



# EMPLOYEE HANDBOOK



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## 01 Important Information

**WHO IS YOUR EMPLOYER? THE MCDONALD'S RESTAURANT YOU WORK AT IS OWNED AND OPERATED BY AN INDEPENDENT MCDONALD'S FRANCHISEE (YOUR "OWNER/OPERATOR"). THE "OWNER/OPERATOR" C & R MANAGEMENT COMPANY IS YOUR EMPLOYER. MCDONALD'S CORPORATION IS NOT INVOLVED IN ANY WAY IN THE EMPLOYMENT MATTERS OF INDEPENDENTLY OWNED MCDONALD'S RESTAURANTS. INDIVIDUALS EMPLOYED BY INDEPENDENT OWNERS OF MCDONALD'S RESTAURANTS ARE NOT EMPLOYEES OF MCDONALD'S CORPORATION OR ITS SUBSIDIARIES.**

**EMPLOYMENT WITH C & R MANAGEMENT COMPANY IS AT-WILL. THAT MEANS THAT BOTH YOU AND THE COMPANY HAVE THE RIGHT TO END YOUR EMPLOYMENT, WITH OR WITHOUT ADVANCE NOTICE, FOR ANY OR NO REASON.**

**THE LANGUAGE USED IN THIS HANDBOOK, AND ANY STATEMENTS BY MANAGEMENT, ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR ARE THEY A GUARANTEE OF EMPLOYMENT FOR A SPECIFIC DURATION.**

**THIS HANDBOOK IS NOT ALL-INCLUSIVE BUT IS INTENDED TO PROVIDE YOU WITH A SUMMARY OF SOME OF THE COMPANY'S POLICIES.**

**THIS EDITION OF THE HANDBOOK REPLACES ALL PREVIOUSLY ISSUED EDITIONS. THE NEED MAY ARISE TO CHANGE THE POLICIES IN THE HANDBOOK, EXCEPT FOR THE AT-WILL NATURE OF EMPLOYMENT. THE COMPANY RESERVES THE RIGHT TO INTERPRET ITS POLICIES OR TO CHANGE THEM WITHOUT PRIOR NOTICE.**

**NO REPRESENTATIVE OF C & R MANAGEMENT COMPANY, OTHER THAN THE OWNER/OPERATOR, HAS THE AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD, AND ANY SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE OWNER/OPERATOR.**



## 02 Welcome Letter

Welcome to C & R Management Company!

C & R Management Company (“the Company” , “C & R Management”) owns McDonald’s restaurants across Utah's Wasatch Front. Our organization has been serving our quick and easy great menu including our world-famous French Fries to the local Utah community for more than 45 years and we are grateful for the opportunity to serve our guests each day with a smile. Whether you’re looking for your first job, next job, or career, we are excited to have you join our motivated team and provide a safe and fulfilling environment for you to work and grow.

C & R Management Company began when Charles Sparrer built his first McDonald’s restaurant in Granger, Utah in 1975. C & R Management Company has been a family run business from the very beginning with Chris and Rob working side by side with their father in the restaurants. Chris and Rob worked their way up from crew to become McDonald’s Operators and now they lead the Company while continuing to value people as the heart of their Company. We look forward to continuing to grow our Company and hope you grow with us. We welcome you to the McDonald’s family!

As you become familiar with our company culture, we hope you will take advantage of opportunities to enhance your career and further C & R Management Company’s goals. You are joining an organization that has a reputation for outstanding leadership and expertise. With your active involvement and support, the Company will continue to achieve its goals. We sincerely hope you will take pride in being an important part of C & R Management Company's success.

Please take time to review the policies contained in this handbook. If you have questions, feel free to ask your manager or to contact the Human Resources department at (801) 280-9299.



## 03 I show up. Scheduling and free food

### Scheduling

**Show Up** - Your job allows you to work with incredible people. Do your part by working your scheduled shifts, arriving on time for your shifts, and being ready to do amazing work. We want to exceed our guests' expectations, so they keep coming back for more. We need everyone to play their part.

**Find the right parking spot** - We want our guests to find parking when they need it. Park only in areas designated by your management. If you have a need to regularly park closer, please discuss it with your manager. When working during early and late-night hours, park closer to the restaurant entrances.

**Know your work schedule** - We take pride in offering a flexible work schedule. In general, your schedule will be based on your availability, our business needs, and your overall performance and versatility. However, sometimes you may be asked to work a shift that you were not originally scheduled to work.

**Work availability** - If your availability changes, please notify your manager by filling out the Availability Change Form on the JOLT tablet at least two weeks in advance. Several times each year, we will ask you to complete an updated availability list so we can plan for vacations or school schedules.

**Schedule posting** - In general, work schedules for the following week are posted on or before Friday prior to the beginning of the new work week in order to give you adequate notice of your work, allowing you to plan accordingly. However due to changes in restaurant needs, your work schedule and number of hours may vary each week.

Unless there is an emergency, we expect you to follow these steps if you want to switch hours once the schedule is posted:

- 1) Find someone to work for you in your place.
- 2) The person who replaces you must be able and trained to work the same position.
- 3) Notify your manager of any such changes.

Depending on where you work, different scheduling practices may apply. If you have any questions about scheduling practices in your specific location, please contact your manager.

**Be a know-it-all** - If you have a personal cell phone, consider downloading the NEXT app on your phone. On NEXT, you can view your schedule and receive work related communications. Schedules and other work-related communications are also posted in the scheduling binder and should be checked regularly.



**Follow proper call-out procedures** - If you are unable to report for your shift, contact the manager on duty minimally at least **4 hours before** your shift begins — or, if you're scheduled for the breakfast shift, the night before. Use of the NEXT app is not an acceptable way to call out. You must speak with the manager on duty at the restaurant. All absences, excused or not, will be documented and your manager may request documentation verifying your absence. In the event of illness, you may be required to bring in a note from your doctor verifying the illness and their release for you to return to work.

**No call, no show is a no-no** - Failing to call in or report to work for a scheduled shift is considered an unexcused absence, unless doing so would be unreasonable under the circumstances.

**Be On time** - Report to work on time for your assigned shift. In the case of an emergency, if you are going to be late, you must notify the manager on duty as soon as reasonably possible prior to your shift's start time. Employees who are excessively absent or tardy may be subject to discipline, up to and including termination.

### **Meal and Break Times**

Meal and break times are currently provided to relax and refresh you for the day's work. Since each department's and staff's needs are different, ask your manager for the meal and break schedules for your area.

In general, all employees receive a 10-minute (paid) break when scheduled for a 3-hour shift. All employees receive a 10-minute (paid) break and a 30-minute (unpaid) break when scheduled for a 5+ hour shift.

While meal periods are counted as unpaid time, break periods are included in your paid work time. You are prohibited from performing any work while on your unpaid meal period. Nonexempt hourly employees must take a full 30-minute lunch period. Notify your manager immediately, if your lunch is shorter than 30 minutes or if your lunch is interrupted by work.

### **Free Food and Discounts**

One of the best benefits about working at C & R Management Company is our food products. As a valued employee, you are entitled to a free meal during each shift that you work. You will also receive a 50% discount for you and your family (when you are present) for all meals ordered at the restaurant where you work. You may also receive 30% discount at all participating McDonald's using the McDonald's App.

Employee food is to be ordered by the employee on the "guest side" of the counter and entered into the cash register system as any guest transaction. Employee food also needs to be approved by a manager at the time of order. All employee meals are to be assembled and presented by the employee working behind the counter. Under no circumstances will employees be allowed to prepare or assemble their own meals. For meals ordered during your shift, these meals should be consumed in the designated break areas of the restaurant. Food should never be consumed in the work areas of the restaurant. This includes drinks/beverages.

