money is never to be taken for personal use. IOU's and personal loans are not allowed at any time.
-  Skims must be made every two hours. Remove excess cash from the drawers.
-  All employees will operate one cash drawer, no sharing. Managers that allow sharing will make up shortages.
-  All drawers will be stocked with change at the beginning of the shift.
-  The safe will always remain locked, when not in use during close of shift.
-  Crew employees are not allowed in the office at any time.
-  All t-reds should be within company guidelines. A maximum of 3 per shift averaging no more than \$2 each.
-  Any bills over \$50 will be verified with a counterfeit pen.
-  A coupon will accompany all promo sales. No coupon-no food.
-  All refunds will have a refund slip by the shift managers and the customer. The slip will be placed in the daily cash sheet. The manager that authorized the refund will reimburse any refunds without slips.
-  No paychecks cashed out of the safe.
-  For any Credit Card transaction over \$50, employees must verify that the name on the cardholder's state-accepted form of identification matches name on credit card.
-  For any Gift Card purchase over \$25 using a credit card, employees must verify that the name on the cardholder's state-accepted form of identification matches the name on the credit card.

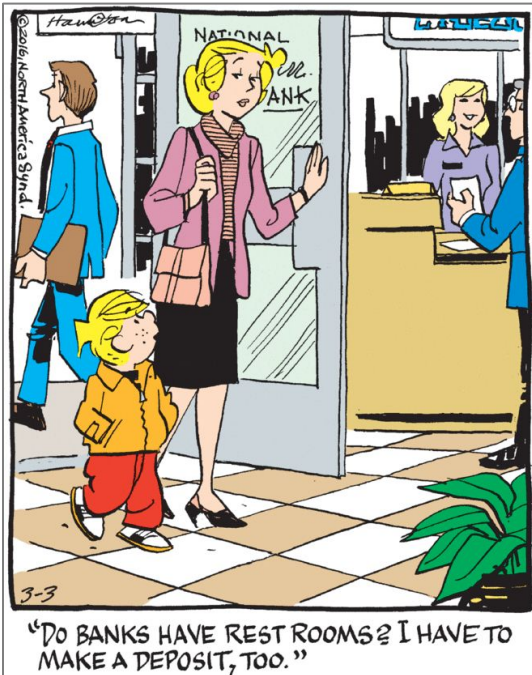


POLICIES

MANAGERS

CASH POLICIES (continued)

Any manager or managers who fail to follow the cash policies/procedures at any time may receive disciplinary action up to and including suspension and/or termination. In addition, the persons involved may face all penalties as punishable by law.



BANK DEPOSIT PROCEDURES

- All deposits will be taken to the bank at the end of the day shift and in the morning for the previous night's deposits. There can never be more than one deposit in the store at one time.
- In the event of a missing deposit or missing funds from the safe notify your supervisor.
- Verify dollar amount and date from the deposit slips in the ISP under bank deposit validation.
- Staple deposit slips to the correct daily record.

ISP PROCEDURES

- ☐ All records in the ISP are confidential and should be treated as such. No records should be kept in the sight or reach of our customers.
- ☐ All terminated employees should be terminated in a timely fashion and removed from the personal roster and the ISP user list.



POLICIES

MANAGERS

CHILD LABOR LAW

All employees under 18 years of age should be educated on Child Labor Rules and these should be posted in each crew room for reference, as required by law.

Restaurant Managers are accountable for the following:

- ⊙ Hiring of persons under the age of 16 are **NOT permitted** under any circumstances.

DISTRICT OF COLUMBIA

- ⊙ Minor employees are not permitted to work between the hours of 10 pm and 6 am.

MARYLAND AND DELAWARE

- ⊙ Minor employees must have at least 8 hours of free time each day. This means 8 hours of time in which they are not at school nor at work.

