



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. Mission, vision, and happiness.

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 (pictured below) 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 the 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.





Company Vision and Mission

Our Vision: Taking care of the people who take care of our guests.

Our Mission: We strive to be the best and achieve our maximum potential. We empower our team with a culture of gratitude and opportunity for growth and learning. We are connected to and serve our community with Ronald McDonald House Charities (RMHC) being our charity of choice.

100% Happy Guests

Our culture is all guests 100% HAPPY! The guest is the entire reason for our business. Everything each of us does must be to make every guest happy.

What do we do to make a guest happy?

Quality

- Hot, fresh, pretty product and packaging.
- Hot, fresh, salted, crisp fries.
- Sandwich assembled correctly, including grill orders.

Fast

- Total experience time is under 5 minutes.
- Order end to present end 120 seconds.
- Receipt to present in counter 90 seconds.
- Greet guests immediately at the drive-thru and counter.

Accurate

- Receive complete and correct order, sandwich, fries, or hashbrowns, and a drink.
- Receive correct grill order.
- Receive napkins and straws.
- Receive correct condiments.

Clean

- Lobby and dining room clean and being cleaned, including tables, chairs, floors, and condiment center.
- Clean restrooms, stocked with soap and paper products.
- Crew member appearance, clean, sharp, professional, and smiling.

Friendly

- Friendly greetings, smile in your voice, and on your face. And drive-thru ask the guest if they will be using the app, and if they will, ask for the code, then greet them by name.
- Friendly closing, presenting the food to the guest, thanking them by name when curbside or table service order.



- Attentive service, do not interrupt, do not have another conversation while taking care of the guest, look the guest in the eye and smile.
- Effective communication, able to understand, and communicate clearly with the guest.

Be nice your way!

We want our guests to say:

- “Visiting McDonald’s is the most enjoyable part of my day.”
- “You make it easy for me to get exactly what I want every time.”
- Greet every guest you see, say hi to them all.
- Interact with the guests including the kids.
- Thank them all, they are the reason we all have jobs.
- Make them feel “special,” look for ways to serve them.
- Look in the eyes, don’t take your eyes off them until they have left you.

Make it right!

We want our guests to say:

- “When you don’t get it right, you always help me and make it right.”
- What you can do when a guest has a complaint:
 - Listen
 - Apologize
 - Solve
 - Thank
- You can take care of the guest without having to get the manager. The only time you must get a manager is to give a refund.
- If we have disappointed them, do all you can to make them happy.

Make them happy!

- *Will you do all you can to make every guest you see today happy?*
- Will you:
 - Smile at each guest
 - Greet each guest
 - Say hi to each guest
 - Satisfy their requests
 - Treat them with respect
 - Look them in the eyes, and
 - Tell your restaurant manager, supervisor, or the Director of Operations what you need to satisfy all our guests. We will do all that we can so that you can make 100% of our guests HAPPY!

We ALL COMMIT to do everything WE can to make every guest HAPPY!



Organizational Structure

C & R Management's organizational reporting structure:

Crew Member → Shift Manager → Department Manager → General Manager

→ Area Supervisor → Director of Operations → Owner/Operator



03 I show up. Scheduling and free food.

Scheduling and Attendance

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 it is dark outside for your safety, 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 and/or school schedules. Requests for days off need to be submitted on the NEXT app. Schedules are created on Mondays. Requests must be submitted by Sunday. We will do our best to honor your request, but requests may be denied based on business needs, number of employees requesting time off (such as holidays), etc. If you do not have access to a cell phone and the NEXT app, please speak with the GM about submitting on the Jolt form.

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 schedule, 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 in 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.

For 15-year Olds: Managers must circle the crew member's name and the shift and highlight breaks for all 15-year-olds. This is part of the weekly schedule posting process. This will help identify 15-year-old crew members, their shifts, and their breaks to shift managers. Crew members who are 15 may not pick up extra shifts on NEXT or change their schedule without approval from the General Manager. The positions that minors can work in are limited consistent with applicable laws and regulations.

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.

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, the night before if you are scheduled for the breakfast shift. 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 calling in would be unreasonable under the circumstances (i.e., medical emergency). Three or more No Call/No Shows for scheduled shifts is considered a voluntary abandonment/quit of your position.

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.

If you have questions, feel free to ask your manager or to contact the Human Resources department at (801) 280-9299.



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. When scheduled for 9+ hour shift, all crew members receive two 10-minute paid breaks and a 30-minute unpaid meal break. Rest breaks and meals for minors will be scheduled in compliance with applicable laws.

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.