**Protect our profits** - We get it — our food is delicious, and we need people to buy it. All food must be ordered from the guest side and requires a manager's approval for discounts. Employees are prohibited from giving free food to their friends or family.



## 04 I dress for success. Make a good impression

### Grooming & Appearance Guidelines

Our image depends in part, on how our employees present themselves to our guests. We stress the importance of maintaining the highest standards possible in all phases of our operation, including standards regarding cleanliness and neatness of all employees. We take great pride in how our employees look and how they present themselves. By dressing and acting professionally, guests will respond to you in a respectful and polite manner. People come to our restaurants to eat. Please refrain from using tobacco, e-cigarettes, vaping, and chewing gum while you are working. Following these rules will help you fit in with the team, get the most out of your work experience, and develop key skills and habits that should help you succeed throughout your professional life.

**Uniforms** – When working, you must always wear a complete uniform in the restaurant. The entire uniform should always be clean and neat. If working over 20 hours a week, a restaurant employee should have two complete uniforms. Talk to your manager to receive a second uniform. C & R Management will provide a hat, shirt, and name badge. You must provide dark shoes and dark socks. You have the option to provide your own black pants, light blue or dark denim jeans, or use the jeans we supply. If you choose to provide your own black pants, or light blue or dark denim jeans you must follow these guidelines: Jeans/pants must fit correctly, not too tight and not too loose. Jeans/pants must cover your entire bottom and underclothing. You may wear a simple black belt that is not branded or displays anything offensive on it. No leggings or knit pants are permitted. Jeans/pants must be solid denim with no additional colors or patterns. They cannot be faded or have any holes. They must be hemmed properly and not touch the floor. No shorts or capris. While working, any coat, jacket, sweater, or sweatshirt worn by a restaurant employee needs to be C & R Management Company's uniform.

**Shoes** – Restaurant employees must wear shoes with "slip resistant" soles and that are flat and comfortable. Canvas shoes or open-toed footwear are a safety risk and therefore cannot be worn while working. Employees



may wear dark athletic leather shoes. Multi-colored shoes are not permitted. Socks or hose must be always worn with your uniform.

**Electronic Devices** - Employees should not wear or carry electronic devices, such as cell phones, smart watches, earbuds, Air Pods, headphones, iPod, etc. while on duty. Any emergency calls that the employee receives should come through the restaurant's telephone.

**Tattoos** - Visible tattoos are permitted if they are non-offensive. Offensive tattoos include those that are obscene, profane, sexually suggestive, or contain content or imagery that is discriminatory towards an individual or group.

**Hair** - Hair should be clean, restrained, off the face, and pinned back or up. If hair is long, it should be braided or pulled into a bun. Very small and neatly trimmed mustache, goatee, and sideburns are permitted. Beards are also allowed but must be short and neatly trimmed. Beard covers must be worn for untrimmed beards.

**Cosmetics** - Cosmetics must be subtle, moderate, and within the natural color spectrum. This includes hair coloring and colognes.

**Jewelry** - Loose dangling bracelets, earrings, necklaces, and excessive amounts of jewelry can be a safety hazard. Therefore, we must limit the amount and type of jewelry worn. Jewelry should be moderate, in good taste, and not excessive. You are permitted two small earrings in the ear and one small stud nose piercing. Facial, tongue, and other visible body piercings are prohibited. Solid colored or skin toned spacers or gauges are acceptable. You are permitted one small ring, including a wedding ring. While preparing food in the kitchen, no jewelry, including bracelets and watches, can be worn except for a small wedding band.

**Nails** - Ensure that nails are short, clean, neat, and manicured. If you wear nail polish, polish must be fresh and not chipping. Gloves are required when using artificial nails and nail polish.

**Personal Hygiene** - Keeping good personal hygiene is one of the ways to help make sure that our food is safe. These are some of the things employees need to do:

- Keep clean by bathing or showering, applying deodorant, and brushing your teeth every day.
- Stay neat by wearing a clean uniform and keeping fingernails short.

**Preventing Illness** - If you have an infectious or contagious illness that may prevent you from serving food or handling food equipment in a sanitary manner, contact your manager. Please also see the Company's "Preventing Foodborne Illness" policy. Current wellness guidance states that employees should not be permitted to work while exhibiting the following symptoms:

- Diarrhea
- Vomiting
- Jaundice (yellowing skin)
- Fever with a sore throat
- Open cut or sore containing puss or draining fluid
- Diagnosed with a reportable illness such as: E. coli, Hepatitis A, Norovirus, Salmonella, or Shigella. You must contact your manager immediately.





**Hand washing** - Washing hands properly and frequently is the most important thing an employee can do to help ensure that our guests receive safe food. Employees must wash their hands:

- before entering the kitchen and touching food.
- after using the restroom.
- after taking a break.
- after handling garbage or cleaning supplies.
- after sweeping and mopping.
- after touching the face, hair, or body.
- at least every 30 minutes when performing the same task.

**Accommodations to the Grooming Guidelines for Religious Beliefs and/or Disability Needs** - C & R

Management complies with all state and federal anti-discrimination laws. In the event you believe your religious beliefs, disability, pregnancy, or gender identity requires an accommodation under these grooming guidelines, you should contact the Human Resources department at (801) 280-9299 to request an accommodation.

**Smoking and Vaping**

We are committed to providing a safe and healthy workplace and to promoting the health and well-being of our employees. The Company prohibits smoking, use of electronic cigarettes (including vaporizers and other electronic nicotine delivery systems) and use of tobacco products in any enclosed indoor place of public access or publicly owned building or office. This also prohibits smoking, use of e-cigarettes, and tobacco product within 25 feet of any entranceway, exit, open window, or air intake of a building where smoking is prohibited. It is our objective to provide a smoke-free environment within the Company and to ensure employees, offices and restaurants are in compliance with the Utah Clean Air Act and to create a welcoming environment for all guests. While wearing a company uniform and on C & R Management Company's premises, employees must smoke only in designated areas. The designated locations for smoking are inside employee's vehicle or in the designated area.



## 05 I care about a safe workplace. Avoiding accidents and injuries

We are positively nerdy about safety. Keeping you safe and healthy is important to us. We will count on you to help us maintain a safe and healthy workplace for you and your fellow employees by familiarizing yourself with all our safety policies, procedures, and requirements.

We take safety seriously because we want C & R Management Company's restaurants to be among the safest and healthiest workplaces anywhere. That's why it's our policy to comply with all federal, state, and local laws and regulations regarding safety and health. The Company-approved cleaning supplies and equipment are safe to use when handled according to manufacturer's instructions. By following all operating procedures and rules, you can help us keep your workplace free of accidents, injuries, and hazards.

### Be safety smart

- Know and observe all our safety and health procedures.
- No fighting, horseplay, or disorderly conduct is permitted.
- Wear slip-resistant shoes **at all times** when working in one of our restaurants.
- Be careful with the Company property. Destroying, damaging, or losing guest, other employee or Company property due to carelessness, disregard or negligent acts is not permitted.
- View the safety module information in the eLearning system. Read all safety information posted in employee break rooms.
- Read up on any chemical products used in your restaurant/department. The HAZARD COMMUNICATION PROGRAM information can be found in HazCom app on the JOLT tablet. It provides Safety Data Sheets (SDS) and contains important safety information about each chemical product, label information, and special first aid information along with instructions for action in the event of an accident — ask your manager for more information.



- Familiarize yourself with our emergency action plan and medical emergency procedures. In case of an emergency, follow your manager's instructions and safely exit the building if necessary.
- If your duties include filtering the fry vats or cleaning grills/ovens, you must use the Personal Protective Equipment (PPE) required for these jobs — you must be trained on the proper procedures and equipment before you do these jobs.
- Employees under age 18 have restrictions for some job duties. Please review these restrictions with your manager.
- Alert your manager to any safety or health concerns.