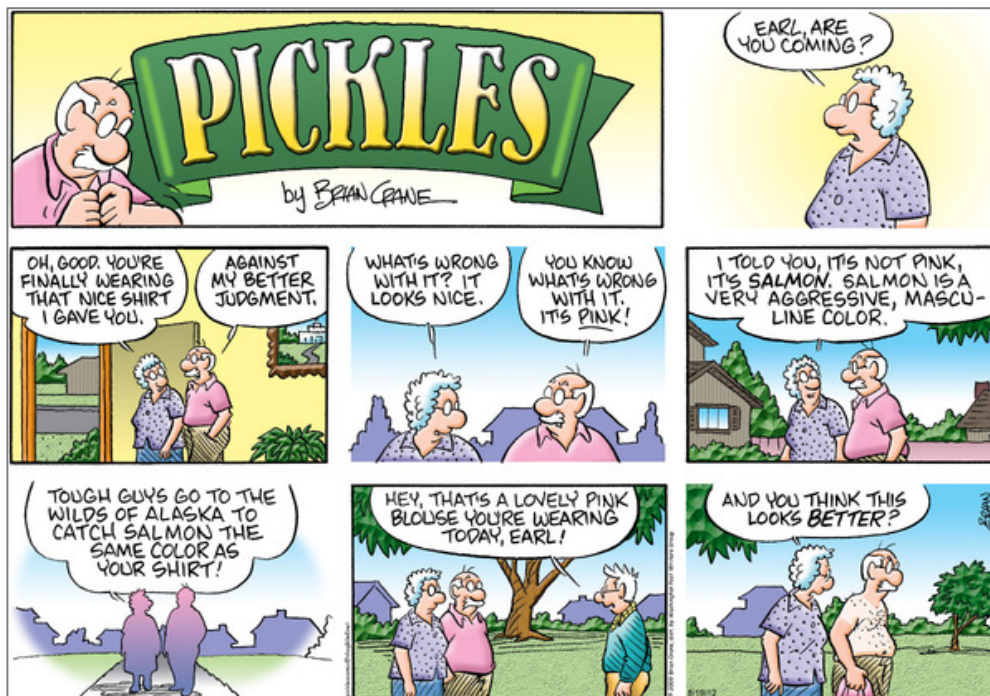


DISCRIMINATION & SEXUAL HARASSMENT

Welburn Management believes in the value of a diverse workforce, equal opportunity, and a workplace free from all forms of unlawful discrimination and harassment. Welburn Management will not tolerate unlawful discrimination or harassment. Employees who violate this policy will be disciplined up to and including termination.

DISCRIMINATION

All employees and applicants for employment should be treated with respect and without regard to race, color, sex, religion, national origin, age, disability,



veteran status, sexual orientation, or any other prohibited basis. This applies to all employment practices, including, but not limited to recruiting, hiring, pay, performance reviews, training and development, promotions and other terms and conditions of employment.

Welburn Management does not tolerate any form of harassment, joking remarks or other conduct (including verbal, non-verbal, or physical conduct) that demeans or shows hostility toward an individual based on these prohibited reasons and that creates an intimidating, hostile, or offensive work environment, unreasonably interferes with an individual's work performance or otherwise adversely affects an individual's employment opportunities. Discrimination or harassment of an employee of Welburn Management, whether by another employee, customer, supplier, vendor, franchisee (or their employee), or other individuals present in the work environment will not be tolerated.

DISCRIMINATION & SEXUAL HARASSMENT

SEXUAL HARASSMENT IS PROHIBITED

Welburn Management does not tolerate any form of sexual harassment of any employee, whether male or female. Sexual harassment includes unwelcome sexual advances, requests for sexual favors and certain other verbal, non-verbal or physical conduct which is sexual or based on gender if that conduct could reasonably offend another person, whether such conduct was intended to offend. Examples of sexual harassment include, but are not limited to the following:



- ⊗ Verbal conduct (e.g., jokes, comments or threats relating to sexual activity, body parts, or other matters of a sexual nature).
- ⊗ Non-verbal conduct (e.g., staring at a person’s body in a sexually suggestive manner, sexually related gestures, or motions and/or viewing or circulating sexually suggestive material, whether electronically or otherwise).
- ⊗ Physical conduct (e.g., grabbing, holding, hugging, kissing, tickling, massaging, displaying private body parts, unnecessary touching, or other unwelcome physical conduct).
- ⊗ Making an employment decision (e.g., hiring, promotion, compensation, scheduling, performance evaluation, work or project assignment, demotion, termination, etc.) based on an employee’s submission to, or rejection of, conduct of a sexual nature.
- ⊗ Conduct that denigrates or shows hostility or aversion to a person because of his/her gender and creates an intimidating, hostile or offensive work environment.
- ⊗ Any other conduct of sexual nature that unreasonably interferes with another’s person’s work performance; creases an intimidating, hostile or offensive work environment; or adversely affects another person’s employment opportunities.

DISCRIMINATION & SEXUAL HARASSMENT

RETALIATION

Welburn Management encourages employees to report incidents of discrimination or harassment freely without fear of retaliation. Retaliation is prohibited against any employee who has made a complaint about harassment or discrimination or has cooperated in the investigation of such a complaint.



Retaliation includes any employment decision or other conduct made with the intent to punish an employee for, or deter an employee from, complaining about or assisting in the investigation of discrimination or harassment. Any employee who believes he/she is being retaliated against should immediately report the situation by following the procedures as stated below:

Any employee who feels subjected to discrimination, harassment, or retaliation should **immediately** report it to his/her Human Resources Representative.

SAFETY & SECURITY

SAFETY STANDARDS

We take great pride in serving our world-famous menu items in a safe, clean, and sanitary environment. As an employee you are expected to help us maintain these world-class standards.

- Upon reporting to work you are expected to wash your hands in the proper way for 20 seconds and regularly during your shift after that. You must wash your hands any time you handle cleaning supplies (brooms or mops), use the restrooms, or return from a break or after changing stations, i.e., moving from front to the grill area.
- Any spills should be mopped up immediately to avoid any slips or falls.
- Do not bring any personal belongings and/or valuables to the restaurant. An area will be provided for you to hang your coat or jacket while you work your shift. Any missing personal belongings will be your responsibility. All backpacks, bags, and purses are subject to search at any time.
- Alcohol, drugs, and firearms are **strictly prohibited**, and **we will not tolerate the use or abuse** of any of these on our premises. We will work with the appropriate authorities in any cases involving these items. Disciplinary action will be taken for those who violate these policies.
- **Opening/Closing** - We have a special method to arrive and depart the restaurant to maximize our security and to protect the safety of you and other staff members. If you are an opener or closer, you must know these procedures. The doors should never be opened before opening or after closing for any reason. They should also never be opened by a crew person.
- **Filtering** – must wear all applicable safety equipment, including, but not limited to gloves, apron, and face shield, to prevent avoidable burns and accidents.
- **Lifting** – all steps must be taken to ensure that **PROPER** lifting is always used --this includes using your legs to provide leverage for the lift; **ALWAYS bend at the knees, NOT at the waist**, at any time; use necessary equipment and assistance from another employee when deemed appropriate. This is especially important when unloading the contents of the truck deliveries which contain many very heavy items.
- Use **approved** cleaning supplies only, following directions and using supplies **as directed**. **DO NOT USE** unapproved cleaning supplies at any time.



SAFETY & SECURITY

SAFETY STANDARDS (continued)

- Overall, use proper form and good judgment while working, always making safety your **FIRST PRIORITY**. If you should have any questions about proper safety procedures, communicate them with your immediate manager before performing the task in question. Do not attempt any tasks without having a clear understanding of the safety procedures you must follow.

Welburn Management believes in providing and supporting a safe workplace for its employees and expects its employees to always follow these procedures.