Break Time and Space for Nursing Employees

For up to one year after a child's birth, the Company will provide an employee who is breastfeeding with reasonable break times to express breast milk. The Company has designated a private place where the employee can express breast milk, please contact Human Resources. Breaks of 20 or more minutes are unpaid and should be recorded on time reports where appropriate.

Free Food and Discounts

One of the best benefits of 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 may also receive 30% discount at all participating McDonald's using the McDonald's App.

Employee food must 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.

Protect our profits - We get it — our food is delicious, and we need people to buy it. Employees are prohibited from giving free food to their friends or family.

Proper use of McDonald's App -Employees may only use their personal McDonald's app account for their own orders. Employees may not use the McDonald's app for customer orders to receive or redeem points. This is considered theft and will be treated as such and will result in disciplinary action up to and including termination of employment.



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 a manager about your uniform needs. C & R Management will provide a hat, shirt, and name badge. You must provide shoes and socks. You have the option to provide your own black pants, light blue or dark denim jeans, or wear 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 short denim pants/jeans. 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 athletic leather shoes, preferably dark colored. 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 watches, smart watches, earbuds, Air Pods, headphones, iPod, etc. while on duty. Rare use of cell phones with the approval of your manager may be permitted. The Company is not liable for any electronic devices brought onto Company property. 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, but are not limited to, those that are obscene, profane, sexually suggestive, or contain content or imagery that is discriminatory towards an individual or group. Offensive tattoos must be covered.

Hair - Hair should be clean, restrained, off the face, and pinned back or up. If hair is long, it should be braided, tied up, or pulled into a bun. Very small and neatly trimmed mustaches, goatees, and sideburns are permitted. Beards are also allowed. Hair restraints such as hats, hair coverings or nets, beard restraints, and clothing that covers body hair that are designed and worn to effectively keep employee hair from contacting exposed food are required. Beard restraints must be worn when working in food production including the kitchen and the French fry station. If a beard is longer than ½ inch, beard restraints are required.

Cosmetics - Cosmetics must be subtle and moderate.

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. Small, not dangling earrings are permitted 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 to wear one small ring, including a wedding ring. While preparing food and beverages, no jewelry, including bracelets and watches, can be worn except for a small wedding band.

Nails - Ensure that nails are short, clean, and neat. 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 and/or wearing gloves as stated above.

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 as soon as possible. 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, or



- Diagnosed with a reportable illness such as: E. coli, Hepatitis A, Norovirus, Salmonella, or Shigella.

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
- after smoking or vaping, and
- at least every 30 minutes when performing the same task.

Accommodations to the Grooming Guidelines for Religious Beliefs, Disability, Pregnancy, or Gender Identity

C & R Management complies with all local, state and federal anti-discrimination laws. If you believe your religious beliefs, disability, pregnancy (or pregnancy-related condition), 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 products 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 the 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 the 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 the age of 18 have restrictions for some job duties. Please review these restrictions with your manager.
- Alert your manager of 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.

Security- Access behind front counter

For access behind the front counter, all McDonald's Headquarters, Field Office Staff, and McDonald's Contracted Crew members should present their Digital ID from their device and their McDonald's ID Badge together to the Manager on Duty for verification.

- Clothing or business cards with the McDonald's logo are not acceptable forms of identification.
- If you have any doubt about a person's identity, call your Supervisor, Owner/Operator, or other appropriate supervisory personnel before allowing anyone behind the front counter.

Guest Complaints and Accidents

We are dependent upon our guests. Our guests are key to our business. By handling complaints quickly and efficiently we will be able to turn around any bad experience so that guests will want to return. It is the manager on duty's responsibility to address all guest complaints. Only the manager can authorize the refunding of a guest's purchase. Use good judgment. It is more valuable to create a loyal, frequent guest than it is to potentially lose a guest for the future.

If a guest is injured or reports illness at one of our restaurants, the manager-on-duty must fill out a Guest Incident Report immediately. The form is found on JOLT tablet.

Procedures for Handling Unattended Personal Items

When customers leave their personal items unattended, employees must report the incident, ensure the safety of the items, and maintain transparency in handling any monetary or other valuable contents. These procedures are intended to ensure safety and transparency in handling unattended personal items at McDonald's. All employees must be familiar with and follow these guidelines consistently.



1. Identification of Unattended Personal Items:

- a. Whenever an unattended personal item, such as a wallet, cell phone, purse or bag, is noticed by an employee or turned in by another customer, immediately inform the shift leader on duty.
- b. If the shift leader is not available, inform the next available manager or supervisor.

