



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.



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