MANAGERS

SAFETY & SECURITY PROCEDURES

The following are security procedures for all restaurants and management personnel employed by Welburn Management. All managers will be required to follow these procedures for store security to protect our employees, our customers, our cash, and our restaurants. Failure to follow these procedures will result in disciplinary action including suspension and termination. Endangering employees or customers by not following procedures will result in termination. Loss of funds, cash, deposits, safe funds, or gift certificates will be grounds for termination. This is a serious matter, and we expect your support.



- ✓ All managers will follow the staggered method of opening and closing as outlined in the Operations and Training Manual.
- ✓ The manager should never put themselves or the staff in a compromising or dangerous situation.
- ⊗ DO NOT CLOSE RESTAURANT PRIOR TO STATED CLOSING TIME without prior authorization from the Owner/Operator, VP, Supervisor or GM.
- ⊗ DO NOT LEAVE ANY EMPLOYEE ALONE IN THE RESTAURANT AT ANY TIME.
- ⊗ DO NOT LEAVE THE RESTAURANT WITHOUT ANOTHER MANAGER PRESENT.
- ⊗ Never open the doors for anyone after closing, except to leave as a group, or before opening, except at arrival. Do not open for latecomers. They must wait until we open.

SAFETY & SECURITY

MANAGERS

SAFETY & SECURITY PROCEDURES *(continued)*

- ✓ All staff that have left the store for any reason during their shift are not allowed to stay or return to loiter in the restaurant.
- ✓ Any disturbances or unusual activities in the restaurant or in the parking lot should be reported IMMEDIATELY to the police, your immediate supervisor, and the Operations Manager.
- ✓ In the event of a robbery notify the police immediately then contact your restaurant manager.
- ⊖ No food should be removed from the store without the managers permission - only to be transferred to another store. All staff should be aware that removing food or any other item from the store is stealing and should be reported to the General Manager.
- ⊖ Theft is grounds for immediate termination.
- ✓ Each manager shall have their own individual safe key as well as individual store keys. No sharing of keys is allowed.
- ✓ Back door, walk-ins and freezers will be always locked. Staff shall enter these areas only at a manager's direction.
- ✓ Only employees who are working are allowed behind the front counter. This excludes the Health Department. Any employee, that is NOT working, must be escorted by a manager in order to be permitted behind the front counter.
- ✓ When employees clock out, they should leave the restaurant after no more than 30 minutes.
- ✓ Appropriate security lighting shall be left on at the close of business.
- ⊖ No doors are to be opened before opening or after closing.



PERFORMANCE

EMPLOYEE AWARENESS - RULES & REGULATIONS

Employees are hired on a 30-day trial period. Management retains the right to release those who are not meeting McDonald's standards at that time.

IF THE FOLLOWING POLICIES ARE VIOLATED, THEY WILL RESULT IN IMMEDIATE TERMINATION:

- ☒ Falsifying and/or misrepresentation of employment data or forms.
- ☒ Accessing and/or editing time punches without proper security level (proper security level includes Assistant Managers, GM's, and Acting GM's).
- ☒ Cash handling violation: drawer shortage or overage over \$20. Unauthorized drawer openings (excessive amount: 2+ per drawer).
- ☒ Violations of sanitary rules, including all food safety standards (includes accurately completing book)
- ☒ Any kind of theft on or off premises. Convictions of felonies (withholding information)
- ☒ Three unauthorized or unreported absences commonly known as **"NO CALL-NO SHOW"**.
- ☒ Failure to report for your scheduled shift after receiving your paycheck if absence is unauthorized or unexcused.
- ☒ Removal of company property, property of customers and fellow workers without management approval.
- ☒ Disorderly or immoral conduct or fighting on company property.
- ☒ Unnecessary abuse or willful damage to company property.
- ☒ Carrying dangerous or concealed weapons or fireworks.
- ☒ Gambling on company property.
- ☒ Possession/improper use of drugs, alcohol, and/or narcotics. This includes being under the influence of drugs, narcotics, alcohol, or any alcoholic beverage.
- ☒ Admitting unauthorized persons into the store.
- ☒ Making any threat to cause harm to self, fellow employees and/or customers (face-to-face, by text, email, or any social media).
- ☒ Making vicious, profane, or malicious statements or language concerning any specific employee or manager (face-to-face, by text, email, or any social media). This includes using profanity, being disrespectful and impolite to managers and customers.