2. Reporting the Incident:

- a. The shift leader or designated responsible manager should complete an Incident Report form immediately upon receiving the information about the unattended personal item.
- b. The Incident Report should include details such as the date, time, location, description of the item(s), and any other relevant information.
- c. Ensure that the Incident Report is documented accurately and signed by the responsible manager.

3. Securing the Unattended Personal Item:

- a. The shift leader or designated responsible manager should take immediate action to secure unattended personal items in a safe location, such as a locked office, designated storage area or the store safe.
- b. If the item is too large or unmanageable to secure immediately, ensure it remains in the same place it was found, and keep a close watch on it until it can be secured.

4. Double Checking the Contents Following a 2-Person Protocol:

- a. In order to protect our employees and the Company from theft allegations, please use the following two-person protocol. Once the unattended personal item is secured, the shift leader or designated responsible manager along with another employee should carefully inspect the item for any identification or contact information. Employees are not asked to inventory the contents; just try to identify who the unattended item may belong to at this step.
- b. If identification or contact information is found, attempt to contact the owner using the provided details to inform them about their unattended personal item.
- c. If no identification or contact information is available, proceed to the next step.

5. Counting Monetary Contents:

- a. Again, in the presence of another employee as a witness, the shift leader or designated responsible manager along with another employee shall carefully open the purse or personal item to count any monetary contents it may contain.
- b. Ensure that the counting process is conducted accurately and transparently.
- c. Record the amount of money found in the Incident Report, along with any other valuable items present in the personal item.

6. Safekeeping and Return of Personal Items:

- a. The shift leader or designated responsible manager should secure the unattended personal item, including any counted monetary contents or valuable items, in a designated safe or locked storage.
- b. The personal item should be stored until the owner can be reached or until the owner comes forward to claim it.
- c. When the owner claims the personal item, request identification and compare it with the details provided in the Incident Report to ensure proper return.



Note: If a significant amount of money (\$100 or more) or any suspicious items are found, the shift manager or responsible manager should immediately involve law enforcement authorities and provide them with all necessary information.

Disruptive Guests

The safety of crew members and guests is our top priority always.

When dealing with aggressive and unwelcomed behavior remember:

- Be consistent
- Be kind
- Try to introduce yourself and ask their name
- Remember they may have had some trauma or mental health issue and could be under the influence
- Tell them you are merely enforcing company policy
- Do not get discouraged
- Treat them with dignity and respect

Aggressive and unwelcome behavior includes things such as yelling, cussing, name calling, slurs, intimidation, threats, lewdness, combative behavior or any other actions that make guests and/or employees feel uncomfortable.

Keys to managing the situation:

1. Don't give them free food.
2. Restrict lobby access to paying guests, if the homeless are not paying guests and just using the lobby, kindly request they leave.
 - a. "Hey there, it's time to go, please."
 - b. Give them a few minutes to wrap up. Return if they have not left and "Time to go."
3. Restrooms are for paying guests only. Behaviors such as bathing, drug usage, etc. are strictly prohibited.
4. If they have made a purchase, they have 30 minutes. After 30 minutes a guest could be considered loitering. You can enforce the no loitering policy after 30 minutes.
5. If their conduct is not acceptable you may ask them to leave and if they do not leave call 911.
 - a. When you call 911 explain what the disruptive individuals are doing and how you feel. Examples can be "they are trespassing, they are loitering, they scare me, I feel unsafe, I am worried."
 - b. If it is more than one person explain that they are a gang and threatening.
6. If the police do not come quickly and the incident continues, call 911 again.
 - a. Be persistent and do not get discouraged. The goal is to protect you and your team.
 - b. The police spend more time in areas that have higher incidents that are called in, which is one reason it's important to call 911 when appropriate.
7. If you call 911, enter the information into Jolt.
This will send an email about the call to the office, GM and supervisor.
8. You can request the police to issue a no trespassing for the individual/s that required the call to law enforcement.



9. Offer a free meal to the police officers who come in. “Thanks for coming in today and protecting us and our community, may I offer you a free meal or beverage?”

Emergency Protocol Process

The safety of crew members and guests is our top priority always.

If someone is in danger from any of the following examples of emergency, the manager must take the appropriate action to protect all crew members and guests. This list is not complete and only provides some examples.