### **Report workplace accident, injury, or illness**

Report any workplace injury, accident, or illness to your manager as soon as possible, regardless of the severity of the injury or accident. Additionally, please complete the "First Report of Injury" form on the JOLT tablet. In the event of an emergency, dial 911 to activate the medical emergency services.

The Company provides workers' compensation insurance which typically provides coverage for related medical and rehabilitation expenses and a portion of lost wages to employees who sustain an injury on the job. The Company pays the entire cost of workers' compensation insurance. Workers' compensation benefits will run concurrently with FMLA leave, if applicable, where permitted by state and federal law.



## **06 I play a key role in food safety. Because germs are gross**

We are in the food business. It is important for all employees to understand how important food safety is to our success. All employees who work with or around the food we serve to our guests, play an important role in keeping our food safe and in turn keeping our guests safe. Here's what we need from you:



- If you have (or suspect you may have) an illness or disease that may be spread through food handling, stay home, and call your manager to report this immediately. These illnesses/diseases include, but are not necessarily limited to:
  - E. coli
  - Hepatitis A
  - Norovirus
  - Salmonella
  - Shigella
  
- 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 manager to discuss the situation.
- If you have any cuts or sores on your hands, cover them with a bandage and wear disposable gloves over the bandage while you are at work.
- Stay home (and follow your restaurant's call-out procedures) if you are suffering from diarrhea, vomiting, jaundice (yellow skin), or fever accompanied by sore throat (unless these symptoms are caused by a medical condition that your medical provider has confirmed will not cause food borne illness — and you feel capable of working). Please contact your manager if you have any questions about whether your illness requires you to stay home from work.
- Regular hand washing is extremely important. Wash your hands before starting to work with food, after using the restroom, and at all other times described in the food safety training.
- If you are in a food handling position, follow all procedures for cooking, preparing, and handling food. We provide safety training and you can always reference the training modules or ask your manager.
- If you become aware of any situation that you think may jeopardize the safety of our food, our guests, or your fellow employees, report it to your manager immediately.



## 07 I put my education first. Working students & tuition

To make sure that students' job experience complements their education, C & R Management Company supports these principles:

- Education is a significant priority. Between education and employment, your education comes first.
- That's why the Company provides flexible working hours to accommodate classes, homework assignments, and extracurricular activities.
- We don't want excessive or late working hours to compromise your grades and school attendance.
- Our organization provides training programs that help develop your skills and emphasize the importance of responsibility and self-discipline.
- We take a leadership role in working with parents, educators, and students on education issues.
- The Company believes in supporting education by recognizing our employees' scholastic achievements.

### Limitations on working students

Federal, state, and local laws regulate the hours and duties a minor (15- 17-year-old employees) can work. C & R Management Company takes these laws seriously and asks for your cooperation in complying with them. If you have any questions, please talk with your manager or contact the Human Resources department at (801) 280-9299.

### Tuition Assistance



We are committed to helping employees further their education and achieve their dreams. To help our employees, we participate in Archways to Opportunity, a comprehensive education strategy with multiple programs that give people an opportunity to grow and learn – no matter where they are on their journey.

Listed below are ways Archways to Opportunity can help employees on the path to success and employees may be eligible for up to \$3,000 per year after their first 90 days working with C & R Management Company.

**Archways to Opportunity** - 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 - tuition assistance
- Get help making an education plan with advisors

Please visit [www.ArchwaysToOpportunity.com](http://www.ArchwaysToOpportunity.com) to learn more.



## 08 I earn my paycheck. Getting paid

C & R Management Company takes seriously its obligation to pay you properly and to make sure our pay practices comply in all respects with all federal, state, and local laws. This means you are entitled to be paid for all time worked. If for any reason you believe you have not been paid for all time that you have worked, you should immediately contact your manager or the Human Resources department at (801) 280-9299 and they will assist you in receiving pay for all hours worked.

**Tell us what's going on** - Please tell us when you change your address, telephone number, email address, legal name, emergency contact, or availability so we can update our records.



**Get paid** - We encourage participation in direct deposit, a free service where the Company will deposit your net pay directly to the financial institution of your choice. Contact Payroll or your manager to sign up for this convenient option. Employees are paid via direct deposit or pay card on a bi-weekly basis.

Pay day is every other Friday, for a total of 26 pay periods in a calendar year. On each payday, employees receive a statement showing gross pay, deductions, and net pay by logging into the payroll portal. Automatic deductions such as additional tax withholding and contributions to voluntary benefit plans may be arranged through Payroll.

The Company will not advance money early. Employees must inform Payroll of any changes to your bank account that will affect direct deposit prior to the last day of payroll or the employee will be charged \$10 to re-route deposit.

If you have any questions regarding payroll, please contact Payroll at (801) 280-9299.

### **Employment Classifications**

In order to determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, we classify our employees as shown below. We may change employee classifications at any time.

- **Nonexempt.** Nonexempt employees are paid on an hourly basis and are eligible to receive overtime pay for overtime hours worked.
- **Exempt.** Exempt employees are typically paid on a salary basis and are not eligible to receive overtime pay.
- **Full-time employee.** An employee who regularly works 30 hours or more per workweek. Full-time employees are currently eligible for company benefits and are subject to the terms, conditions, and limitations of each benefits program.
- **Part-time employee.** An employee who regularly works less than 30 hours per workweek. Part-time employees are currently ineligible for benefits except those required by law.

### **Overtime**

When required due to the needs of the business, you may be asked to work overtime. Overtime is actual hours worked more than 40 in a single workweek. Nonexempt employees are paid at the rate of one and one-half times their regular hourly rate for hours worked in excess of 40 during the established workweek. The established workweek begins at 12:01 a.m. on Monday and ends at 12:00 a.m. midnight on Sunday. Paid time off (PTO) including vacation, holiday, and sick days does not apply toward work time and are not included in overtime calculations. All overtime work must be approved in advance by a manager.

### **Pay Deductions and Safe Harbor Exempt Employees**

We do not make improper deductions from the salaries of exempt employees. We comply with the salary basis requirements of the Fair Labor Standards Act (FLSA). Employees classified as exempt from the overtime pay requirements of the FLSA will be notified of this classification at the time of hire or change in position.

If an employee classified as exempt believes that an improper deduction has been taken from the employee's pay, the employee should immediately report the deduction to Human Resources. The report will be promptly



investigated, and if it is found that an improper deduction has been made, the Company will reimburse the employee for the improper deduction.

### **Clocking In and Out**

To make sure that you get paid for all time that you work, be sure to clock in before you begin any work and clock out only when you have finished all your work for the day. Do not clock out until your last task is completed.

Depending on the length of your shift, you may also be entitled to meal and rest breaks. Your manager should inform you about breaks at the start of your employment, so you know what to expect. If you have any questions about meal and/or rest breaks or concerns about whether you are receiving breaks, please notify your manager or Human Resources as soon as possible. We can work together to make sure you get the meal and rest breaks to which you are entitled.

Depending on the length of your shift, you may receive breaks. Be sure to clock in and out for rest and meal breaks. Because it is important that you receive pay for all hours that you work, do not punch in or out for anyone else and never let anyone punch in or out for you. Doing work while not clocked in is strictly prohibited. If you perform any work while not clocked in, you must keep a record of all time spent on work and provide it to your manager as soon as possible so your manager can make sure you are paid for all time worked.

### **Errors and Corrections**

We all know that mistakes can happen clocking in and out. That's why all time clock punch reports are posted daily for your review. Be sure to correct any mistakes that occur as quickly as possible. If you made a mistake in clocking in or clocking out, or if you notice any other mistakes in your paycheck or on your time punch report, please contact your manager immediately. We will work with you to ensure that you get paid for all time you worked.

A member of your management team may also notify you if he/she believes there has been an error in recording your time. It is important that you understand the change your manager wants to make and that you agree with your manager before correcting your time record. You may be required to sign any payroll report as requested by your manager.