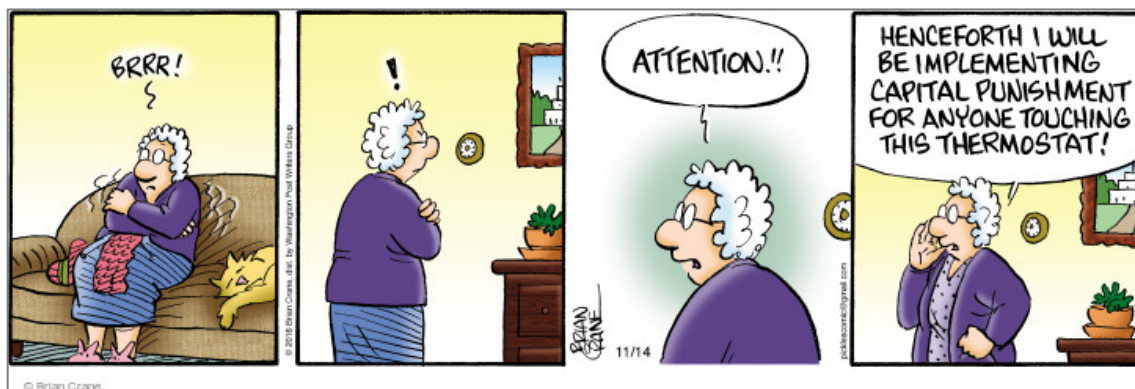


PERFORMANCE

EMPLOYEE AWARENESS - RULES & REGULATIONS (*continued*)

IF THE FOLLOWING POLICIES ARE VIOLATED, THEY WILL RESULT IN IMMEDIATE TERMINATION:

- ☒ **Managers:** Leaving an employee alone in the restaurant.
- ☒ **Managers:** leaving the restaurant without another manager present.
- ☒ Walking out or leaving your shift/the restaurant without permission; loitering in the lobby or conducting personal business while on the clock.
- ☒ Unauthorized use of the Promo Key.
- ☒ Taking or giving away coupons and/or promotional items to friends, customers, other employees or for personal use (not limited to gift certificates, bingo coupons, etc.)
- ☒ Falsely stating or making claims of occupational or non-occupational injury or illness.
- ☒ Insubordination or failure to follow instructions given by proper authority.
- ☒ Taking or giving food away to friends, customers, or other employees without proper authorization.
- ☒ Excessive totals or amounts of over-rings, refunds, and/or total reductions before or after (TREDS); this also includes employee meals.
- ☒ Failure to bring deposits to bank and/or leaving deposits in personal car, home, or other non- secured area.
- ☒ Any person that closes the restaurant PRIOR to stated closing time without prior authorization from Owner/Operator, VP, Supervisor or GM.



IF THE FOLLOWING POLICIES ARE VIOLATED, THEY WILL RESULT IN DOCUMENTATION WITH FINAL WARNING; TERMINATION:

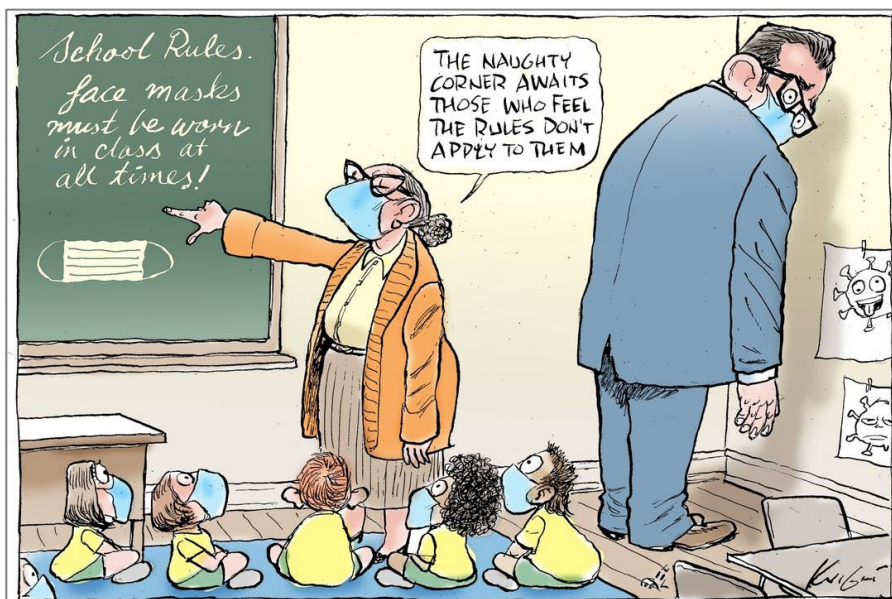
- ☒ Failure to report accidents immediately (including personal injury).
- ☒ Conducting personal business without authorization while working.

PERFORMANCE

POLICY VIOLATION CONSEQUENCES

- 1) Counseling
- 2) Written Warning
- 3) Suspension with Final Warning
- 4) Termination

- ⊗ Reporting for work in an improper uniform.
- ⊗ **Crew:** Failure to report absence to management at least six hours prior to your scheduled work time.
- ⊗ **Swing Managers & Salaried Managers:** Failure to report absence to management or supervisor at least six (6) hours prior to your scheduled time.
- ⊗ Late for work without prior notice or acceptable excuse.
- ⊗ Off-duty employees are expected to arrive no more than 30 minutes prior to their shift, and to leave the premises no more than 30 minutes following the end of their shift.
- ⊗ Posting, defacing, or removing notices, signs or writing on any bulletin board without prior authorization.
- ⊗ Loafing on the job or leaving assigned workstation without permission.
- ⊗ Unsatisfactory work performance or lack of effort to perform job.
- ⊗ Uncooperative or poor attitude.
- ⊗ Abuse of the break/employee meal policy.
- ⊗ Abuse of the break/employee meal policy.
- ⊗ All personnel must be clocked out before leaving their station for break, going home or for any other non-related work issue, and have manager permission.
- ⊗ Smoking or eating in unauthorized areas.
- ⊗ Gum, candy, or other food items are not permitted during working hours.
- ⊗ Courtesy cups will be given only upon management's approval. Soft drinks and water are the only beverages allowed.



YOUR FUTURE

ANNUAL REVIEW

All employees will receive an annual performance review with the prospect of an increase in pay. As a new employee, you may receive a review at 30, 60 and 90 days of employment to evaluate your progress and to discuss your goals.

Increases will be awarded based upon your performance and success in reaching your annual goals. Your contribution to the success of the company's goals will also be considered.



GROWTH



Welburn Management started with just 1 McDonald's Restaurant which was opened at the corner of 2nd and Lehigh Avenue in Philadelphia, PA in May of 1983. Today, they operate many more restaurants in Delaware, Maryland, Virginia and Washington, DC. Much as we have grown, we expect you will grow with us too.

We hope you will take advantage of the extensive opportunities for personal growth.

Ask your manager about your possibilities for advancement and they can start you on your way with the appropriate training modules. Many programs offer increases in pay and open doors to new exciting positions and careers. At Welburn Management we always seek to promote from within!



PATHWAYS TO SUCCESS

As a new employee, there are many opportunities that await you, regardless of your current position. With our vast training library and class offerings you are sure to find the perfect fit. Also, don't forget about your educational benefit, Archways to Opportunity, it offers many additional resources for personal growth, including tuition assistance.



Employees who aspire to become a restaurant General Manager, can work their way through the classes and eventually attend McDonald's exclusive Hamburger University. Discuss your goals and dreams with your supervisor today for more information.