1. Threats and aggressive behavior
2. Robbery
3. Assault
4. Shooting or active shooter
5. Bomb threat
6. Earthquake
7. Fire
8. Hazardous materials leaks (gas or carbon monoxide)
9. Medical emergency
10. Power outage

Depending on the severity of the emergency, the following are actions that the manager should take:

1. Always communicate all actions taken immediately as soon as possible with the area supervisor or the area supervisor on call. The area supervisor will help and communicate with the leadership team as needed.
2. Remain calm and in control. Keep everyone safe.
3. Secure the area as needed and is appropriate by doing the following:
 - a. Locking the windows
 - b. Locking the doors
 - c. Closing the restaurant
 - d. Moving to safe place including evacuation to a safe distance
 - e. Barricade inside a safe place
 - f. Take cover under a table, desk, or doorway, then when safe move to an open area
 - g. Open doors and windows to allow ventilation
4. Call emergency services including:
 - a. 911/ Police / Fire / Ambulance
 - b. Gas, power, or water companies
5. Never touch anything suspicious, let safety professionals handle anything of which you are unsure
6. Extinguish small fires using the correct fire extinguisher or by pulling the Ansul for that equipment



7. Shut off the water or gas
8. Gather written statements about the event from crew and managers



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 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 (yellowing 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 to 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. 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 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 the time worked. If for any reason you believe you have not been paid for all the 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.

Use of Biometric Data

The Company uses eSmartClock for employee timekeeping purposes. One feature of eSmartClock uses a biometric scanner that collects fingerprints ("biometric identifiers") and stores fingerprint templates ("biometric information"), for timekeeping identification purposes, as well as for access authorization purposes.

The biometric feature of the eSmartClock uses fingerprints and fingerprint template data to allow you to clock in and out of the restaurant's timekeeping system. To do so, a biometric scanner captures and extracts data from your fingerprint to create a unique fingerprint template that is a mathematical representation of your actual fingerprint. The fingerprint template is only used to verify your identity for timekeeping purposes. The Company may also use biometric data in the same way for the purpose of verifying and authorizing manager access to the Company's confidential information and operating systems. You will be auto enrolled in the biometric feature of the eSmartClock.

Your actual fingerprint is immediately deleted after the enrollment process and after each subsequent punch in and punch out. After the biometric enrollment, your fingerprint template will be locally stored to enable you to use the biometric timekeeping feature. The fingerprint template is retained only as long as you are employed and will be deleted upon separation of employment or un-enrollment from the biometric feature of the eSmartClock, unless required by law to be retained longer.

Clocking In and Out

To make sure that you get paid for all the 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.



Be sure to clock in and out for rest and meal breaks, because it is important that you receive pay for all the hours that you work. 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. Review your time punches on the printed receipt when you clock in and out. Be sure to correct any mistakes that occur as quickly as possible. If you made a mistake clocking in or clocking out, or 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 the time you worked.

A member of your management team may also notify you if the manager 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. Your manager will request your review and signature on changes. 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 the 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.





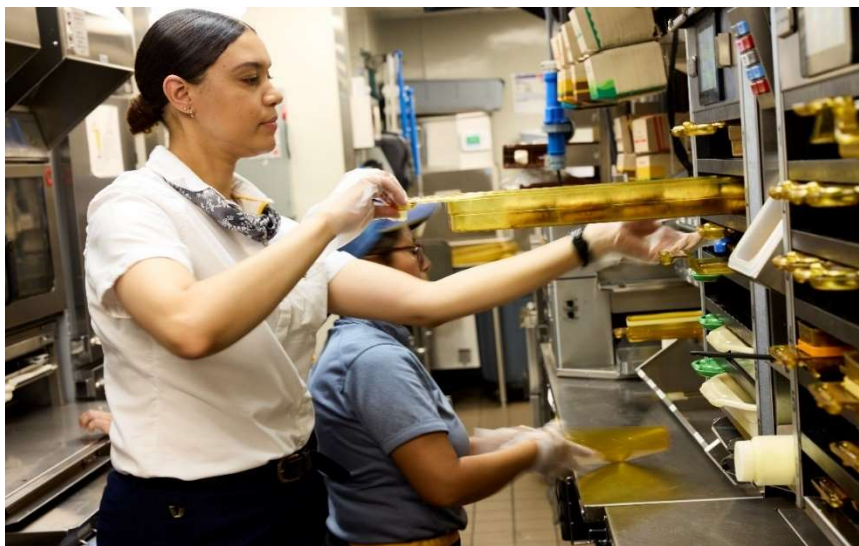
09 I benefit from working. Some perks besides McDonald's French Fries.

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.

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 for 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 for one month.



10 I need time off. Time off and leave of absences.

Paid Time Off (PTO) – C & R Management believes that employees should have opportunities to enjoy time away from work to help balance their lives. C & R Management recognizes that employees have diverse needs for time off from work and have established this paid time off (PTO) policy 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. This policy covers employees employed in the following positions: general crew team members, certified shift managers, store maintenance personnel, and department managers level 1, 2 and 3. Eligible employees begin accruing PTO immediately upon hire date.