If you and your manager cannot agree on a correction to your time records, call your General Manager so that the issue can be resolved promptly. If you are still unhappy with the resolution, bring it to the attention of Human Resources at (801) 280-9299 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.

C & R Management Company is committed to paying you for all time that you work and following all legal requirements for meal and rest breaks. If you believe that a manager is not living up to this commitment or perceive that anyone is interfering with your ability to record your time accurately and completely, please bring it to the attention of your Area Supervisor or Human Resources as soon as possible so that we can correct the situation quickly. All reports will be investigated, and appropriate corrective action will be taken. You will not be penalized for speaking up and the Company strictly prohibits retaliation against any employee who seeks to correct any pay errors or report any problems regarding our obligations to pay employees correctly.





## 09 I give and get respect. Workplace equality and diversity

A variety of people work at C & R Management Company— and that’s one of the best things about our organization. These guidelines will help you work well with everyone at the Company and minimize misunderstandings. Take them seriously. These policies not only make good business sense, but many are required under the law.

We utilize the unique talents, strengths, and assets of our employees so we can provide the world’s best quick service restaurant experience. Be kind. We are all on the same team. In our workplace, everyone should feel valued, accepted, and rewarded. We encourage employees to understand and recognize differences and to appreciate the contributions of all individuals.



## 10 I do the right thing. Equal Employment Opportunity and Policy Against Harassment, Discrimination, and Retaliation

**Equal Opportunity Employer** - C & R Management Company is an equal opportunity employer and makes employment decisions based on merit and the Company’s needs. Creating an inclusive and professional environment where employees feel comfortable, safe, and free from inappropriate and disrespectful conduct is one of the Company’s core values. The Company does not discriminate against (in any aspect of employment, including recruiting and hiring, job assignment, compensation, opportunities for advancement,



promotion, transfers, evaluation, benefits, training, discipline, and termination), nor does it tolerate harassment by any person, including, co-workers, managers, supervisors, and third parties, on the basis of: race, color, religion, national origin, sex (including pregnancy, childbirth, pregnancy-related conditions, breastfeeding, or medical conditions related to breastfeeding), age (40 and over), disability, military status, genetic information, sexual orientation, gender identity, or any other class or expression protected by applicable law.

Harassment is a form of discrimination and similarly prohibited. Harassment may take many forms, but the most common forms include: verbal harassment (e.g., jokes, epithets, slurs, negative stereotyping, and/or unwelcome remarks about an individual's body, color, physical characteristics, appearance, or sexual practices, or gossiping about sexual relations); physical harassment (e.g., physical interference with normal work, impeding or blocking movement, assault, unwelcome physical contact, or leering at a person's body); or visual harassment (e.g., offensive or obscene pictures or emails, gestures, display of sexually suggestive objects, unwelcome notes, or any other material that denigrates or shows hostility toward an individual because of a protected characteristic).

Retaliation by any person, including, but not limited to, co-workers, managers, supervisors, and third parties, for reporting any incidents of harassment or discrimination, for making any complaints of harassment or discrimination, or for participating in any investigation of incidents of harassment or discrimination, is strictly prohibited. Any suspected retaliation by one accused of harassment or discrimination, or by anyone else, will be promptly and thoroughly investigated. If a complaint of retaliation is substantiated, the Company will take appropriate disciplinary action.

### **ADA, Religious, and other Accommodation**

As part of our commitment to equal opportunity and nondiscrimination, C & R Management Company provides reasonable accommodations for qualified employees with known disabilities unless doing so would result in an undue hardship to the Company or cause a direct threat to health or safety. The Company provides reasonable accommodations for employees whose religious belief, practice, or observance conflicts with a workplace requirement unless doing so would result in an undue hardship to the Company. The Company provides reasonable accommodations for employees based on gender identity in dress/grooming standards and facilities and for employees based on pregnancy, childbirth, breastfeeding, or related conditions, unless doing so would result in an undue hardship to the Company. Employees needing such accommodation are instructed to contact Human Resources at (801) 580-5848.

**Complaint Procedure for Complaints of Discrimination, Harassment, or Retaliation** - If employees believe they have been subjected to harassment, discrimination, or retaliation of any kind or any conduct that violates this policy, employees must immediately report the conduct to their General Manager, Area Supervisor, Human Resources at (801) 580-5848, the Director of Operations at (801) 231-3272), or our confidential 24/7 concern line at (877) 503-1860, [code 5187](#).

Employees should bring the matter to the Company's attention promptly so that any concern of harassment, discrimination, or retaliation can be investigated and addressed appropriately. Managers must report any complaints of misconduct, including harassment, discrimination, or retaliation, to Human Resources or the Director of Operations as soon as possible so the Company can attempt to resolve the claim internally.



The Company will promptly and thoroughly investigate all complaints in a fair and impartial manner. The investigation will be documented and tracked. The Company will keep all information disclosed during the investigation confidential, except as necessary to conduct the investigation, take any remedial action, or in accordance with applicable law. All employees and supervisors have a duty to cooperate in the investigation of alleged harassment, discrimination, or retaliation. Failing to cooperate or deliberately providing false information during an investigation is grounds for disciplinary action, including termination of employment. If the Company determines a violation of policy has occurred, it will take effective remedial action.

### **Sexual Harassment Policy**

C & R Management Company is committed to maintaining a workplace free from sexual harassment. This policy is one component of the Company's overall policy on equal employment opportunity and prohibition of harassment, discrimination, and retaliation. Any questions about this policy can be directed to Human Resources at (801) 580-5848.

- Sexual harassment will not be tolerated. Any employee who engages in sexual harassment or retaliation will be subject to disciplinary action, including termination of employment.
- Sexual harassment violates our policies, is potentially unlawful, and may subject C & R Management Company to liability for harm to victims of sexual harassment. Harassers may also be subject to personal liability. Employees at every level who engage in sexual harassment, including managers who engage in sexual harassment or who allow such behavior to continue, will be disciplined.
- The Company will conduct a prompt and thorough investigation that ensures fairness for all parties whenever it receives a complaint about sexual harassment, or otherwise becomes aware of possible sexual harassment occurring. The Company will keep the investigation confidential to the extent possible. Effective corrective action will be taken whenever sexual harassment is found to have occurred. All employees must cooperate with any internal investigation of sexual harassment.

**Definition of Sexual Harassment** - Sexual harassment is a form of sex discrimination and is unlawful. Sexual harassment includes harassment based on sex (including same-sex), sexual orientation, or gender identity.

Sexual harassment includes unwelcome conduct that is either of a sexual nature, or that is directed at an individual because of that individual's sex when:

- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment, even if the reporting individual is not the intended target of the sexual harassment;
- Such conduct is made either explicitly or implicitly a term or condition of employment; or
- Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual's employment.

A sexually harassing hostile work environment includes words, signs, jokes, pranks, intimidation, or physical violence of a sexual nature directed at an individual because of that individual's sex. Sexual harassment also consists of any unwanted verbal or physical advances, sexually explicit statements, or sexually discriminatory remarks.



Sexual harassment also occurs when a person in authority tries to trade job benefits for sexual favors. This can include hiring, promotion, continued employment, or any other terms, conditions, or privileges of employment.

Anyone who feels harassed should report immediately so that any violation of this policy can be corrected promptly.

