

BALL MANAGEMENT GROUP, INC.
dba McDonald's® Restaurants
Crew Business Policies

Ball Management Group, Inc., dba McDonald's Restaurant, would like to provide every crew person with a copy of the Crew Business Policies.

DEPENDABILITY STANDARDS

1. Your work schedule is posted at least four days in advance. You are required to know and to follow your posted schedule.
2. You are required to be dressed in complete uniform and to clock in at the time posted on your schedule.
3. You are required to notify a member of the management team at least one day in advance if an error has been made on your schedule regarding your availability to work. If you fail to do this, you may be responsible for the scheduled shift.
4. An absence will be considered excused if you find a suitable replacement for the shift and have such replacement approved by the manager on that shift.
5. Misrepresentation of circumstances surrounding lateness or an excused absence is grounds for termination.

DEPENDABILITY POLICIES

LATENESS POLICY

- FIRST OFFENSE: Written Warning (Review policy with manager and sign the documentation)
SECOND OFFENSE: Written Warning (Offense within 90 days of the first offense.) (Review policy with manager and sign the documentation)
THIRD OFFENSE: Further disciplinary action up to and including termination. (Offense within 90 days of the first offense)

ABSENCE POLICY

1. If you are unable to work your assigned shift (will be absent) due to illness or emergency, you are required to notify the shift manager at least two (2) hours before the beginning of your shift (or the night before by 10pm if you are an opener – scheduled before 6am). If you notify the manager less than 2 hours before your scheduled start time of your shift, the absence will be considered unexcused.
2. If you are absent, you may be required to bring in a note from your doctor verifying the illness and a doctor's release to return to work.
3. Habitual tardiness / absenteeism (once per week) with or without excuse is grounds for termination.
4. JOB ABANDONMENT for any reason will be grounds for IMMEDIATE termination.

NO CALL / NO SHOW

- FIRST OFFENSE: Written warning (Review policy with manager and sign the documentation)
SECOND OFFENSE: Within 90 days – Possible termination.

NOTE: Two consecutive shifts of no show or no call will be taken as a voluntary resignation.

CASH HANDLING POLICIES

The possibility of cash errors in our cash registers exist. We realize that all people make mistakes. However, this is a serious matter. You will be trained in the proper methods of handling cash prior to working the counter position. If your cash is +/- \$2.00 or more, you will be notified by the shift manager or store manager of such a variance.

CASH REGISTER POLICY

If a drawer is more than +/- \$2.00:

FIRST OFFENSE: Written warning (Review policy with manager and sign the documentation)

SECOND OFFENSE: Written Warning (Offense within 90 days of the first offense.) (Review policy with manager and sign the documentation)

THIRD OFFENSE: Further disciplinary action up to and including termination. (Offense within 90 days of the first offense)

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* Each window person will start with an unused cash drawer.

* The drawer is to be counted prior to using. The drawer is to be counted with a member of management before the end of your shift.

* You will ring only on that drawer which is assigned to you. You will not ring on any other drawer. If you need to leave your station for any reason (break, cleaning duties, etc.) ask the manager to secure the drawer.

OVERRINGS

An overring occurs when moneys are received from the guest and there is an incorrect transaction. At this point they must be handled by a manager an overring will be generated by the register system to balance the drawer. If you continue on without assistance from a manager, the amount in question will be considered a cash shortage of the drawer. Overring slips must have the signature of the manager and the crew person, along with the reason of the overring.

REFUNDS

Only managers may give refunds. After the refund is made, the manager and crew person should sign the refund slip. A reason should be given on the slip as to why the refund is needed.

If you have a refund or overring situation, SPEAK WITH A MANAGER IMMEDIATELY.

APPEARANCE STANDARDS

All employees must be clean shaven. Facial hair is permitted is sideburns no longer than the lobe of the ear. A mustache is allowed to the corner of the mouth. Sideburns and mustache must be properly groomed and maintained. No other facial hair is permitted.

Hair longer than the collar of the shirt is to be restrained to keep the hair behind the shoulders.

No gum chewing.

Earrings are permitted on the lobe of the ear ONLY with the earrings to be no larger than a quarter in size. All other visible body piercing is PROHIBITED. This includes tongues, lip, nose brow and chin piercings.

Non-compliance with our uniform and appearance standards will result in documentation for violation of this policy. If you report to work and your appearance does not meet the standards of this policy, you could be sent home. Repeat and/or habitual violations of the policy will result in further disciplinary action up to and including termination of employment.

A second shirt may be worn under your McDonald's issued shirt, as long as the shirt is SOLID black. Uniforms must be neat and wrinkle-free. All shirts must be tucked in at all times.

ZERO TOLERANCE POLICY

It is each employee's responsibility to read and agree to comply with McDonald's Zero Tolerance Policy regarding discrimination and sexual harassment. THIS POLICY IS POSTED IN YOUR BREAK ROOM. You shall not engage in any form of discrimination or harassment covered under this policy, and you shall immediately report any form of discrimination, harassment or sexual harassment that you may experience or witness as set forth in the Employee Resource section of McDonald's Zero Tolerance Policy.

Employees who violate this Zero Tolerance Policy will be disciplined up to and including termination.

MISCELLANEOUS

CASH

- * Guest questions in regards to their change are to be handled by a manager.
- * A manager must handle a guest's request for change without a purchase.
- * Large bills of \$50 or \$100 and travelers checks are accepted BUT only by management. Before receiving a \$50, \$100 or travelers check, speak with a manager.
- * All \$20, \$50 & \$100 bills must be checked, either by a counterfeit marker or through counterfeit equipment provided by the restaurant. All \$20, \$50 & \$100 bills are to be placed under the cash drawer.

FOOD

- * Unauthorized food consumption (any food consumed while working on the shift, or outside of the employee meal policy) may result in termination. All food consumed must be in the crew room or areas authorized by management.
- * The employee must order their meal from the customer side of the counter through the register, and receive their meal from the customer side of the counter. It is the employee responsibility to order within the guidelines of the employee meal policy. The employee meal policy is posted in the break room. At no time is a crew member allowed to make their own food.
- * Each employee is allowed a 50% discount on their food purchase while off the clock. This discount is only valid for the employee and is not eligible for use by family or friends. The discount may be used once per day on a maximum purchase of \$15. The discount only applies to regular priced menu items. The 50% discount does not apply to \$1 Menu items, as well as non-food and current food specials. Full details of the discount program are included within the employee meal policy posted in the break room of the restaurant.
- * All promotion coupons, BOG's, cash register receipts are to be put under the cash drawer. Employees are to tear off the corner of the coupon before placing under the cash drawer. Your closing receipt for the drawer is balanced to these items and must match. If a drawer is short on these items, disciplinary action may result.

UNAUTHORIZED GIVE-AWAY OF FREE FOOD IS CONSIDERED THEFT AND WILL RESULT IN TERMINATION.

PAGERS / BEEPERS / CELL PHONES

Pagers/beepers and cell phones may not be worn while employees are working, as these devices are distracting and take the focus away from our guest. Any emergency calls that an employee receives should be through the restaurant's main phone line. If an employee brings a pager/beeper or cell phone to the restaurant, they must secure it since McDonald's cannot be responsible for loss or theft of personal items within the restaurant.

SMOKING

Smoking is not permitted while on the time clock of the restaurant. Smoking is not permitted AT ANY TIME within the restaurant and is restricted to select areas outside of the restaurant. Smoking is permitted before or after your shift, or while on your break – as long as it occurs within your personal vehicle or within the outdoor corral of the restaurant.

MEDIA

McDonald's employees are not permitted to speak to media news outlets on McDonald's premises. Any request for information or statements must be directed to your owner/operator, Andy Ball.

This McDonald's reserves the right to amend or modify this policy at any time without prior notice. This policy does not create a contractual obligation between this McDonald's and its employees. At this McDonald's, your employment is at will. This means that you are free to terminate your employment at any time, for any reason, and this McDonald's retains the same right.

NOTE: A STORE COPY OF THESE CREW BUSINESS POLICIES IS POSTED IN THE CREW ROOM



**BALL MANAGEMENT GROUP, INC.
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I have received and reviewed a copy of the Crew Business Policies & Crew Orientation Handbook from Ball Management Group, Inc.

INITIALS

_____ CREW ORIENTATION HANDBOOK

_____ DEPENDABILITY STANDARDS

_____ DEPENDABILITY POLICIES

_____ CASH HANDLING POLICIES

_____ APPEARANCE STANDARDS

_____ ZERO TOLERANCE POLICY

_____ MISCELLANEOUS

By initialing above, and signing below, I acknowledge that I have received a copy of the Crew Business Policies & Crew Orientation Handbook from Ball Management Group, Inc.

I understand that, while employed with Ball Management Group, Inc., I will follow the policies of the company and agree to abide by them.

NAME (PRINT): _____

SIGNATURE: _____

RESTAURANT: _____

DATE: _____

This signed form will be placed in your personnel file.