Accrual Tiers and Accrual 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 chart below up to a PTO maximum or cap. When PTO accrual hits the cap, an employee will no longer accrue PTO until the employee uses some PTO and the employee's balance falls below the cap.

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

Scheduling and Requesting Time Off: You are encouraged to plan your PTO well ahead of time. Employees may request time off with a minimum of 4 hours. All PTO must be approved by the employee's General Manager. In general, requests for PTO must be submitted on a PTO request form on Jolt to the employee's General Manager at least 15 days prior to the requested days for paid time off.

Managers must ensure adequate staffing when reviewing and approving time off requests. A request may or may not be approved and managers will notify employees of 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:

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

The scheduling of PTO will be made based on C & R Management's operational needs. C & R Management has the right to cancel any PTO in the case of a Company emergency and will provide as much notice as possible to affected employees.



Generally, consecutive weeks of PTO are not permitted. For example, if an employee has accrued two weeks PTO, the employee will generally 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 C & R Management's proper call off procedures and submit a request for PTO Form to your General Manager on Jolt. **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 hourly rate of pay at the time you take the PTO. PTO is not hours worked and will not be included in overtime calculations.

C & R Management may blackout periods of time for PTO to be requested due to holidays and peak business days. We will communicate these blackout dates as needed.

In general, employees should not request PTO for their final two weeks of employment with C & R Management because typically C & R Management needs employees to work their final shifts 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, C & R Management may rescind the approved PTO.

PTO will not be paid out upon termination of employment.

Employees must be employed at the time of payout.

All PTO exceptions are at the sole discretion of the owner/operator.

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

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. Contact the Human Resources department at (801) 280-9299 to discuss options for leave.

Family and Medical Leave

C & R Management Company complies with the Family and Medical Leave Act (FMLA), which requires employers to grant unpaid leaves of absence to eligible employees for certain medical and family-related reasons.

Basic leave entitlement

The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave, in a 12-month period, to eligible employees for the following reasons: (1) for incapacity due to pregnancy, prenatal medical care, or childbirth; (2) to care for the employee's child after birth or placement for adoption or foster care; (3) to care for the employee's spouse, child, or parent who has a serious health condition; or (4) for a serious health condition that makes the employee unable to work.



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.

Military family leave entitlement

Eligible employees with a spouse, child, or parent on active duty or called to active-duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending military events, arranging for alternative childcare, making financial and legal arrangements, attending counseling sessions, and attending post-deployment reintegration briefings.

The 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 a current member of the armed forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform the duties of the servicemember's office, grade, rank, or rating and for which the servicemember is undergoing medical treatment, recuperation, or therapy; is in outpatient status; or is on the temporary disability retired list.

Benefits and protections during FMLA leave

During FMLA leave, the Company will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. If paid leave is substituted for unpaid FMLA leave, the Company will deduct the employee's portion of the health plan premium as a regular payroll deduction. Employees must continue to pay their portion of any insurance premium while on FMLA leave. If an employee is able but does not return to work after the expiration of FMLA leave, the employee may be required to reimburse the Company for payment of insurance premiums during leave.

Upon return from FMLA leave, employees generally will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. However, an employee on FMLA leave does not have any greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA leave period. Use of FMLA leave cannot result in the loss of any employment benefit that accrued before the start of an employee's leave.

As with other types of unpaid leave, paid leave will not continue to accrue during unpaid FMLA leave.

Employee eligibility

The FMLA defines eligible employees as employees who (1) have worked for the Company for at least 12 months; (2) have worked for the Company for at least 1,250 hours in the previous 12 months; and (3) work at or report to a worksite that has 50 or more employees within a 75-mile radius.

**Definition of “serious health condition”**

A serious health condition is an illness, an injury, an impairment, or a physical or mental condition that involves either an overnight stay in a medical care facility or continuing treatment by a healthcare provider for a condition that either prevents the employee from performing the functions of the employee’s job or prevents the qualified family member from participating in school, work, 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 calendar days combined with at least two visits to a healthcare provider or one visit and a regimen of continuing treatment, 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.

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced schedule when medically or otherwise 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 also may be taken on an intermittent or a reduced work schedule basis.

The smallest increment of time that can be used for such leave is the smallest increment used for time-keeping purposes and other leaves, provided that any increment cannot be greater than one hour.

Any leave taken for the birth, adoption, or foster care placement of a child must be approved by the Company and must conclude within 12 months after the birth, adoption, or placement of the child.