#### Examples of Sexual Harassment

- Physical acts of a sexual nature, such as:
  - Touching, pinching, kissing, hugging, brushing against another employee's body
  - Rape, sexual battery, molestation
- Unwanted sexual advances or propositions, such as:
  - Requests for sexual favors accompanied by implied or overt threats concerning the target's job
  - Subtle or obvious pressure for unwelcome sexual activities
- Sexually oriented gestures, noises, remarks, or jokes, or comments about a person's sexuality or sexual experience
- Sex stereotyping, such as when conduct or personality traits are considered inappropriate simply because they may not conform to other people's ideas or perceptions about how individuals of a particular sex should act or look
- Sexual or discriminatory displays or publications anywhere in the workplace, such as:
  - Displaying or sharing pictures, posters, calendars, graffiti, objects, or other materials that are sexually demeaning or pornographic, including displays on workplace computers or personal cell phones

**Retaliation** - Unlawful retaliation can be any action that could discourage someone from coming forward to make or support a sexual harassment claim. As discussed in more detail above, retaliation is unlawful and against our policies.

**Reporting Sexual Harassment** - Preventing sexual harassment is everyone's responsibility. The Company cannot prevent or remedy sexual harassment unless it knows about it. Anyone who feels they have been subjected to behavior that may constitute sexual harassment must report such behavior to their General Manager, Area Supervisor, Human Resources at (801) 580-5848, Director of Operations at (801) 231-3272, or our confidential 24/7 concern line at (877) 503-1860, [code 5187](#).

If the harassment involves unwanted physical touching, coerced physical confinement, or coerced sex acts, the conduct may constitute a crime and it may be appropriate to contact the local police department.

**Management Responsibilities** - All managers who receive a complaint or information about suspected sexual harassment, observe what may be sexually harassing behavior, or for any reason suspect that sexual harassment is occurring, must report such suspected sexual harassment to Human Resources. In addition to being subject to discipline if they engaged in sexually harassing conduct themselves, managers will be subject



to discipline for failing to report suspected sexual harassment or otherwise knowingly allowing sexual harassment to continue. Managers will also be subject to discipline for engaging in any retaliation.

**Complaint and Investigation of Sexual Harassment** - All complaints or information about sexual harassment will be investigated promptly, thoroughly, and fairly. Investigations will be kept confidential to the extent possible.

Employees may be required to cooperate as needed in an investigation of suspected sexual harassment. The Company will not tolerate retaliation against employees who file complaints, support another's complaint, or participate in an investigation regarding a violation of this policy.

If the Company determines a violation of policy has occurred, it will take effective remedial action.



## 11 I keep my head in the game. Online communications and company information

If you participate in online conversations about your McDonald's restaurant, C & R Management Company, its employees, guests or products or the McDonald's brand, 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, your coworkers and to the business and the McDonald's brand.

- Read the policies in this handbook and the policies displayed in your restaurant and ensure your online communications and texts are consistent with these policies.
  - Posts that include discriminatory remarks, harassment (e.g., sexual harassment), and threats of violence or similar inappropriate or unlawful conduct are prohibited.
  - Employees must exercise caution and sound judgment if interacting on social media sites.
- Think about what you will say and about disclosing your personal details. You post material at your own risk, and you are personally responsible for the content of your communications.



- Respect your coworkers' and guests' privacy. You should not share on any social media site private information that may create a cybercrime risk. Cybercrime risks include online identity theft, financial fraud, and stalking. Examples of this type of information include, dates of birth, social security numbers, passwords, and bank account numbers.
- Use a Disclaimer - Employees should make clear that the views they are expressing are theirs alone and do not reflect the views of the Company when engaging in social media activity that implies or otherwise gives the appearance that such activity is on the Company's behalf, except when expressly authorized by the Company. If employees' social media activity implies or gives the appearance that it is authorized by the Company, employees should specifically state: "The content I have contributed to this site is my own and does not necessarily represent the views or opinions of my employer."
- Avoid posts that reasonably could be viewed as malicious, obscene, threatening or intimidating (such as posts that include discriminatory remarks or content, sexual harassment and threats of violence or similar inappropriate or unlawful conduct).
- Comply with all copyright, trademark, trade secret, right of publicity and other intellectual property laws in your online communications. If you use McDonald's trademarks or logos in online conversations, do not use them in a way that suggests that either C & R Management Company or McDonald's sponsors, endorses, or is otherwise affiliated with your statements. Only McDonald's official spokespersons are authorized to speak on behalf of the Company.
- Do not disclose or post McDonald's or C & R Management Company's trade secrets or other confidential information. This may include, for example, our methods or processes, sales figures, guest counts, business plans, how food or marketing promotions are doing, and any other similar internal business-related confidential information or communications.
- We encourage you to participate in any social media platform sponsored by McDonald's or C & R Management Company. Make it clear that you are a McDonald's franchisee employee and that your views and opinions are yours and not those of McDonald's or C & R Management Company when you endorse one of our products in any online communications or blog discussing McDonald's or one of its owner/operators.
- Because we want to provide 100% guest satisfaction, during working time do not use your cell phone to talk, text, or engage in personal online communications or otherwise. Working time does not include breaks, meal periods, or other time when an employee has been relieved from duty. **Keep the line open.** Ask your manager before using the restaurant telephone to make personal phone calls. Only management team members may answer the restaurant telephones.

If you violate this policy, it may result in disciplinary action, up to, and including, termination. If you have questions regarding this policy, contact your manager or the Human Resources department at (801) 280-9299.



## 12 I speak up. Open communication

Communication is essential for good teamwork and learning. We encourage open communication – meaning we will share information with you, and we want you to share information with your management team. Here are some of the communication tools we may use:

- **Rap sessions** — these small, informal group discussions of ideas, suggestions, and problems are held as needed and may be initiated by management or at the request of an employee.
- **Employee meetings/shift huddles** — we discuss policies, events and promotions, or special situations at these fun and productive meetings.
- **Employee commitment surveys** — your opinions about our operations are very important to us. So, from time to time, we may ask you to participate in a survey. Your responses are always anonymous so that we can assure you of complete confidentiality. We use the information we gather to see how our organization is doing and to find ideas for improvements.
- **Your own ideas** — if you have an idea that saves time and energy, or you have some constructive criticism to offer, please feel free to share your thoughts with your management team.

**Speak up** - We want to know if something isn't right. Immediately notify your manager of any job-related illness, accident, policy violation, unsafe working conditions, illegal activity, workplace violence, theft, fraud, equipment not working for more than 24 hours, unable to take credit cards, unable to sell products, guest complaints, or concerns.

**Solving Problems** - Sometimes you may decide that you do not agree with our way of doing things or you do not like the decisions that we make. When things are on your mind, promptly discuss the issues with your manager so we can understand your concern(s) and find a solution. If the solution offered is not satisfactory, or if it is inappropriate to go to your manager on duty, then talk with your General Manager. If your General Manager does not fix the problem or if you do not feel comfortable talking to your General Manager, please



contact your Area Supervisor, or if they do not fix the problem or if you prefer, please contact Human Resources at (801) 580-5848, the Director of Operations at (801) 231-3272, or our confidential 24/7 concern line at (877) 503-1860, [code 5187](#).

Also see the Complaint Procedure for Complaints of Discrimination, Harassment, or Retaliation.

Open communication is important. If you feel you are not being heard or if you have an issue, you cannot resolve or you want or need help with any step of this process, please reach out to Human Resources.



## **13 I benefit from working. Some perks besides McDonald's French Fries**

The Company recognizes the value of providing benefits to employees. In addition to the Company's free food and discounts, paid time off, and "Archways to Opportunity" tuition assistance, you may be eligible for other benefit programs.

For more information regarding benefit programs that you may be eligible for, please talk with your manager or contact Human Resources.

**Medical Insurance** - The Company offers medical insurance to eligible full-time employees. Please talk with your manager or contact Human Resources to learn more.

**Referral Bonus** - Refer a friend and get money. Work with your friends, help us keep our restaurant staffed with great people. Have a friend apply and then notify the General Manager or the People District Manager (DM) so they can interview them. When your friend is hired and has worked one month you get money! Be sure your friend lists your name as a referral during their orientation so you can receive your gift card after they have worked one month.





