

McDonald's USA
Guidance for U.S. Owner/Operators and
Restaurant Workplace Violence Prevention Policy

Introduction

McDonald's is committed to providing safe, pleasant, and productive workplaces where restaurant employees and guests are treated with dignity and respect. To that end, we have received several inquiries and requests from U.S. Owner/Operators for resources on workplace violence prevention policies to help keep your teams and customers safe.

We are pleased to share with you this optional Restaurant Workplace Violence Prevention Policy for Owner-Operators ("Policy") as a resource to enhance your own efforts to maintain safe workplaces. This Policy addresses our Brand Standard on workplace violence prevention and mitigation, which requires putting "procedures in place for incident reporting, as well as policy and training established to mitigate the risk of violence in the workplace."

This Policy is a resource for Owner/Operators, and Owner/Operators remain solely responsible for compliance with all applicable laws and regulations. It is particularly important for Owner/Operators to monitor and comply with state/local law on workplace violence prevention requirements, which may require measures beyond those outlined in the attached template.

Elements of a WPV Prevention Policy

a. Brand Standard

Every McDonald's U.S. Owner/Operator must develop its own policy to address workplace violence in accordance with the Global Brand Standards, which require "procedures in place for incident reporting, as well as policy and training established to mitigate the risk of violence in the workplace."

McDonald's defines workplace violence as "any behavior that causes or threatens to cause fear, injury, or disruption to people on company property or engaged in company business, or causes or threatens to cause damage or loss to the company's reputation or other assets, even if the concerning behavior occurs away from the workplace, during non-work hours, and/or via the Internet or an electronic device that is not owned by the Company."

Examples of prohibited behaviors include, but are not limited to:

- Any form of physical assault, with or without a weapon, including

- inappropriate touching, pushing, or hitting
- Any acts or threats of violence, intimidation, or harassment directed at one employee by another employee, even if the behavior occurs away from the workplace, during non-work hours, or is communicated through the Internet or a personally owned electronic device
- Bringing a firearm or other dangerous weapon to work
- Verbal abuse or harassment by any means, including sending, distributing, or posting emails, text messages, or other materials which contain threatening, offensive, sexually explicit, racially or culturally insensitive, or other inappropriate content
- Any form of sexual harassment, including inappropriate jokes and comments, unwelcome touching, sexual advances, or sexual assault
- Possession, consumption, sale, or distribution of alcohol or illegal drugs, including marijuana, in the workplace
- Any insubordinate behavior, belligerent speech, or excessive arguing or use of profanity
- Bothering someone with an excessive number of unwanted visits or communications, or by following them outside the workplace
- Intentionally damaging or destroying Company property or the property of another employee or guest
- Willfully ignoring or disobeying health and safety regulations with the intent of causing harm
- Sabotage of Company property or operations, or refusing to follow Company procedures and policies

The Workplace Violence Prevention Policy adopted by U.S. Owner/Operators must also include a reporting and response protocol, through which:

- Employees can report concerns (anonymously, if they wish) about actual or potential acts of workplace violence and/or retaliation
- Allegations of workplace violence and/or retaliation will be investigated promptly and thoroughly by a manager
- Timely and proportionate corrective action will be imposed when and where warranted

Finally, training tools should be developed to ensure employees are aware of the Workplace Violence Prevention Policy and its elements and are periodically reminded of the Policy and its purposes.

b. Recommended Best Practices

A best-in-class Workplace Violence Prevention Policy should include the following elements, all in accordance with federal, state, and local law. Owner/Operators should include other elements in their policy that they find beneficial.

- An unequivocal statement that you do not tolerate any abusive, threatening, or violent behavior, regardless of whether the alleged perpetrator is an employee, customer, or contractor
- A statement that employees have discretion and authority—without further permission—to take certain actions in order to avoid workplace violence (e.g., disengage with a customer, call 911 in case of an emergency, etc.)
- A clear definition of workplace violence, consistent with applicable national laws
- A clear statement that workplace violence can include conduct via social media (e.g., threats of violence or similar inappropriate or unlawful conduct), and may occur outside of work, including violence stemming from past and present personal relationships
- Instructions regarding what reporting mechanisms are available and how to access them, and a statement that all managers/supervisors are expected to report any potential concerns or violations that have been brought to their attention to Owner/Operators
- The reporting mechanism should be easily accessible to all employees and shall have numerous points of contact (e.g., options to report should extend beyond just reaching out to a manager)
- A provision which allows employees and staff to report concerns anonymously and without fear of retaliation
- A statement that all reported instances of workplace violence will be investigated, and where appropriate, will receive timely and proportionate corrective action
- Inform and provide employees with a copy of your organization's Workplace Violence Prevention Policy during the induction/orientation process
- Tailor training towards the audience and cover the basics of your organization's Workplace Violence Prevention Policy, including instructions on how to report potential issues
- Provide skills-based training to staff on how to deescalate various situations. For restaurant employees, leverage shift huddles and short meetings to refresh employees on these topics

DISCLAIMER: This is an optional resource for independent owner/operators. Owner/operators may choose to use all, some, or none of this resource in operating their own McDonald's restaurant(s) and businesses.

Coalfield Mac LLC Restaurant Workplace Violence Prevention Policy

About this Policy

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

Definition of Workplace Violence

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

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

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

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

Drugs and Alcohol

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

Weapons in the Workplace

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

When, Where, and To Whom This Policy Applies

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

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

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

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

For Guest or Customer Threats Specifically

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

Reporting

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

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

- The Restaurant's General Manager
- The Area Supervisor
- The Owner/Operators

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

Enforcement

Violations of this policy may lead, at this Coalfield Mac LLC's 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 reserve the right to report abusive, threatening, or violent behavior to the proper legal authorities. This policy supplements all other Restaurant policies that require appropriate and respectful behavior.

Prohibition Against Retaliation

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

Violence Outside of Work

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

Some resources that you may find helpful are located at:

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

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

Employees who apply for or obtain a temporary or permanent Protective Order or Restraining Order that includes the company premises must immediately notify their GM and provide them 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.

Why did Coalfield Mac LLC 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?

Coalfield Mac LLC is committed to maintaining a work environment that is healthy, safe, productive, and inclusive for all—this policy prohibits employees and staff members from doing anything that makes a guest or another employee feel unsafe or uncomfortable. This includes any type of violence, or even the threat of violence, as well as any type of inappropriate or disrespectful comment or communication. Sometimes, an employee or staff member can violate this policy even when they do something when they are away from the workplace or not working.

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

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

- This Restaurant's General Manager
- The Area Supervisor
- The owner/Operators

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.

Coalfield Mac LLC 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, Coalfield Mac LLC 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 Chris Connolly and Katie Foster
- 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 your GM of the situation as soon as you can.

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