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 position 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 any accrued paid leave while taking FMLA leave. Accordingly, the Company requires employees to use any accrued paid vacation/PTO, and sick days during an unpaid FMLA leave taken because of the employees’ own serious health condition or the serious health condition of a family member or to care for a seriously ill or injured family member in the military. In addition, employees must use any accrued PTO/paid vacation or sick days during FMLA leave taken to care for a newborn or newly placed child or for a qualifying exigency arising out of a family member’s active duty or call to active-duty status in support of a contingency operation. In order to use paid leave for FMLA leave, employees must comply with the Company’s normal paid leave policies found in this Handbook.



Employee responsibilities

Employees must provide 30 days' advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, employees must provide notice as soon as practicable and must follow the Company's standard call-in procedures. Employees who fail to follow the Company's standard call-in procedures for reporting an absence may be subject to discipline, including termination. The Company may delay leave to employees who do not provide proper advance notice of the foreseeable need for leave, absent unusual circumstances preventing the notice.

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 healthcare 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 may be required to provide a certification and periodic recertification supporting the need for leave. The Company also may require a second and, if necessary, a third opinion (at the Company's expense) and, when the leave is a result of the employee's own serious health condition, a fitness-for-duty report to return to work.

The Company may require documentation confirming family relationships, adoption, or foster care.

The Company may delay or deny approval of leave for lack of proper medical certification.

Company responsibilities

The Company will inform employees requesting leave whether they are eligible under the FMLA. If they are, the notice will specify any additional information required, as well as the employees' rights and responsibilities. If employees 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 employees' FMLA leave entitlement. If the Company determines that the leave is not FMLA-protected, the Company will notify employees.

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 FLSA's minimum wage and overtime requirements, without affecting the employees' exempt status. This special exception to the "salary basis" requirements of the FLSA's exemptions extends only to eligible employees' use of FMLA leave.



Employees on leave are not permitted to take on any other employment, even on a temporary basis, without written authorization from the Company.

Unlawful acts by employers

The FMLA makes it unlawful for any employer (1) to interfere with, restrain, or deny the exercise of any right provided under the FMLA or (2) to discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that 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.

Witness Duty Leave

Employees may take unpaid time off to attend a deposition or other hearing in response to a subpoena.

Employees must provide the Company with reasonable advance notice of the need to take this leave. We may request documentation reflecting the need for such leave.

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.



11 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. These policies not only make good business sense, but many are required under the law.

We utilize the unique talents, strengths, and abilities 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 respected. We encourage employees to understand and recognize differences and to appreciate the contributions of all individuals.



12 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 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 expression, vaccination/immunization status, or any other characteristic or expression protected by applicable law.

Harassment is a form of discrimination and similarly prohibited. Unlawful harassment includes verbal, physical or visual conduct that has the purpose or effect substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment. 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, texts, emojis, images, 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).

This policy applies to all employees, including managers and supervisors and to non-employees such as customers, vendors, contractors, third parties, etc.

Sexual Harassment

C & R Management Company is committed to maintaining a workplace free from sexual harassment. Sexual harassment will not be tolerated. 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.

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 using the Complaint Procedure within this policy so that any violation 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, company cell phones or personal cell phones

Anti-Retaliation

The Company prohibits retaliation against any employee for reporting any complaint in good faith or for participating in a complaint investigation under this policy. 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 up to and including termination.

Disability, Gender Identity, Pregnancy, and Religious Accommodations

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 based on gender identity in relation to our dress/grooming standards and our facilities, and for employees based on pregnancy, childbirth, breastfeeding or related conditions, and 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. Employees needing such accommodation are instructed to contact Human Resources at (801) 580-5848.

Complaint Procedure for Complaints of Discrimination, Harassment, or Retaliation

If you believe you have been subjected to any conduct that violates this policy, or you witness any such conduct toward anyone else, you must immediately report the conduct using this complaint procedure so that the Company can timely investigate and take appropriate corrective action.

You 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. Please report to your 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](#).

Managers must report any complaints of misconduct, including harassment, discrimination, or retaliation, to Human Resources or the Director of Operations as soon as possible.



The Company will promptly and thoroughly investigate all complaints in a fair and impartial manner. The investigation will be documented. The Company will keep all information disclosed during the investigation confidential, except as necessary to conduct the investigation, or in accordance with applicable law. All employees and supervisors have a duty to cooperate in the investigation. Failing to cooperate or deliberately providing false information during an investigation may result in disciplinary action, up to and including termination of employment. If the Company determines a violation of policy has occurred, it will take effective corrective action. If the Company determines that a manager has condoned or ignored potential violations of this policy, that in itself may warrant discipline action up to and including termination.



13 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 times when an employee has been relieved from duty. **Keep the restaurant telephone 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.



Media Inquiries, Strip Search and Phone Orders

Media Requests

- Make sure telephones are answered promptly and politely.
- You may receive a telephone call or a visit. Calls and/or visitors should be directed to the manager on duty.
- BE VERY FRIENDLY, DO NOT GET DEFENSIVE
- If you receive a request for a statement from the media, state the following:
 - “I’m not the appropriate person for you to talk to. If you’ll give me your name, phone number, station and deadline I will give your info to the appropriate person, and they will contact you.”
 - If they want to film on the property: “We need to make sure our guests feel comfortable. We ask that you please not film on the property.”
- After you have any inquiry, contact your store manager, supervisor, the Business Office or the Director of Operations.

DO NOT GIVE OUT THE MAP LINE PHONE NUMBER.

Strip Search Requests

Under no circumstances should any crew member ever conduct or be strip-searched. No police department will call and request a strip search. If someone calls and requests a strip search **HANG UP THE PHONE**. Anyone calling and requesting a strip search is a fraud and should never be taken seriously.

Scammers

There are individuals who consistently look for ways to take advantage of others, play on the vulnerabilities of others, and “scammers” who create “believable” requests in order to get employees to turn over or give up money to them. Money should never be provided in relation to a phone call, email, in-person request in these circumstances. Participating in or providing money can result in disciplinary action up to and including termination. If you have questions, please call the Director of Operations or Human Resources immediately.

Phone Order Requests

Food orders should be made using the McDonald’s app.

Under no circumstances should any purchase order be placed over the telephone. Any company that does business with McDonald’s will not call to take an order. We have had many companies call us to sell pens, light bulbs, printer paper etc. None of these companies are authorized McDonald’s vendors. These companies are very deceptive and should not be trusted. Do not authorize any work to be done. Do not order anything. Do not even give out the store manager’s name, if the caller asks for the store manager’s name, tell them it is against our policy to release the store managers name but offer to take the caller’s phone number and a name and state that you will request the store manager calls the caller back. If the caller is persistent, you can **DIRECT THE CALL TO THE BUSINESS OFFICE**.



14 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.

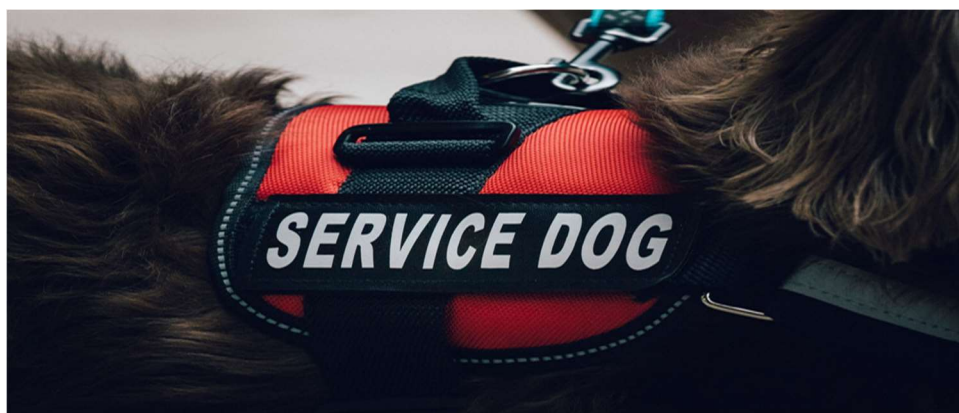
Solving Problems - Sometimes you may decide that you do not agree with our way of doing things or you do not like the decisions that we make. When things are on your mind, promptly discuss the issues with your manager so we can understand your concern(s) and find a solution. If the solution offered is 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 it or you want or need help with any step of this process, please reach out to Human Resources.



15 I can handle hairy situations. Service animal guidelines.

The American with Disabilities Act (ADA) 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 with the option of remaining on the premises without the service animal.

Please note that even if accompanied by other people, 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 times 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 people doing business with the Company. Employees are prohibited from threatening, harassing, intimidating, coercing others, interfering with the performance of others, or any other 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. 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.

To ensure compliance with this policy, substance abuse testing may be conducted in the following situation(s):

- Reasonable suspicion: upon reasonable suspicion that the employee is under the influence of alcohol or drugs or has otherwise violated this policy; and
- Post-Accident: following any incident that involves property damage to any property or equipment or that results in an injury to any person or a near-miss situation.

Compliance with this policy is a condition of employment. Employees who test positive or who refuse to submit to substance abuse testing will be subject to termination. This policy will be enforced at all times in accordance with applicable laws, including making reasonable accommodations for disabilities when appropriate.

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.

We will not tolerate retaliation against an employee who reports suspected workplace violence.



If we find that this policy has been violated, we will take appropriate corrective action, which could include not only discipline, but also contacting the police.

All violations of this policy, even if meant jokingly, will be taken seriously and will lead to appropriate discipline.

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 or 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 or flagrant disregard of C & R Management Company's policies

Disciplinary actions can range from a discussion with the employee about the matter. 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 of 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 and Privacy

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.

As part of its security measures and to help ensure a safe workplace, the Company has placed video cameras to monitor various areas of its facilities. Video cameras will not be used in private areas, such as restrooms, changing/locker/dressing rooms, etc.

Cell Phone Charging Lockers

The Company provides cell phone charging lockers. While we provide these lockers as a convenience for charging purposes, it is essential to understand that any potential damage or loss remains the sole responsibility of the cell phone owner. The Company is not responsible for any damage or loss incurred to cell phones that are charged in these lockers.

You should exercise caution while charging your cell phones and take necessary precautions to prevent any accidents or damages. Please ensure that your devices are properly connected and be mindful of any potential hazards that may arise during the charging process.

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.

Travel Using Company and Personal Vehicles

Company Vehicles

Employees driving company vehicles must have a valid driver's license. Employees must obey all local traffic laws. Employees must operate vehicles from any distractions such as using cell phones while driving, email, eating, or any other distraction that may impair your driving.

Use of Private Vehicle

Commuting miles are defined as miles from the employee's residence to their assigned location (this is the facility payroll uses for the employee) or the nearest restaurant location.

When employees' business travel daily miles exceed their commuting miles, employees are reimbursed for the mileage difference. For example, if an employee's normal daily commute is 50 miles and, in a single day the employee travels 70 miles on C & R Management business, C & R Management will reimburse the employee 20 miles for that day. Employees will not be reimbursed for fuel, maintenance, or repairs to their personal vehicle, even if these costs result from business travel. The mileage reimbursement rates cover all personal auto related costs.

All employees who use their personal vehicle for C & R Management business are required to comply with the applicable compulsory insurance or financial responsibility requirements of the state where the vehicle is registered. Employees must follow these requirements:

- Must have a valid Driver's License



- Maintain insurance, including Auto liability - Employees must carry liability coverage for bodily injury and property damage to others in amounts complying with compulsory insurance or financial responsibility requirements of the state where the vehicle is registered.
- Auto physical damage (collision and comprehensive) It is the responsibility of each employee to decide what, or if any, collision and comprehensive coverage will be carried on their personal vehicle as well as what deductible is chosen.
- Obey and follow all traffic rules and laws.
- Do not use cell phone, email, or any other distraction while driving.

If an employee's vehicle is damaged in an accident that occurs while driving on C & R Management business, C & R Management will not be responsible for the damage.

Employees Doing Transfers or Driving for the Restaurant

If you have been requested by your manager to do a transfer or run errands for the restaurant using your personal vehicle, you must ensure that a Drivers Information Form is completed in JOLT. An employee must be at least 18 years of age to drive for company business. Please note that any employee doing work-related errands must be paid for the time and mileage that they drive. In order to be reimbursed in petty cash, the mileage tracking, and driver information must be submitted. Work with your manager to complete the Petty Cash Travel Reimbursement (C&R) form and mileage must be paid out of petty cash.

The Driver's Information Form in Jolt will require the following: Employee's name and signature, driver's license number (must see driver's license to verify), employee's proof of insurance (company name & policy number), proof of registration (car must be registered to the crew member), vehicle make and model, manager's name verifying information and date. All employees are instructed on the Form to ensure that they obey all traffic laws. Each time the employee is asked to drive, the employee and manager must confirm that the Driver's Information Form on JOLT is still accurate and complete. Employees must notify the store manager if they cannot provide the requested information and if that is the circumstance, they are not authorized to drive.

Access to Personnel Files

Employee personnel files are maintained by Human Resources and are considered confidential. Managers and supervisors may only have access to personnel file information on a need-to-know basis.

Employees may review their own personnel files but may not alter or remove documents from their file. Employees wishing to review their personnel file must make a written request to Human Resources. Human Resources will schedule a mutually convenient time during work hours for the inspection. Personnel files are to be reviewed in the presence of an HR employee.



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