## 14 I need time off. Time off and leave of absences

**Paid Time Off (PTO)** - C & R Management Company believes that employees should have opportunities to enjoy time away from work to help balance their lives. We recognize that employees have diverse needs for time off from work and have established this PTO program to meet those needs. The benefits of PTO are that it promotes a flexible approach to time off. Employees are accountable and responsible for managing their own PTO hours to allow for adequate reserves if there is a need to cover vacation, illness or injury, appointments, emergencies, or other situations that require time off from work. Employees are encouraged to use their accrued PTO. C & R Management will not pay out PTO in lieu of taking the time off.

**Eligibility** - Full-time and part-time employees may be eligible for paid time off. Employees employed in the following positions may be eligible for paid time off: general crew team members, certified shift managers, store maintenance personnel, and department managers level 1, 2 and 3. Eligible employees begin accruing PTO immediately on the first day of employment.

**Accrual Tiers and Accrual Maximums/Caps by Job Title** - In general, eligible employees accrue PTO based on regular hours worked beginning on the first day of employment and can use PTO as it is accrued during the calendar year. In general, employees accrue PTO based on the schedule and tiers noted below up to a PTO maximum or cap. When PTO accrual hits the cap, the employee will no longer accrue PTO until the employee uses some PTO and the employee's balance falls below the cap. PTO is accrued and capped as listed in the chart below and varies by job title.

	General Crew Team Members	Certified Shift Managers & Store Maintenance Personnel	Department managers Level 1	Department managers Levels 2 and 3
<b>ACCRUAL RATE</b>	0.02/hour	0.03/hour	0.04/hour	0.053/hour
<b>ANNUAL CAP</b>	40 hours	60 hours	80 hours	104 hours



**PTO and Leave of Absence** - Any accrued PTO will be used during an approved leave of absence. PTO does not accrue on unpaid leaves of absence.

**Scheduling and Requesting Time Off** - You are encouraged to plan your PTO well ahead of time. PTO may be taken in either four-hour or eight-hour increments. All PTO must be approved by your General Manager. In general, requests for PTO must be submitted on a PTO Request Form on the JOLT tablet to your General Manager at least 15 days prior to the requested days off.

General Managers must ensure adequate staffing when reviewing and approving time off requests. A request may or may not be approved and General Managers will notify employees on the status of requests. Ensure you receive approval prior to taking the time off and if you have not heard from your General Manager as to the status of your PTO request, please ask your General Manager about it.

Approval of PTO requests is based on several factors, such as:

- 1) An employee's accrued PTO Balance. Employees who request time off, but do not have enough time in their PTO bank may be denied.
- 2) The effect of time off on co-workers and the needs of the business.

Scheduling of PTO will be made based on the organization's operational needs. We also have the right to cancel any approved PTO in the case of a company emergency and will provide as much notice as possible to affected employees.

In general, employees are not permitted to take consecutive weeks of PTO. For example, if an employee has accrued two weeks of PTO, the employee will be asked to take the time off separately and not two consecutive weeks.

**If PTO is used for legitimate, unexpected illness or emergencies**, please follow our proper call off procedures and submit a PTO Request Form to your General Manager on the JOLT tablet. Failure to follow proper call off procedures may result in a denial of PTO request.

**Additional Information** - All PTO taken must be recorded in the pay period taken. You will be paid for your accrued PTO at your regular rate of pay at the time you take the PTO. PTO is not hours worked and will not be included in overtime calculations.

In general, employees should not request PTO for their final two weeks of employment with C & R Management Company because typically we need employees to work their final shifts in order to provide for a smooth transition and transfer of information. If a PTO request was previously approved and it later coincides with an employee's final two weeks of employment, the Company may rescind the approved PTO. PTO will not be paid out upon termination of employment.

All PTO exceptions are at the sole discretion of the owner/operator of C & R Management Company.



## Leave of absences

On occasion, you may need time off from work. The Company tries to respect and accommodate such needs; however, a request for time off for personal reasons may not always be approved. If you need time off for personal reasons, obtain approval in advance from your manager. Be sure to follow the Company's policies and practices regarding absences. Leaves of absence are generally unpaid, unless otherwise specified under applicable local, state, or federal laws. Please note there are many requirements, qualifications, and exceptions under these laws, and each employee's situation is different. Contact the Human Resources department at (801) 280-9299 to discuss options for leave.

## Family and Medical Leave

In accordance with the federal Family and Medical Leave Act (FMLA), C & R Management Company provides up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- Incapacity due to pregnancy, prenatal medical care, or childbirth.
- To care for the employee's child after birth, or placement for adoption or foster care.
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition.
- Serious health condition that makes the employee unable to perform the employee's job.

**Military Family Leave Entitlements** - Eligible employees with a spouse, son, daughter, or parent on active duty or called to active-duty status in the Armed Forces, National Guard, or Reserves 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 servicemember during a single 12-month period. A covered servicemember 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 servicemembers and veterans are distinct from the FMLA definition of "serious health condition."

**Benefits and Protections** - During FMLA leave, the Company maintains the employee's health coverage under any group health plan on the same terms as if the employee had continued to work. Employees must continue to pay their portion of any insurance premium while on leave. If the employee is able but does not return to work after the expiration of the leave, the employee will be required to reimburse the Company for payment of insurance premiums during leave.



Upon return from FMLA leave, most employees are restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Certain highly compensated employees (key employees) may have limited reinstatement rights.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave. Paid leave will not accrue during the unpaid leave.

**Eligibility Requirements** - Employees are eligible if they meet all three criteria:

- Have worked for this Company for at least 12 months;
- Have worked at least 1,250 hours of service during the previous 12 months before taking leave; and
- Works at a work location where the Company has at least 50 employees within 75 miles of employee's worksite.

**Definition of Serious Health Condition** – FMLA defines a serious health condition as 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 a qualified 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 three consecutive full 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** - The maximum time allowed for FMLA leave is either 12 weeks in the 12-month period as defined by the Company, or 26 weeks as explained above. The Company's 12-month period is a rolling period measured backward from the date an employee uses any FMLA leave, except for leaves to care for a covered servicemember with a serious illness or injury. For those leaves, the leave entitlement is 26 weeks in a single 12-month period measured forward from the date an employee first takes that type 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 Company's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Employees taking intermittent or reduced schedule leave based on planned medical treatment and those taking intermittent or reduced schedule family leave with the Company's agreement may be required to temporarily transfer to another job with equivalent pay and benefits that better accommodates that type of leave.

**Substitution of Paid Leave for Unpaid Leave** - The Company requires employees to use accrued paid leave while taking FMLA leave. Paid leave used at the same time as FMLA leave must be taken in compliance with the Company's normal paid leave policies. If an employee's leave of absence does not constitute paid leave as defined in the Company's paid leave policies, the employee cannot use accrued paid leave, but can take unpaid leave. FMLA leave is without pay when paid leave benefits are exhausted.



Workers' compensation benefits will run concurrently with FMLA leave, if applicable, where permitted by state and federal law. In addition, employees will not be paid time off (PTO) for approved absences covered by the company's workers' compensation program.

**Employee Responsibilities** - Employees must provide at least 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 the Company's normal call-in procedures.

Employees must provide sufficient information for the Company 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 Company 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. The Company may require second and third medical opinions at the Company's expense.

Documentation confirming family relationship, adoption, or foster care may be required. If notification and appropriate certification are not provided in a timely manner, approval for leave may be denied. Continued absence after denial of leave may result in disciplinary action in accordance with the Company's attendance guideline. Employees on leave must contact Human Resources at least two days before their first day of return.

**The Company's Responsibilities** - The Company will inform employees requesting leave whether they are eligible under FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the Company will provide a reason for the ineligibility.

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

**Other provisions** - Under an exception to the FLSA in the FMLA regulations, hourly amounts may be deducted for unpaid leave from the salary of executive, administrative, and professional employees; outside sales representatives; certain highly skilled computer professionals; and certain highly compensated employees who are exempt from the minimum wage and overtime requirements of the FLSA, without affecting the employees' exempt status. This special exception to the "salary basis" requirements for the FLSA's exemptions extends only to eligible employees' use of FMLA leave.

**Unlawful Acts** - FMLA makes it unlawful for the Company to interfere with, restrain, or deny the exercise of any right provided under FMLA, or to 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 the Company.

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.



### **Military Leave**

We support the military obligations of all employees and grant leaves for uniformed service in accordance with applicable federal and state laws. Any employee who needs time off for uniformed service should immediately notify Human Resources and your manager, who will provide details regarding the leave.

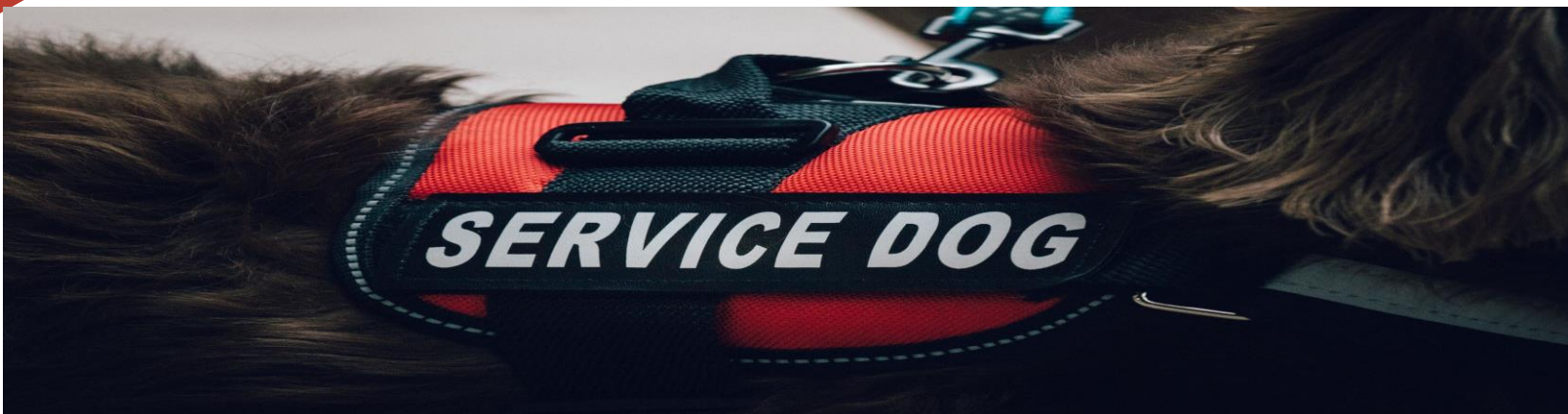
### **Jury Duty/Court Appearance**

The Company supports employees in their civic duty to serve on a jury. When summoned for jury duty, employees will be granted unpaid leave to perform their civic duty as a juror. Employees must present any summons to jury duty to their General Manager as soon as possible after receiving the notice to allow advance planning for an employee's absence.

Time for appearance in court for personal business will be the individual employee's responsibility and normally, paid time off will be used for this purpose.

### **Time Off for Voting**

The Company recognizes that voting is a right and privilege of being a citizen of the United States and encourages employees to exercise their right to vote. In almost all cases, you will have sufficient time outside working hours to vote. If for any reason you think this will not be the case, contact your manager to discuss scheduling accommodations no later than the day prior to Election Day.



## 15 I can handle hairy situations. Service animal guidelines

The American with Disabilities Act, various state laws, and the Company's policy permit service animals to accompany disabled guests or their trainers inside our buildings and restaurants.

If you are not sure whether an animal is a pet or service animal, ask the person(s) with the animal, "Is this a service animal?" If they confirm that it is a service animal:

- Permit the guest(s) and service animal(s) to remain in the restaurant.
- Do not ask guests about their disability.
- Do not request documentation or any proof that the guest is disabled or that the animal is in fact a service animal.
- Do not touch, feed, pet, talk to, or make noises directed at the service animal.

If the service animal appears to be threatening other guests or otherwise acting in a disruptive manner, ask the owner why the animal is acting in this manner BEFORE taking any action.

- If the service animal barks or growls, it may be performing its job by warning its owner of an oncoming seizure or other danger.
- If, after talking to the service animal's owner, you conclude that the animal is in fact threatening other guests, you should ask the owner to either control the animal or take the animal outside of the restaurant.
- Always provide the guest the option of remaining on the premises without the service animal.

Please note that even if accompanied by other persons, individuals with a service animal are still permitted to have their service animals with them inside the restaurant.



## 16 I respect boundaries. Solicitation and distribution

Solicitation means such things as requesting funds, purchases, services, membership in any organization, or commitments to outside organizations or causes. Distribution includes but is not limited to handing out, dropping off, or leaving behind written material. To avoid interference with work and to ensure guests enjoy their experience, here's how we handle solicitation and distribution:

- Individuals not employed by C & R Management Company are always prohibited from engaging in solicitation or distribution anywhere on restaurant property, including parking lots.
- You may not solicit on restaurant property during your own working time or when the employee being solicited is on working time. Working time does not include breaks, meal periods, or other time when an employee has been relieved from duty. Solicitation is always prohibited in guest selling areas.
- Distribution is prohibited in any work area of the restaurant. Work areas do not include, for example, the crew room. You may not distribute during your own working time or when the employee receiving the material is on working time. Restaurant property must be always kept clean and free of litter.

The Solicitation and Distribution policy applies to activities on behalf of any cause or organization, except for restaurant-sponsored charities (e.g., Ronald McDonald House Charities).





## 17 I am a professional. Appropriate conduct

### Professionalism

C & R Management is committed to providing our guests with the highest level of guest service and excellence. To ensure we accomplish this, the Company expects its employees to adhere to a standard of professional conduct that establishes a productive, comfortable, and safe working environment.

Employees are expected to work cooperatively with other employees, management, guests, or persons doing business with the Company. Employees are prohibited from threatening, harassing, intimidating, coercing others, interfering with the performance of others, or any other serious misconduct. Employees are also prohibited from the use of profane, obscene, or abusive language, particularly when in the presence of guests.

C & R Management Company also prohibits employees from engaging in conduct that disparages the goods or services of the Company or the Company's reputation in the community unless that expression is protected by law. Employees are also prohibited from any other conduct that may be in conflict or adversely affects work performance, safety, or business operations, unless otherwise protected by law.

### Alcohol & Drugs

C & R Management Company is committed to a safe, healthy, and productive work environment for all employees, free from the effects of illegal or non-prescribed drugs and alcoholic beverages. Use of drugs and alcohol alters employee judgment resulting in increased safety risks, employee injuries, and faulty decision making.

Therefore, the possession, use, manufacturing, dispensing, purchase, or sale of illegal drugs, controlled substances, or alcohol, or being under the influence of any of these substances, on the Company premises or during Company time, is prohibited. This includes working under the influence of marijuana, regardless of marijuana's legal status. In addition, working while impaired by a prescription or over-the-counter drug is prohibited if that impairment affects the employee's ability to perform the job safely or efficiently.



In addition to discipline, violation of this policy may result in C & R Management contacting the appropriate law enforcement authorities.

### **Weapons at Work**

Possession of weapons, including, but not limited to firearms and knives, presents the possibility of danger in the workplace. It is a violation of our safety policy to possess a weapon in the workplace, except when an employee, who is legally permitted to possess a firearm, stores the firearm in a vehicle in the Company parking lot. The firearm must not be in plain view, and the container or unoccupied vehicle must be locked.

The possession of such weapons at work, except as stated above, may result in disciplinary action up to and including termination.

### **Violence at Work**

Any violence or threat of violence will not be tolerated. Such behavior may include, but is not limited to, physical and/or verbal intimidation, threats, violent conduct, vandalism, sabotage, arson, use of weapons, and bullying.

Employees should immediately report any such occurrences to their manager or to Human Resources. We will investigate complaints. When employees are found to have engaged in the above conduct, management will take any action that it believes is appropriate.

Employees should directly contact law enforcement, security, and/or emergency services if they believe there is an imminent threat to the safety and health of themselves or co-workers or guests.

Workplace bullying is mistreatment through verbal abuse, offensive conduct/behaviors and work interference. If you feel you are being subjected to workplace bullying, please contact your manager or Human Resources at (801) 280-9299.

### **Discipline**

Commonly accepted standards of conduct help maintain good relationships at work and promote both responsibility and self-development. These standards include honesty, integrity, and mutual respect for fellow employees, supervisors, and guests. Employees are expected to observe and comply with these standards, as well as other standards established or that may be established by the Company.

Violations of laws, general work standards, or the Company policies may result in discipline up to and including termination, depending on the circumstance involved. Listed below are examples of the kinds of problems that may result in discipline or discharge. The examples are not all-inclusive and do not reflect every circumstance that may result in discipline or discharge. They are intended as a general guidance regarding the Company standards and expectations:

- Theft, damage, destruction, defacing, misuse or willful abuse of property belonging to C & R Management Company, guests or another employee
- Dishonesty in any form or degree



- Unauthorized possession of, removal or use of property belonging to the Company, guests, or other employees
- Possessing, using, manufacturing, dispensing, purchasing, or selling of illegal drugs, controlled substances, or being under the influence of any of these substances, while on the Company's premises while performing company business or operating a company vehicle
- Possession or consumption of alcoholic beverages on the Company's premises (except when supported, authorized and supervised by the Company); selling or being under the influence of alcohol on the Company's premises while performing company business (except when supported, authorized and supervised by the Company) or operating a company vehicle
- Abusive or threatening behavior
- Insubordinate conduct
- Falsification of any records
- Job abandonment
- Negligence in observing C & R Management Company's policies
- Flagrant disregard of C & R Management Company's policies

Disciplinary actions can range from a discussion with the employee about the matter to immediate discharge. Action taken by management in an individual case does not necessarily establish a precedent in other circumstances. The Company normally will counsel and warn employees for minor infractions before taking more severe disciplinary action. Serious infractions may result in more severe disciplinary action or discharge without prior warnings. The Company may modify or skip any of the above disciplinary steps taking into account the overall circumstances, including the nature of the offense, the actual or potential harm or damage involved, and the employee's past work record. Every instance of potential disciplinary action will be handled on an individual, case-by-case basis. The Company will take whatever disciplinary action in its sole discretion seems appropriate.

### **Inspections**

Protect your stuff. Leave valuable belongings and/or large amounts of cash at home. The Company reserves the right to inspect all belongings of employees on its premises, including packages, briefcases, purses and handbags, gym bags, and personal vehicles on company property. The Company may inspect the contents of lockers, cubbies, storage areas, file cabinets, desks, and workstations at any time and may remove all company property and other items that are in violation of the Company's rules and policies.

### **Dating, Nepotism, Fraternization**

C & R Management Company understands and respects your needs to develop personal relationships at work — so we follow these guidelines to keep our work environment positive and professional. Certain personal relationships between employees, such as those in a reporting capacity, may cause problems in the workplace including a lack of objectivity towards the subordinate's job performance, the perception of favoritism by other employees (whether justified or not), and potential sexual harassment complaints. Further, dating or fraternizing between managerial employees and any employee who is a minor and whom they supervise may



raise legal and parental concerns. Accordingly, the following guidelines govern dating, nepotism and fraternizing for the Company's employees.

**Dating or romantic relationships** - Employees who have a direct or indirect reporting relationship to each other are prohibited from dating each other. "Dating" means being involved in any kind of romantic or intimate relationship or encounter, regardless of whether or not the relationship is sexual in nature.

**Nepotism** - Claims of favoritism or a conflict of interest may exist when an employee reports (directly or indirectly) or is reported to (directly or indirectly) by a spouse or immediate family member. This is generally not allowed in the organization. C & R Management strives to maintain a separation of one level of management between all family relationships. For purposes of this policy, "family" is defined as a spouse, parent, step-parent, child, step-child, sibling, step-sibling, in-law, uncle, aunt, nephew, niece, grandparent, grandchild, first-cousin, or member of household. This policy covers all family-like relationships, regardless of legal status. Exceptions to this can only be made by the Area Supervisor and Human Resources.

**Fraternization between managers and employees** - We hope you like your managers — but socializing with them is different than hanging out with your peers. Because a manager's job requires leadership skills, we encourage our managers to use good business judgment regarding fraternizing or socializing with their employees. That means they are prohibited from fraternizing or socializing outside of work with any employee who works in the same restaurant unless the fraternizing or socializing occurs in public and at least three or more C & R Management's employees are present. Restaurant management employees may not offer alcohol to, consume alcohol in the presence of, or be present if alcohol is consumed by employees who work in their restaurant.

**Employee obligations** - If you enter into or plan to enter into a dating or romantic relationship that violates this policy, you must advise your General Manager and Human Resources immediately so that alternatives may be discussed. C & R Management will take appropriate steps to correct the violation, including, but not limited to, transferring or reassigning one or both of the employees involved, asking the employees involved to cease dating or to agree not to begin dating, or terminating the employment of one or both of the employees. If you would like to enter into a reporting relationship that may be subject to this policy, you must report the relationship to your General Manager and to Human Resources at (801) 280-9299 immediately. The decision regarding whether an employee will be allowed to transfer always remains solely within C & R Management's discretion.





## **EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT**

**I HAVE RECEIVED A COPY OF THE EMPLOYEE HANDBOOK OF C & R MANAGEMENT COMPANY DATED \_\_\_\_\_ . I UNDERSTAND THAT I SHOULD BECOME FAMILIAR WITH ITS CONTENTS. I ALSO UNDERSTAND:**

**EMPLOYMENT WITH C & R MANAGEMENT COMPANY IS AT-WILL. I HAVE THE RIGHT TO END MY EMPLOYMENT WITH THE COMPANY, WITH OR WITHOUT ADVANCE NOTICE, FOR ANY OR NO REASON. THE COMPANY HAS THE SAME RIGHT.**

**THE LANGUAGE USED IN THIS HANDBOOK, AND ANY VERBAL STATEMENTS BY MANAGEMENT, ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR ARE THEY A GUARANTEE OF EMPLOYMENT FOR A SPECIFIC DURATION.**

**THIS HANDBOOK IS NOT ALL INCLUSIVE BUT IS INTENDED TO PROVIDE ME WITH A SUMMARY OF SOME OF THE COMPANY'S POLICIES.**

**THIS EDITION OF THE HANDBOOK REPLACES ALL PREVIOUSLY ISSUED EDITIONS. THE NEED MAY ARISE TO CHANGE THE POLICIES IN THE HANDBOOK, EXCEPT FOR THE AT-WILL NATURE OF EMPLOYMENT. THE COMPANY RESERVES THE RIGHT TO INTERPRET ITS POLICIES OR TO CHANGE THEM WITHOUT PRIOR NOTICE.**

**NO REPRESENTATIVE OF C & R MANAGEMENT COMPANY OTHER THAN THE OWNER/OPERATOR, HAS THE AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD, AND ANY SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE OWNER/OPERATOR AND MYSELF. WE HAVE NOT ENTERED INTO SUCH AN AGREEMENT.**

\_\_\_\_\_  
Employee's Name in Print

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date Signed by Employee

**TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE**