



McDonald's Orientation and Employee Handbook

**McKinney Organization
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INTRODUCTION

This employee handbook outlines and contains the key policies, goals, benefits, and expectations of the McKinney Organization, independent, locally owned franchisees of The McDonald's Corporation. This handbook applies to all employees of McKinney Restaurant Services Inc. and McKinney Restaurant Management Inc. (hereafter referred to as "McKinney Restaurants" or the "Company").

This handbook is a set of guidelines. Neither the policies in this handbook, nor any other written or verbal communication by company officers, managers, or supervisors, are intended to create a contract of employment or a warranty of benefits. McKinney Restaurants may amend, modify, delete, or otherwise change these policies without prior notice. McKinney Restaurants may supplement the handbook at any time in writing. This handbook replaces all prior employee manuals, handbooks, orientation and employee handbooks, policies, and procedures. If you have any questions about any of the policies or procedures in this handbook, or would like a copy, you may request one from our corporate office in Pasadena or through your Store Manager.

Welcome to the McKinney Organization!

We are excited to have you as part of our team. You were hired because of your qualifications, and we believe you can contribute to the success of our business and share our commitment to achieving our goals as stated in our Mission Statement.

Mission & Values

McKinney Restaurants brand mission is to be our customers' favorite place and way to eat. Our worldwide operations are aligned around a global strategy called the Plan to Win, which center on an exceptional customer experience – People, Products, Place, Price and Promotion. We are committed to continuously improving our operations and enhancing our customers' experience.

McKinney Restaurants Values

We place the customer experience at the core of all we do. Our customers are the reason for our existence. We demonstrate our appreciation by providing them with high quality food and superior service in a clean, welcoming environment, at a great value. Our goal is quality, service, cleanliness and value (QSC&V) for each and every customer, each and every time.

We are committed to our people. We provide opportunity, nurture talent, develop leaders and reward achievement. We believe that a team of well-trained individuals with diverse backgrounds and experiences, working together in an environment that fosters respect and drives high levels of engagement, is essential to our continued success.

We operate our business ethically. Sound ethics is good business. At McKinney Restaurants, we hold ourselves and conduct our business to high standards of fairness, honesty, and integrity. We are individually accountable and collectively responsible.

We give back to our communities. We take seriously the responsibilities that come with being a leader. We help our customers build better communities, support Ronald McDonald House Charities, and leverage our size, scope and resources to help make the world a better place.

We strive continually to improve. We are a learning organization that aims to anticipate and respond to changing customer, employee and system needs through constant evolution and innovation.

The success of our organization is determined by our success in operating as a unified team. We have to earn the trust and respect of our customers every day in order for them to make the decision to choose our services. We sell service and service is provided by people. There are no magic formulas. This requires a continuous focus on our customers and the health of our system.

Your job is essential to achieve our mission every day to the people who trust and respect us. The primary goal of McKinney Restaurants, and yours, as one of its employees, is to live our mission statement and continue to be an industry leader. We achieve this through dedicated hard work and commitment from every employee. It is the desire of McKinney Restaurants to have every employee succeed in their job and be part of achieving our goals.

Our people mission is to be recognized as an “Employer of Opportunity”

You should use this handbook as a ready reference as you pursue your career with McKinney Restaurants. Additionally, the handbook assures good management and fair treatment of all employees. This handbook, however, cannot anticipate every situation or answer every question about your employment. In order to retain necessary flexibility, McKinney Restaurants reserves the right to change or revise policies, procedures, and benefits described in this handbook, other than the employment-at-will provisions, without notice, whenever the Company determines that such action is warranted. At McKinney Restaurants, we recognize the contributions of all employees.

Welcome aboard! We look forward to working with you.

Sincerely,

Steve McKinney

McDonald’s Franchisee

EMPLOYMENT POLICIES AND PROCEDURES FOR MCKINNEY RESTAURANTS

IT IS A REQUIREMENT FOR EMPLOYMENT WITH MCKINNEY RESTAURANTS THAT EVERY EMPLOYEE READ AND UNDERSTAND THE ENCLOSED INFORMATION. BEFORE YOU WORK YOUR FIRST SHIFT IN THE RESTAURANT. IT WILL BE REQUIRED THAT YOU HAVE READ THIS AND YOU WILL BE HELD RESPONSIBLE FOR KNOWING AND ABIDING BY ALL POLICIES AND PROCEDURES.

A.1 QUALITY:

McDonald's reputation for "Quality" is internationally known. It is especially unique because our high-quality products are maintained at very reasonable prices.

We use the finest available raw products and carefully developed formulas. But all of this can be lost without your help. Always check the products you prepare or serve. **IF IT'S NOT RIGHT, DON'T SERVE IT** and tell a member of our Management Team.

A.2 SERVICE:

Quality and Cleanliness are wasted without FAST AND COURTEOUS SERVICE. A smile 😊 does as much to bring a customer back as the best food in the world, and remember---- the customer is our business. Courtesy is always easier if WE remember the Golden Rule... **"Treat EVERYONE, CUSTOMERS AND FELLOW EMPLOYEES, the way you want to be treated yourself."**



Every Customer Deserves a Excellent Service From Our Employees.

A.3 CLEANLINESS:

Cleanliness is like a magnet drawing customers to McKinney Restaurants. Our restaurants strive to be SPOTLESS at all times, both inside and out and it is everyone's responsibility, regardless of what position you are in, to maintain it that way. Our motto is, "IF YOU HAVE TIME TO LEAN, THEN YOU HAVE TIME TO CLEAN."

Quality, Service and Cleanliness are referred to as "Q.S.C."

A.4 "AT-WILL EMPLOYMENT"

We sincerely hope that your employment relationship with the Company will be satisfying and mutually beneficial. Please be advised that your employment relationship with the Company is at-will. This means that you are entirely free to resign at any time, either with or without a reason. It also means that the Company has the very same right as you and can terminate your employment at any time with or without cause or advance notice.

The at-will nature of your employment may be modified or changed only in writing, addressed specifically to you, and expressly stating that you are no longer employed at-will. Further, only an agreement making this statement, signed by the Company's Owner-Operator is valid. No one, including the Owner-Operator, has the authority to make any verbal statements which are legally binding on the Company with respect to altering your "at-will" employment status.

Each employee must acknowledge in writing their receipt of these policies and their understanding of the fact that the handbook is not intended as either an express or an implied contract of employment, and their understanding of the fact that they are employed "at-will."

A.4.1 RESPECTFUL WORKPLACE POLICIES

It is important to us that you work in a safe and respectful workplace. All employees must treat each other with respect and take steps to ensure that the work environment is safe and free of unlawful discrimination,

harassment, and retaliation. We are stronger and better when we work together to keep a respectful, safe, and inclusive work environment for the Company. The Company is committed to enforcing these policies.

A.5 EQUAL OPPORTUNITY

We are an equal opportunity employer. The Company values a diverse workforce. Our vision for diversity and inclusion is to leverage the unique talents, strengths, and assets of our employees in order to provide our customers with the best restaurant experience possible. We continuously strive to maintain an environment in which every employee feels accepted, rewarded, and valued as an integral part of the team. This policy ensures a practice of equal employment opportunity regardless of race (including but not limited to hairstyle and hair texture), color, religion, creed, national origin or ancestry, ethnicity, sex, marital, familial, and/or parental status (including, for example, whether you are married, single, have biological or adopted children, or are planning to have children, sexual orientation, gender (including gender nonconformity and status as a transgender or transsexual individual), gender expression, pregnancy, childbirth, related medical conditions, breastfeeding, age physical or mental disability, citizenship, past, current or prospective service in the uniformed services, genetic information, or any other characteristic protected under applicable federal, Texas or local law, including “perceived” status in any protected category. These protections extend to all employment practices and decisions, including recruitment and hiring, appraisal systems, discipline, promotions, training, and career development programs.

McKinney Restaurants independently owns and operates this McDonald’s-brand restaurant and is your employer, not McDonald’s Corporation or McDonald’s USA. McKinney Restaurants (hereinafter also referred to as “the Company”) cares about you and the experience you have working in our restaurant. This Policy against Discrimination, Harassment, and Retaliation (the “Policy”) describes our expectations for all employees, supervisors, and managers as we work together to maintain a respectful workplace, free from discrimination, harassment, and retaliation. We are committed to supporting this Policy because it is important to us that you work in a safe, respectful, and inclusive workplace.

This Policy applies to all employees – on restaurant property or offsite with other employees, as well as our contractors and vendors. In other words, we will not tolerate harassment of employees by non-employees (for example: interns, temporary workers, independent contractors, franchisees, guests, customers, vendors, and suppliers), and we will not tolerate harassment of non-employees by employees.

McKinney Restaurants prohibits retaliation against any employee for reporting, filing, testifying, assisting, or participating in any manner in any investigation, proceeding, or hearing conducted by McKinney Restaurants or any federal or state enforcement agency. Anyone who has suffered or witnessed retaliation should promptly report the retaliation to the employee’s manager, supervisor, Director of Operations or to the Owner/Operators. Managers who receive complaints of retaliation should inform their supervisor immediately. McKinney Restaurants emphasizes that an employee is not required to complain to his or her supervisor first. McKinney Restaurants investigates every reported complaint of retaliation thoroughly and promptly, and in a confidential manner.

Employees who violate this policy will be disciplined, up to and including immediate termination.

A.6 POLICY AGAINST DISCRIMINATION, HARASSMENT, AND RETALIATION

I. NON-DISCRIMINATION

This Policy strictly prohibits and does not tolerate discrimination against employees. This means that hiring and firing decisions, pay, promotions, assignments, and career development opportunities will be made based on your performance and the needs of the business, not on characteristics that are protected under the law. We will not make decisions based on sex, sex stereotyping race (including but not limited to, hair texture and protective hairstyles), color, religion, creed, national origin or ancestry, alienage or citizenship status, ethnicity, familial status, marital status, sex, sexual orientation (including actual or perceived heterosexuality, homosexuality, bisexuality, and asexuality), gender (including gender nonconformity, gender identity or expression, and status as a transgender or transsexual individual), pregnancy (this includes pregnancy,

childbirth, and medical conditions related to pregnancy, or breastfeeding), age, physical or mental disability (including perceived disability), military or veteran status, genetic information, or any other characteristic protected under applicable federal, or local law.

II. HARASSMENT

This Policy strictly prohibits unwelcome conduct based upon the characteristics identified above. All employees must treat each other with respect and contribute to creating a work environment that is free from harassment. Any harassing conduct that creates a hostile work environment for our employees will not be tolerated. This Policy prohibits a wide range of conduct – even if the conduct only offends some employees, but not other employees. Prohibited conduct includes, but is not limited to:

- Offensive words or actions can be in the form of sexually suggestive comments;
- Inappropriate jokes;
- Teasing about a person’s appearance or their age, race or sex;
- Insults, unwanted nicknames, or stereotyping based on the factors listed above;
- Sharing of emails, texts, or pictures that are degrading, make someone uncomfortable, or are insulting, even if the conduct is not sexual in nature.

III. SEXUAL HARASSMENT

For purposes of this Policy, sexual harassment includes unwelcome advances or sexually suggestive comments, requests for sexual acts, and other conduct based on sex, where agreeing to the conduct becomes a condition of employment, or the conduct is used as the basis for an employment decision, or the conduct creates an intimidating, hostile, or offensive work environment. Even if this conduct is not being used as a basis for an employment decision, it still may be unwelcomed. Unwelcome sexual conduct is inappropriate and never acceptable.

Examples of inappropriate behavior:

- touching any person in a sexual manner;
- making comments about a person’s body;
- intentionally brushing up against another person;
- staring at a person in a way that makes them feel uncomfortable; &
- sharing pictures, jokes, cartoons, or any materials of a sexual nature.

The examples above are illustrative only, and not exhaustive. This Policy prohibits sexual harassment, sexual orientation harassment, gender identity harassment, gender expression harassment, and more severe physical misconduct, such as sexual assault.

IV. NO RETALIATION

This Policy strictly prohibits unlawful retaliation against any employee by any employee. You will not be retaliated against for raising concerns or complaints about behavior that you believe potentially violates this Policy. All forms of unlawful retaliation are prohibited, including an employee experiencing a reduction in pay, hours, or favorable work assignments. Other examples of retaliation include an employee: being disciplined without a legitimate reason; receiving a performance evaluation that is lower than it should be based on relevant performance factors; experiencing verbal or physical abuse; or being unduly scrutinized for non-work related reasons.

Examples of concerns or complaints include:

- Lodging a good faith internal complaint (written or oral) with human resources or management specifically opposing unlawful discrimination or harassment or complaining about violations of wage and hour law (for example, if an employee believes he has been sexually harassed or not paid overtime he is owed).

- Filing a good faith complaint of unlawful discrimination or harassment with the US Equal Employment Opportunity Commission (EEOC) or any similar state or local agency, or in court.
- Participating in the Company's internal investigation into allegations of discrimination or harassment.
- Supporting another employee's internal or administrative complaint of unlawful discrimination or harassment (by, for example, testifying or providing an affidavit in support of a co-worker who has filed a discrimination complaint with the EEOC).
- Requesting an accommodation under the Americans with Disabilities Act or state anti-discrimination statutes.
- Requesting or taking leave under the Family and Medical Leave Act, local family leave law, or filing workers compensation claims.

The examples above are illustrative only, and not exhaustive. No form of retaliation for any protected activity will be tolerated. If you believe that you are being retaliated against or treated poorly because you raised a concern, made a complaint, or participated in the investigation of a concern or complaint, please contact any of the resources listed below as soon as possible.

V. COMPLAINT PROCEDURE

The Company is committed to enforcing these policies. However, the effectiveness of our efforts depends largely on individuals telling us about inappropriate workplace conduct. If you feel as though you have been subjected to any conduct that you believe violates these non-discrimination, harassment, or retaliation policies, or if you believe you have witnessed conduct that may violate this Policy, you must promptly contact your restaurant's General Manager, or if you feel uncomfortable doing so, your Human Resources Representative or Owner Operator at 877-499-0939 as soon as possible after the offending conduct. Your complaint should be as detailed as possible, including the names of all individuals involved and any witnesses.

A. The Process After a Complaint/Concern is Raised

Complaints will be taken seriously and investigated thoroughly, impartially, and in a timely manner. Employees are expected to fully cooperate in any investigation into any potential Policy violations or other violations of the law even if they themselves did not raise the initial concern or complaint. All employees have a duty to cooperate in investigations regarding alleged Policy violations.

While the investigation is taking place, we will take appropriate steps to ensure your safety in the workplace. Those steps are dependent on the circumstances and may include a temporary reassignment or leave for the person who allegedly violated the Policy, immediate directions to others to stop certain behaviors, and/or employee training.

The Company will keep the investigation confidential to the extent possible. This includes protecting information regarding: the identity of individual(s) who raise concerns regarding harassment, alleged victims, witnesses, and alleged harassers, along with information obtained as part of an investigation. For example, while it is sometimes important to share information regarding the complaint in order to thoroughly investigate it, the number of people who are aware of the complaint and the identity of the people involved will be limited to what the law or an effective investigation and next steps require. We also note that if you are a minor, local or state law may require us to report your name and the information we have about the alleged harm in certain circumstances.

If you feel like you are being punished or treated poorly after you made a complaint, you should reach out to one of the above resources immediately. If at any time you have questions about the process or the status of an investigation, please reach out to one of the above resources. You will also be updated and notified once the investigation has been concluded.

If the person accused of discrimination, harassment, or retaliation has questions or concerns regarding the process, they should reach out to one of the above resources, but they should not discuss the issues with the complainant.

B. The Process After An Investigation

If our investigation confirms that this Policy has been violated or that inappropriate conduct has occurred, we will take appropriate timely actions to ensure the conduct does not continue. The type of action taken will depend on the nature and severity of the violation that has occurred and other relevant factors. It may include corrective action with respect to the employee who violated the Policy in a variety of forms, including termination, reassignment to another job or location, changes in reporting relationships, written warning, training, coaching, counseling, and/or other measures that we find appropriate for the circumstances.

After the investigation of your complaint is completed and appropriate steps are taken, you can still provide information about any other situation that makes you feel uncomfortable. If you do not receive a satisfactory response after reporting any incident, please immediately contact the Owner-Operator at 877-499-0939.

VI. ZERO TOLERANCE

Supervisors and managers must set a positive example by ensuring their own conduct, including their employment decisions and workplace behaviors, are free of discrimination and harassment. Any employee at the shift manager level or higher that observes or becomes aware of any conduct that could violate this Policy must report the conduct to the General Manager, Human Resources Director, or Owner-Operator, so that an investigation can begin, and corrective action taken, if appropriate.

In sum, if you experience or observe conduct that potentially violates this Policy, we want to hear from you! We will support you if you tell the person who is making you feel uncomfortable to stop, but you are not required to, because we recognize that doing so is not always easy or possible. No employee is required to confront a person who is making them feel uncomfortable before raising a concern or complaint. There are multiple individuals who will support you as soon as you contact them. Employees can also choose to reach out to third parties such as local law enforcement, which they can do on their own or with the assistance of the above resources. Your safety is of the highest importance to us.

A.7 POLICY REGARDING DISABILITY ACCOMMODATIONS

The Company makes every effort to ensure that qualified individuals with a disability, including pregnancy, are not discriminated against with respect to the terms, conditions, or privileges of employment. The Company complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, and all applicable state and local law. Under certain circumstances, these laws require employers to provide reasonable accommodations to qualified individuals with disabilities in various aspects of their employment.

Any employee or applicant who requires an accommodation to perform the essential functions of the job should contact the *General Manager or Supervisor*. Once the Company is aware of the request for an accommodation, the Company will engage in an interactive process to determine what limitation(s) may prevent the employee/applicant from performing the job and identify possible accommodations that may resolve the limitation(s) so that the employee/applicant is able to perform the essential functions of the job. If the Company and employee, through the interactive process, can identify accommodation(s) that are reasonable and do not impose undue hardship on the Company and do not present a possible direct threat to the health or safety of the employee/applicant or to others in the workplace, the Company will provide the accommodation. The interactive process described in this policy is a collaborative process. An employee/applicant seeking an accommodation shall cooperate with the Company throughout this process.

Policy Regarding Accommodations Related to Pregnancy or Childbirth

The Company provides reasonable workplace accommodations for employees whose ability to perform the functions of their job is limited because of pregnancy, childbirth, breastfeeding, or other related medical conditions. The Company will engage in a good faith and timely interactive process to determine reasonable accommodations. Such reasonable accommodations include, but are not limited to:

- More frequent or longer breaks;

- Leave before or after childbirth;
- Temporary transfer to a less strenuous position of light duty;
- Restructuring of responsibilities;
- Relocating the employee's work area;
- Obtaining or modifying equipment or seating; or
- Providing a private space for expressing breast milk.

It is the Company's policy to provide a reasonable accommodation under these circumstances as long as the accommodation does not cause a significant hardship or expense to the business. The accommodation will be determined through an interactive process and be based on the employee's individual limitation(s). The Company will in no way interfere with, restrain, or deny the exercise of, or the attempt to exercise, an employee's right to a reasonable accommodation. The company will not take any adverse action against an employee for requesting an accommodation, deny employment opportunities because of the request for an accommodation, require an employee to take leave if a reasonable accommodation can be provided, or require an employee to accept an accommodation unless it is necessary for the employee to perform their job duties.

The Company may require medical certification from the requesting employee's health care provider regarding the medical advisability of a reasonable accommodation to the same extent certification is required for other temporary disabilities as set forth in the Company policies and under any applicable laws. The certification shall include: (a) date a reasonable accommodation became or will become medically advisable; (b) explanation as to the condition and the medical advisability of the reasonable accommodation; and (c) probable duration of the reasonable accommodation.

Any medical documentation submitted will be kept confidential and in a medical file separate from the employee's personnel file. It will not be disclosed except on a need-to-know basis with medical personnel and supervisory management when necessary to structure the accommodation or to address direct threats to safety. Importantly, if the Company requests medical information, employees and health care providers are not to provide genetic information.

A.7.1 WORKPLACE VIOLENCE PREVENTION POLICY

About this Policy

McKinney Restaurants is committed to ensuring that all employees and visitors to our restaurants are treated and treat others with dignity and respect. We want all employees to thrive in a workplace that is safe and free from all forms of workplace violence.

Definition of Workplace Violence

We define workplace violence as "any incident in which a person is abused, threatened or assaulted in circumstances relating to their work." Workplace violence includes behavior that interferes with our ability to maintain a safe and secure environment. It includes, but is not limited to, physical violence, threats of physical violence, attempted physical violence, physically intimidating or coercive behavior, advocating workplace violence, and the intentional destruction of Company or personal property.

While not an exhaustive list, the following are examples of conduct prohibited under this policy:

- physical assault or threat to assault;
- stalking;
- possessing or threatening with a weapon or brandishing any object as a weapon;
- intentionally damaging property;
- aggressive or hostile behavior that creates a reasonable fear of injury to another person;

- abusive, threatening or intimidating statements, phone calls, voice mails, email messages, texts, or symbols; and
- encouraging violence against another employee or their family, friends, or property.

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

When, Where, and To Whom This Policy Applies

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

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

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

For Guest or Customer Threats Specifically:

- Threats or aggressive behavior by guests/customers should be reported to the local police using 911.
- Failure of a customer to stop threatening behavior may result in the customer being removed from the premises and future access being restricted or limited.
- Do not engage or confront potentially violent guests/customers or follow them from inside store or office locations. Notify police promptly using 911. You can access the U.S. Security resource on de-escalating aggressive behavior for more information.
- If your organization has any questions, please contact your Field Security Manager.

Reporting

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

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

- The Restaurant’s General Manager
- Human Resources at 877-499-0939

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

Enforcement

Violations of this policy may lead, at the Company's sole discretion, to disciplinary and/or other appropriate responsive action, up to and including termination of employment, even if it is the first offense. We also further reserve the right to report abusive, threatening, or violent behavior to the proper legal authorities. This policy supplements all other Restaurant policies that require appropriate and respectful behavior.

Prohibition Against Retaliation

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

Violence Outside of Work

We recognize that some employees will experience violence in their personal lives—including but not limited to violence at the hands of a current or former spouse, domestic partner, boyfriend/girlfriend, family member, or friend. We strongly encourage employees experiencing violence in their personal relationships to seek outside resources that can provide assistance.

Some resources that you may find helpful are located at:

- National Domestic Violence Hotline [<https://www.thehotline.org/>] at 1-800-799-7233 or TTY 1-800-787-3224, or by online chat.
- National Sexual Assault Hotline [<https://www.rainn.org/about-national-sexual-assault-telephone-hotline>] at 1-800-656-4673, or by online chat.

In addition, this Restaurant requires our employees to provide notice of any circumstances that reasonably present the risk of on-the-job violence or may impact the workplace using any one of the reporting mechanisms discussed below. This Restaurant will take proactive action that is proportionate to the threat. For example, this Restaurant's General Manager will design a plan with at-risk employees to prepare for any possible emergency situations.

Additionally, please immediately inform the General Manager if you have obtained or are the subject of a protective or restraining order that covers Company property as a protected area.

We are committed to supporting victims of relationship violence by enforcing any restraining orders at the workplace and by providing referrals for benefits and resources for assistance.

A.7.2 DATING, NEPOTISM AND FRATERNIZATION

While we understand and respect employees' needs to develop personal relationships at work, the following rules apply in order to avoid workplace conduct that may negatively impact the work environment.

DATING OR ROMANTIC RELATIONSHIPS

Employees who have a direct or indirect reporting relationship to each other are prohibited from dating. "Dating" means being involved in any kind of romantic or intimate relationship, and includes, but is not limited to, any sexual relationship or encounter.

NEPOTISM

Nepotism happens when an employee who is a friend or relative of a person they report to receives special or favored treatment regarding their employment. As a result, nepotism is prohibited in the restaurant. Generally, relatives may not have a direct or indirect reporting relationship to each other. Any exceptions to this policy to minimize the problems of supervision, safety, security, or morale can only be made by the Area Supervisor, Director of Operations, or the Owner.

FRATERNIZATION

Management personnel are prohibited from social interaction with subordinates that is or might be perceived as inappropriate (for example, unwanted flirting, touching, or other behavior that may be regarded as sexual harassment). Individuals who have a direct reporting relationship should avoid fraternizing with individuals they supervise and consider any negative impacts of any fraternization.

RESTAURANT MANAGEMENT AND CREW EMPLOYEES

Managers are prohibited from taking any action which would compromise their ability to effectively supervise and/or discipline the employees under their direction. In addition, the Company prohibits managers from purchasing alcohol for any underage crew members, and for any crew members who work in the same restaurant.

EMPLOYEE OBLIGATIONS:

*Any employee who enters into or plans to enter into a dating or romantic relationship that violates this policy must advise his/her General Manager immediately.

*Relatives who experience a change in employment status and find themselves in a direct or indirect reporting relationship to each other must advise the Area Supervisor, Director of Operations, or the Owner immediately.

*In order to address a violation of this policy and to minimize problems of supervision, safety, security, or morale, the Company may take such steps as it deems reasonable and appropriate to correct the violation, including but not limited to transferring or reassigning one or both of the employees involved, demoting the management level employee, or terminating the management level employee.

A. 8 SERVICE ANIMALS

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

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

- Permit the customer or service animal to remain in the restaurant
- Do not ask the customer about his/her disability
- Do not request documentation or any proof that the customer 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 customer states the animal is not a service animal, or if you do not understand their response to your question, ask you manager for assistance immediately.

If the service animal appears to be threatening other customers or otherwise acting in a disruptive manner, you should 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 upcoming seizure or other danger
- If after talking to the service animal's owner, you conclude that the animal is in fact threatening other customers, you should ask the owner to either control the animal or take the animal outside of the restaurant
- Always provide the customer the option of remaining on the premises without the service animal

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

Any employee 's requests for a service animal is a request for an accommodation, and will be handled in accordance with Section A.-7.

A.9 EMPLOYMENT ELIGIBILITY VERIFICATION COMPLAINE POLICY

In compliance with the Immigration Reform and Control Act of 1986 ("IRCA") and any other applicable federal, state or local laws, the Company is committed to:

- Employing only those who are authorized to work in the US.
- Not discriminate on the basis of national origin or citizenship in hiring, recruiting or terminating employees.

Every employee of the Company must adhere to all aspects of this policy. Failure to comply with IRCA may subject the Company and any responsible individuals to civil monetary or criminal penalties. Violations of this policy may be grounds for employee discipline, up to and including termination of employment.

All employees must complete Section 1 of the Form I-9 no later than the first day of employment, and must present acceptable documents authorized by the USCIS proving identity and employment authorization no later than the third day after starting employment with the Company. The I-9 employment eligibility verification process must be completed for each new employee within the required time frame. There are no exceptions to this requirement.

The Company may not request more or different documents than are required to verify employment eligibility, reject reasonably genuine-looking documents, or specify certain documents over others with the purpose or intent of discriminating on the basis of citizenship status or national origin. U.S. citizens and all other work-authorized individuals are protected from unfair documentary practices.

Employees who do not complete the process within the required time frame will not be permitted to work.

The Company prohibits retaliation against applicants or employees who assert their rights under the anti-discrimination provisions of the Immigration and Nationality Act and/or IRCA.

A.10 CRIMINAL BACKGROUND POLICY

McKinney Restaurants will obtain a criminal background check on every applicant only after a conditional offer of employment has been made and as allowed by Texas Law. When McKinney Restaurants receives the background check, McKinney Restaurants will consider only job-related felony convictions, the nature and gravity of the offense and/or conduct to determine whether a specific crime may be relevant to concerns about risks in a particular position. McKinney Restaurants will consider the amount of time that has passed since the offense, conduct and/or completion of sentence. McKinney Restaurants will consider the criminal conduct to the essential functions of the position sought after by the employee. This encompasses the nature of the job's duties, identification of the job's essential functions, the circumstances under which the job is performed and the environment in which the job's duties are to be performed.

All background check information will be kept confidential. McKinney Restaurants complies with all applicable federal and Texas state and local laws regarding background checks.

A.11 PROBLEM RESOLUTION/COMPLAINT REVIEW PROCEDURE

Employees who believe they have a valid work-related problem or who would like advice and counsel are encouraged to discuss problems with McKinney Restaurants management without fear of reprisal. In our spirit of willingness to listen, the Company believes in an open-door policy. In order to have communication, there

must be mutual respect. You are encouraged to see your immediate supervisor with suggestions, questions or problems relating to your job or feelings of well-being.

It is company policy that no employee will be penalized for submitting a complaint or problem. If a difficulty or problem situation arises, employees are urged to discuss it with their own supervisor or Store Manager first. Employees should request a meeting with the Director of Operations or Owner/Operator if the supervisor or Store Manager cannot resolve the situation. Every reasonable effort should be made to resolve the matter at the store level or Director of Operations level. If the employee believes that the problem has not been resolved at this level, the problem may be addressed with the Owner/Operator. The Owner/Operator decision is final.

Please remember – don't keep a problem inside. You can't reach a solution if no one knows about it. You may use this procedure without fear of reprisal. Any employee who is dishonest about a complaint or during an investigation of a complaint will be disciplined, as McKinney Restaurants deems appropriate, up to and including termination. All employees are expected to fully cooperate in an investigation of a complaint. An employee who fails to cooperate will be subject to discipline, up to and including termination.

A.12 NEW EMPLOYEES---INTRODUCTORY/PROBATIONARY PERIOD

All crew members start at the same rate. Your first 30 days on the job is considered your introductory or probationary period. We feel the introductory period provides an opportunity for you to look at us and for us to look at you. The at-will employment status is not altered or waived during the introductory period. The employee may resign at any time and McKinney Restaurants may discharge the employee at any time with or without cause during the introductory period. Furthermore, completion of the introductory period does not alter an employee's at-will employment status.

A.13 ORIENTATION

All new and rehired McKinney Restaurants employees will attend an orientation. Your time will be compensated. The orientation introduces all employees to McKinney Restaurants. Attendees receive a copy of this handbook. New hires also complete all paperwork necessary for the accounting office. Orientation will take place at an assigned location provided by your Store Manager; your Store Manager will inform you as to the date and time. We start on time, please be there at least 5 to 10 minutes before scheduled time.

A.14 YOUR WORKING HOURS

Your work schedule should be posted 4 days prior to the next work week. You are expected to work as scheduled, unless excused by the Store Manager. There will be no trading of shifts or any changes made without the permission of your Store Manager in writing. If you need time off, notify us by placing your written request in the designated area. (Your Store Manager will let you know where that is.) Employees cannot request trades or changes by text messages or email. We must have these requests at least 2 weeks in advance. Remember, even in an emergency you must contact a member of your Management Team 4 hours before your scheduled shift if you cannot report to work or as soon as practicable. On occasion, you may be asked to continue working past the end of your scheduled shift. If you continue working, you will be released as soon as the needs for your services have passed. From time to time, you may be requested to come into work for a shift not previously scheduled. If you come in without being previously scheduled, you will be guaranteed a minimum of three hours work.

If an employee is involved in any extra-curricular activities that will affect the times they are available, the employee should bring the Store Manager a schedule from school showing the dates and times that they will not be available. We do not have a problem working around a school schedule as long as it is reasonable and that the Store Manager has received a schedule in advance.

Any employee who requires a reasonable accommodation to the Working Hours policy or any provision of the Working Hours policy must request an accommodation in writing from the Store Manager. The Company will engage in an interactive process as described in this Handbook.

A.15 LATE AND ABSENTEE POLICY

Employees must be at work at their assigned time and ready to begin work by their start time. We expect that our employees will be on time, and we do not have any grace period for being late. Never punch in ahead of time unless you are instructed by a manager to do so. If for any reason you are going to be late, call and let the manager on duty know as soon as possible. Text message and email are not allowed for reporting your absence or being late.

At least 4 hours' notice is required if an employee cannot work his/her shift due to illness. Openers and early morning employees should call in the night before if at all possible. If 4 hours' notice is not given or an employee simply does not show up for work, it is considered a NO-SHOW. If any employee requires an accommodation to the call-in provision of the Late and Absentee policy it is incumbent on the employee to report or have reported any extenuating circumstances to the company as soon as practicable. The company will take such extenuating circumstances into consideration on a case-by-case basis and reserves the right to issue disciplinary action as appropriate for any unexcused absences or failure to call off properly

A no-call/no-show is grounds for discipline, up to and including termination.

1. No-call/No-Show during the first month of employment (during the probationary period) will result in automatic termination.
2. First No-call/No-Show after probation: The employee will be suspended.
3. Second No-call/No-Show: The employee will be terminated.
4. If an employee does not call or show to work ("no call/no show") for two consecutive shifts, the company will consider this to be a *voluntary* job abandonment initiated by the employee. It will not be considered a "discharge" or other adverse action taken by the Company.

*** IF YOU ARE ILL AND WORK IN THE PRODUCTION AREA, YOU MUST NOTIFY THE MANAGER ON DUTY SO APPROPRIATE MEASURES CAN BE TAKEN***

Any employee who requires an accommodation to the Late and Absentee policy or any provision of the Late and Absentee policy must as soon as practicable request an accommodation in writing from the Store Manager. Once the Company is aware of the request for an accommodation, the Company will engage in an interactive process as described in this Handbook.

A.16 EMPLOYEE PAY

EMPLOYEE CLASSIFICATION

EXEMPT

Exempt employees are paid on a salaried basis and are not eligible to receive overtime pay.

NONEXEMPT

Nonexempt employees are paid on an hourly basis and are eligible to receive overtime pay for overtime hours worked.

FULL-TIME EMPLOYEES

Regular full-time employees are those who are scheduled for and do work 30 or more hours per week. Depending upon position and duties, regular full-time employees are eligible for most employee benefits described in this handbook.

PART-TIME EMPLOYEES

Regular part-time employees are those scheduled for and work less than 30 hours per week. Part-time employees are eligible for many employee benefits not specified as full time benefits.

SALARY BASIS SAFE HARBOR PROVISION FOR EXEMPT EMPLOYEES

Exempt Employees

The Company designates each employee as either exempt or nonexempt in compliance with applicable federal and state law. Employees who are designated as exempt are paid a fixed salary regardless of the number of hours worked each week and are not entitled to overtime pay. The Company will not take any deductions from exempt employees' salaries except those allowed by applicable federal and state law.

PAYROLL DEDUCTIONS

The law requires the Company to make certain deductions from every employee's paycheck. Among these are applicable federal, state and local income taxes. The employer must also deduct social security taxes on each employee's earnings up to a specified limit called the social security "wage base".

Eligible employees may voluntarily authorize deductions from their paychecks to cover the cost of participation in various programs, including the cost of dependent insurance coverage.

Occasionally, the Company is court ordered to make deductions from an employee's pay, for reasons such as payment to the IRS, or child support related payments. The Company will comply with applicable state and federal laws regarding garnishment and assignment of wages.

Your paycheck stub or other documentation, where authorized by state or local law, will itemize amounts that have been withheld. It is important that you keep this information for tax purposes. If you have questions concerning deductions made from your paycheck or how they were calculated, please contact the Office Payroll Department or other designated supervisor.

Complaints

You should review each paycheck for errors. If you have questions about any deductions from your pay, believe improper deductions have been made from your pay, or believe that your pay is otherwise incorrect, you must report your concern to your manager immediately. The Company will promptly investigate all complaints of paycheck errors. If the Company has taken any improper deductions from your pay, or otherwise made any errors in paying you, it will promptly take corrective action, including reimbursing you for any improper deductions as soon as practicable. In addition, the Company will take reasonable steps to ensure that the error does not recur in the future.

If you have not received a satisfactory response after reporting the incident, please contact The Owner Operator at 877-499-0939.

The Company prohibits and will not tolerate retaliation against any employee because that employee filed a good faith complaint under this policy. Specifically, no one will be denied employment, promotion, or any other benefit of employment or be subjected to any adverse employment action based on that person's good faith complaint about an improper wage payment or deduction. In addition, no one will be disciplined, intimidated, or otherwise retaliated against because that person exercised rights under this policy or applicable law. If you believe you have been the victim of retaliation in violation of this policy, report your concerns to the owner/operator immediately.

PAY

Our first pay-period starts on the 1st of the month at 12:00 am and ends on the 15th of the month at 11:59 pm. You will receive your first pay period check on the **20th day of each month**. Our second pay period starts on the 16th of the month at 12:00 am and ends on the last day of the month at 11:59 pm. You will receive your 2nd pay period check on the **5th day of the following month**. You may pick up your check between the hours of 9 a.m.-11 a.m. and 2 p.m.-5 p.m. if you are paid by check. Paychecks are not cashed at the restaurant. No one other than the employee to whom the check is written will be allowed to pick up a paycheck unless the employee had given written authorization for another person to pick up his or her check. If you would like to have your check direct deposited into your bank account, please ask your General Manager for a Direct Deposit request form.

OVERTIME/ADVANCES

Employees are not paid in advance of regular paydays. Let the manager know ahead of time if it appears you are getting close to overtime and if you need to request overtime. You must request overtime in writing prior to working overtime hours. While you will be disciplined for working overtime without approval, we will still pay you for all of your hours and overtime that you worked.

For overtime purposes for non-exempt employees, the workday begins at 12:00 a.m. and ends at 11:59 p.m. The workweek begins at 12:00 a.m. Monday and ends at 11:59 p.m. the following Sunday for all employees.

Biometric Information and Policy Act (BIPA)

We provide a biometric system for employee timekeeping, which uses information from your fingerprint to identify you when you punch in and out.

- This gives you the option to use your fingerprint to clock in and out, rather than having to punch in your employee number.
- McKinney Restaurants will not share your fingerprint template or your fingerprint picture with anyone outside of our organization.
- Please remember that your use of the biometric timekeeping system is completely voluntary. If you decide not to participate, you can still use your employee ID number and password for timekeeping purposes at the restaurant. You can elect to disenroll at any later date.
- If you have any questions or concerns regarding the collection of your fingerprint information or storage of your “fingerprint template,” please contact:
 - General Manager
 - Super Visor
 - Hurman Resources 877-499-0939

Retention and Destruction Policy for Biometric Data

Pursuant to Tex. Bus. & Com. Code Ann. § 503.001, this policy defines the retention schedule and destruction guidelines for biometric data collected by the restaurant(s), owned by McKinney Restaurant Services, Inc.

With its employees’ consent, McKinney Restaurants collects, uses and stores biometric identifiers and information of its employees for participation in the eSmartClock timekeeping system. The system collects an employee’s biometric identifier (fingerprint) for a matter of seconds and then immediately and permanently deletes or destroys the fingerprint scan, using appropriate security methods. The system creates an employee’s biometric information (a fingerprint template), which is derived from the biometric identifier (fingerprint

scan). McKinney Restaurants retains an employee's biometric information (fingerprint template) for as long as the employee is employed by McKinney Restaurants and is participating in the biometric function of the eSmartClock. Upon an employee's separation of employment from McKinney Restaurants the employee's stored biometric information will be permanently deleted or destroyed within the twelve months following separation of employment, using appropriate security methods, unless required by law to retain the information for a longer period of time. Upon an employee's disenrollment in the biometric function of the eSmartClock McKinney Restaurants will permanently delete or destroy the employee's stored biometric information, using appropriate security methods, unless required by law to retain the information for a longer period of time.

Every employee must have an email address and needs to provide it to our main office for payroll information only. If you do not have an email address, please contact your General Manager and we will provide one for free.

A.17 REHIRING FORMER EMPLOYEES

Former employees will only be considered for rehire if their previous employment record was satisfactory and they were not terminated for poor performance or disciplinary reasons.

Employees who are rehired may be considered new employees in all regards, including benefit status, performance review cycles, and bonuses to the extent permitted by law.

A.18 FINAL PAYCHECKS

Final paychecks MUST be picked up in person at the restaurant location unless other arrangements are made.

Please remember to bring your complete uniform(s) clean and neat. Uniforms must be returned in good condition upon leaving employment at McKinney Restaurants.

A.19 BASIC RESPONSIBILITIES AND RULES

We call your attention to some working conditions, policies and responsibilities to our business:

1. Because of our limited customer parking in most restaurants, employees should only use the parking area designated by the Management Team. **The Company is not responsible for any damage to your vehicle or contents of your vehicle while parked on company property.**
2. You are required to be dressed in complete uniform before you clock in, and to clock in at the time posted on your schedule. Complete uniform is a hat, shirt tucked in, name badge and tie on and any additional uniform requirement as directed by the Store Manager.
3. When clocking in using your personal employee code, you must clock in yourself. You may not at any time clock in another employee.
4. Big purses, totes, backpacks or gym bags are not allowed in the restaurants unless they are transparent.
5. Hand washing/Food Safety

We have special food preparation procedures that you must follow to keep food safe. You will learn about these procedures, but if you ever have a question about any of these procedures make sure to ask a manager.

Washing your hands is the most important thing you can do to help ensure that our customers and employees receive safe food. You must wash your hands at least once per hour or:

⇒ before entering the kitchen and touching food

- ⇒ _after using the restroom
- ⇒ _after taking a break
- ⇒ _after handling trash or cleaning supplies
- ⇒ _after touching your face, hair, or body

6. Do not bring valuable personal belongings or large amounts of cash to work. We are not responsible for your losses.
7. Any accident should be reported to the manager on duty immediately.
8. We do not cash personal or payroll checks at the store.
9. The Company's telephone is for business purposes only and personal phone calls are not permitted unless it is an emergency. The use of cell phones and electronic devices is strictly prohibited while on working time. Cell phones must be on silent mode and out of the view of customers. You may use your cell phone outside during your break period only. An employee using a cell phone (including but not limited to talking, texting or emailing) while working will be subject to discipline, up to and including termination. An exception to the rule concerning cell phones would be to engage in activity protected by the National Labor Relations Act including, for example, taking pictures of health, safety and/or working condition concerns or of strike, protest and work-related issues and/or other protected concerted activities.
10. At closing time, all unsold products must be recorded as waste and thrown away. No leftover or waste products are to be consumed by employees or taken from the restaurant. Taking unsold products home is grounds for immediate termination.
11. In order to keep our record up to date, notify your Store Manager whenever there is a change in your address or telephone number.
12. Nametags are required and considered a part of your uniform. When the nametag is not worn, you will be subject to discipline.
13. You are responsible to know your work schedule as posted. Write your weekly schedule down. You are not to disrupt business in the store by calling the store to inquire about your schedule. Any changes made to the schedule will be communicated to you by a member of the Management Team.

You should not disrupt co-workers while they are on working time and should not loiter around the front counter area.

14. You should greet each customer you come into contact with while you are on the premises when clocked in.

A.20 CASH REGISTER POLICY

Proper cash handling procedures are one of the most important aspects of this business. The possibility of discrepancies in our cash receipts and registers does exist. We realize that all people occasionally make mistakes. However, this is a serious matter. You will be instructed in the proper methods of handling cash prior to working the counter or drive-thru cashier position by your management team. If you cannot count or handle cash properly, you will be taken off the front counter immediately.

Some of the important policies regarding handling of cash include, but are not limited to:

1. Whenever you start work, you will start with an unused drawer containing \$75.00-\$100.00 (depending on your location) in bills and coins.
 - A. You must verify the accuracy of your till by counting the drawer yourself after you clock in to work.

- B.** You must request that your drawer be counted prior to your leaving work to determine if the money is accurate. You must be present to oversee the drawer count.

We understand that people occasionally make mistakes resulting in a cash register being short. For this reason, you will not be required to make up cash shortages. However, this is a serious matter. If an employee has a cash variance of \$1.00 short or greater, the employee will be asked to read and sign a cash shortage notice. The signed cash notice will go into the employee's personnel file. Employees who have more than one cash shortage or overage, or who have one or more discrepancies, may be subject to discipline, up to and including termination.

2. The following will assist you with your cash handling:

- Absolutely **DO NOT** work a register you have not been assigned to by management, and then only on the register assigned.
- **DO NOT** allow anyone to use your register.
- Shift Managers should only enter your drawer to make change or complete skims when you are present. They will communicate exactly what money they are taking and exactly what change they are returning. In the event that a manager is doing a skim, they will tell you exactly how much money is being skimmed and return a receipt to the register specifying that amount. You should always verify that all change made, and skims are correct.
- After taking an order from a customer, take the money, state the amount of the sale as well as the amount of money the customer has given you in a loud clear voice.
Example: "Your total is \$5.00. Out of \$10.00. \$5.00 is your change."
- If a customer complains about the amount of his order, you must call a manager. If a customer complains that he was short-changed, please **DO NOT** give the customer back the amount he is complaining about. Call a manager immediately and they will count your drawer to check if the customer is right or not. Refunds are to be made **ONLY** by a manager, signed by the manager and you. If the refund slip is not signed by you and the manager, it is considered your shortage. If you are not presented with a refund slip to sign by the manager, you are to bring this to the attention of the General manager. If signing the refund slip is not resolved by the General manager, you should are to bring it to the attention of the Supervisor.
- Keep your cash register closed at all times. Do not leave an open drawer unattended. The registers will not open unless you are ringing up an order or you have a key. If you need your register opened, you must call a manager and he/she will open it for you after you tell them why. Managers will not lend their keys at any time to employees. **DO NOT RING UP A SAUCE TO OPEN YOUR DRAWER, YOU WILL BE SUBJECT TO DISCIPLINE, UP TO AND INCLUDING TERMINATION!**
- The rolled coins in your register are only to be opened when you are low on coins.
- Place bills across the money slots with back facing up until the change is made. By placing the bills upside down, you can detect altered currency.
- All bills higher than a TEN will be placed under the register drawer. All bills higher than a TEN must be checked with our counterfeit machine. **WE PROVIDE COUNTERFEIT PENS AND MACHINES FOR YOUR USE AND REQUIRE THAT YOU USE THEM ON ANY BILL GREATER THAN \$5. IF YOU CHOOSE NOT TO CHECK YOUR BILLS AND A COUNTERFEIT IS RECEIVED IN YOUR REGISTER, YOU WILL BE DISCIPLINED, UP TO AND INCLUDING TERMINATION.**
- Do not make change with another counter person. Notify the manager if you need change of any kind.

- Do not make change with or for a customer; this should only be handled by a manager.
- When going on your break or leaving your front counter area, (If you go to check the lobby for example) have your register locked or pulled and put it in the safe.
- In case you ring up the wrong amount (If a customer gives you \$2.00 and you ring up \$20.00) do not re-ring the order, just give back the correct change. If you are not sure of the correct change, call a manager.
- If a customer forgets his change, notify a manager. Make sure that the extra change remains in your drawer for when the customer returns. Your drawer will be over. If the customer does not return the same day but calls our office, a check will be issued and mail to him/her.
- Use the “gift redeemed” key when accepting gift certificates or “gift card” if it is a gift card.
- U.S. traveler’s checks may be cashed with a manager’s approval only.
- All promotional coupons must match the amount on your register print-out. Put the coupons along with the “promo slip” that comes out of the printer in your register. If you fail to attach the coupon to the promo slip, this transaction is considered a cash shortage.
- **Any incident of undercharging, not ringing up orders or giving away food will result in disciplinary action, up to and including termination. This is considered theft and we take theft very seriously. Theft can be subject to police investigation and/or criminal prosecution.**
- Police officers’ meals are FREE when the officer is dining in the restaurant (Not including family). Coffee is always FREE in the Drive Thru.
- T-Red (T-Red or Partial Cancellation)
Total reductions or partial cancellations occur when an order is totaled and then changed to a smaller total. If an order is reduced by a promo item, it does not show up as a T-Red. If you don’t understand a T-Red, please speak to a manager. The possibility of a T-Red does exist; however, the guideline is an average of \$1.20. T-Reds occurring over the guideline could be grounds for disciplinary action including termination.
- Over-rings (to correct a mistaken total) must be done at the same time the mistake is made, and both copies must be signed by the counter person and the Manager.
- You are not allowed to ring up your family members’ orders.
- Employees may not borrow money from cash drawers or the restaurant safe.

A.21 CREW TRAINING

A.21.1 STATION OBSERVATION CHECKLIST (S.O.C.s)

S. O. C.s are a key part of your restaurant training program. These checklists lay out the correct procedures for each of the stations. S.O.C.s will be used as a guide when introducing you to a new station or to verify your skills. You will be expected to perform all of the tasks on a S. O. C. in order to be considered qualified. We encourage you to review the S. O. C.s and to use them to learn the procedures for other stations in the restaurant. Copies of these S. O. C.s are available from your Management Team.

A.21.2 INTERACTIVE TRAINING

In your crew room will find a computer that explains and helps you train on all the workstations in the restaurant. You will be introduced to this computer during the initial training and will be shown how to operate the computer. If you notice any problems with the computer, please notify a member of the Management Team. We encourage everyone to complete interactive training. Please schedule time with your manager. Your time will be compensated. The computer will be used only for McKinney Restaurants' business material and not for personal use.

A.22 CREW FOOD AND BREAK POLICY

While employed with McKinney Restaurants and ONLY on days you are working, you are entitled to a free meal depending on how many hours you are scheduled to work. The free meal is also limited to certain food items.

This is the meal policy: After you are told to go on break you must punch out first. Your break consists of a 30-minute, unpaid break where you will be completely relieved of all duties. You must walk around to the front counter (like a customer) and the MANAGER will ring up your meal. You are NOT to go in the kitchen to prepare your own meal. Your order should be handled just like a customer's except, yours is FREE! You must sign your meal receipt.

If you are working 4 hours or less you are NOT entitled to a break. After your shift and once you've punched out you are entitled to a meal as follows:

BREAKFAST (less than 4 hours):

Any one Biscuit Sandwich, Hash brown and Small Drink.

LUNCH (less than 4 hours):

Hamburger or Cheeseburger, a Small Fry and a Small Drink.

If you are working 4 or more hours, your meal consists of one of the following choices:

BREAKFAST (4 or more hours):

One Biscuit or Muffin sandwich, Hotcakes, Big Breakfast or 2 Burritos. You may also have a Hash brown and Small Drink, coffee or Orange Juice (No Refills for Orange Juice).

REGULAR MENU (4 or more hours):

Double Cheeseburger, McDouble, Hot & Spicy Chicken, Filet-O-Fish, Big Mac, QTR Pounder, Homestyle, 10 piece McNugget or any 2 Snack Wraps and a Small Drink and a Small Fry. OR you may have a **Side Salad** with grill or Crispy Chicken (no fry) and a Small Drink.

Bottled water is NOT part of the Employee Meal benefits. If water is desired, it needs to be from the ABS machine.

(Any unpurchased food consumed not included in Food Policy or without the expressed permission of the Management Team is subject to discipline, up to and including termination).

*******DESSERTS, SHAKES AND MCCAFFEE DRINKS ARE NOT INCLUDED IN EMPLOYEE MEALS*******

None of the other menu items will be available free; however, you may buy anything off the menu at regular price. The manager must always ring up your meal or anything you are purchasing. This goes along with any family members that buy food. You are not allowed to ring up your family members' orders.

After your 30-minute break is up you must punch back in and resume working. You must eat ONLY in the crew room. Do not disrupt others that are working time while you are on break.

***IF YOU ARE NOT WEARING YOUR NAME TAG YOU MUST PAY FOR YOUR MEAL. ***

POLICY REGARDING THE “MyMcDonald’s Rewards” PROGRAM

Employees are not permitted to earn, transfer, or redeem loyalty points from customer purchases. This conduct constitutes fraud and attempted theft. Accordingly, employees who have been identified conducting fraudulent transactions may be subject to account closure and forfeiting of fraudulently accrued points. In addition, the Company will take immediate disciplinary action up to and including termination against any employee who commits any act of fraud or theft, including fraudulent use of loyalty points.

A.23 CONDIMENTS AND MENU ITEMS:

The next two pages include our condiment policy and our menu items with an explanation of what is included in each menu item. Every employee that is working with McKinney Restaurants, must know what is included with each menu item. There is nothing more embarrassing to us and for you as well than a customer who asks a question about the ingredients of one of our menu items and the cashier does not know.

BREAKFAST MENU ITEMS

CONDIMENT POLICY BELOW FOR EACH

BIG BREAKFAST - 2 Scrambled eggs, sausage, biscuit & hashbrown.
(Give a fork, knife, 1 jelly 1 salt, 1 pepper. NO BUTTER.)

Deluxe Breakfast - 2 Scrambled eggs, 2 Hotcakes, sausage, biscuit & hashbrown.
(Give a fork, knife, 1 butter, 1 jelly, 1 salt, 1 pepper & 1 syrup.)

Hotcakes - 3 Hotcakes.
(Give a fork, knife, 2 butters & 1 syrup.)

Hotcakes and Sausage - 3 Hotcakes & 1 sausage.
(Give a fork, knife, 2 butters & 1 syrup.)

B/S/E - Biscuit with sausage & egg. (NO condiments.)
B/E/CH - Biscuit with bacon egg & cheese. (NO condiments.)

Southern Style Chicken Biscuit. White meat chicken. (No condiments)

B/S - Biscuit with sausage. (NO condiments.)
Plain Biscuit, Muffin or Bagel - 1 Plain Item. (Give a knife, 1 butter & 1 jelly.)

Egg McMuffin - A poached egg on a muffin with canadian bacon & cheese.
(NO condiments.)

Sausage McMuffin W/Egg - A poached egg on a muffin with sausage & Cheese.
(NO condiments.)

B/E/CH McGriddle – Bacon Egg & Cheese McGriddle. (NO CONDIMENT)

S/E/CH McGriddle – Sausage Egg & Cheese McGriddle. (NO CONDIMENT)

Sausage McGriddle – Sausage McGriddle. (NO CONDIMENT)

B/E/CH Bagel – Bacon Egg & Cheese Bagel (NO CONDIMENT)

STK/E/CH Bagel – Steak Egg & Cheese Bagel (NO CONDIMENT)

FRUIT AND MAPLE OATMEAL.

Breakfast Burrito –8” flour tortilla with egg, cheese, sausage and vegetables.
(Ask if they want picante sauce. One per burrito.)

VERY IMPORTANT: Please do not forget to put the above condiments and utensils in your customer’s bag especially if the order is to go. There is nothing more aggravating for a customer, than to get to work/home and find out that there is nothing to eat their meal with because the cashier FORGOT to put a fork or knife in the bag.

If a customer requests any condiments not listed above (such as ketchup) or extra condiments, just ask them how many they would like to have and give it to them.

A.24 DRUG AND ALCOHOL FREE WORKPLACE

As a responsive employer, McKinney Restaurants has a vital interest in maintaining safe and efficient working conditions for its employees. It is the intent of McKinney Restaurants to maintain a workplace free from the use, possession, or distribution of alcohol, illegal drugs (including marijuana, except use or possession taken under the supervision of a licensed health care professional), intoxicants. The abuse of controlled substances, whether on or off duty, can impair an employee’s ability to work safely and efficiently. The Company prohibits the use of these substances to the extent that they affect, or have the potential to affect, the workplace. The Company will not jeopardize the safety of the employee, other employees, our customers, the public, and Company operations due to an individual’s poor judgment.

While the use of marijuana has been legalized under Texas state law for medicinal uses, it remains an illegal drug under federal law and its use as it impacts the workplace is prohibited by our Company Policy. The Company does not discriminate against employees solely on the basis of their off-duty use of medical marijuana in compliance with the state’s medical marijuana law. However, employees may not consume or be under the influence of marijuana while on duty or at work, even if the employee has a valid prescription for medical marijuana or is on break. Employees may be subject to disciplinary action to the fullest extent permitted by law for using, possessing, or being under the influence of marijuana.

A.24.2 POLICY

For the benefit of employee safety, and to comply with the requirements of state and federal laws including the Drug-Free Workplace Act of 1988, McKinney Restaurants has adopted and enforces the following policy

1. The unauthorized use, possession, purchase, solicitation, sale, manufacture, distribution, transportation, or dispensation of alcohol, any illegal drug or other controlled substance, prescription medication without a prescription for you, or abuse of any prescription medication.
2. Being under the influence of alcohol, an illegal drug or other controlled substance, or prescription medication without a prescription for you.
5. Any employee who violates the above provisions shall be subject to appropriate disciplinary actions, up to and including termination.

This policy applies when an employee is performing company business, (regardless of location) or when the employee is operating or responsible for the operation, custody or care of company equipment or other property.

McKinney Restaurants reserves the right to conduct searches of an employee suspected of possessing or abusing alcohol, an illegal drug (including marijuana except use or possession taken under the supervision of a licensed health care professional), intoxicant, or a controlled substance, with or without notice. Employees’ personal belongings, including any bags, purses, briefcases, and clothing, and all Company property, are also subject to inspection and search, with or without notice. Employees who violate the Company’s Drug and Alcohol Free Workplace policy or who are suspected of violating this policy (as determined at the Company’s

discretion) will be removed from the workplace immediately and will be subject to disciplinary action. The Company may also bring the matter to the attention of appropriate law enforcement authorities. Any conviction for criminal conduct involving illegal drugs, intoxicants, or controlled substances, whether on or off duty, or any violations of the Company's Drug and Alcohol Free policy, may lead to disciplinary action, up to and including termination, depending on an individualized assessment.

McKinney Restaurants will conduct drug testing under any of the following circumstances:

- **FOR CAUSE TESTING:** McKinney Restaurants may ask an employee to submit to a drug test if an employee's supervisor or other person in authority has a reasonable suspicion, that the employee may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the employee's person or in the employee's vicinity, unusual conduct on the employee's part that suggests impairment or influence of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.
- **POST-ACCIDENT TESTING:** Any employee involved in an on-the-job accident or injury under circumstances that suggest a reasonable possibility that drug or alcohol use by the an employee was a contributing factor to the reported injury or illness may be asked to submit to a drug and/or alcohol test. "Involved in an on-the-job accident or injury" means not only the one who was injured, but also any employee who potentially contributed to the accident or injury event in any way.

Within the limits of federal and state laws, McKinney Restaurants reserves the right, at our discretion, to examine and test for drugs (amphetamines, cannabinoids (THC), cocaine, opiates and phencyclidine (PCP)) and alcohol. To ensure the accuracy and fairness of our testing program, all testing will be conducted according to Substance Abuse and Mental Health Services Administration (SAMHSA) guidelines where applicable and will include a screening test; a confirmation test; the opportunity for a split sample; review by a Medical Review Officer, including the opportunity for employees who test positive to provide a legitimate medical explanation, such as a physician's prescription, for the positive result; and a documented chain of custody. Employees may be asked to furnish a sample of urine, breath, and/or blood for analysis. All drug testing information will be maintained in separate confidential records.

If an employee is tested for drugs or alcohol outside of the employment context and the results indicate a violation of this policy, the employee may be subject to appropriate disciplinary action, up to and including termination. An employee will be subject to the same consequences of a position test if he/she refuses the screening or test, adulterates or dilutes the specimen, substitutes the specimen with that from another person, sends an imposter or refuses to cooperate in the testing process in a way that prevents completing the test.

Employees agree to hold McKinney Restaurants and the testing laboratory harmless, not to sue, and not to hold responsible for any such alleged harm that may result from the testing, including but not limited to loss of employment or other adverse job actions that may arise as a result of the test, even if the laboratory makes an error in the administration or analysis of the test or the reporting of the results.

One of the goals of McKinney Restaurants' drug-free workplace program is to encourage employees to voluntarily seek help with alcohol and/or drug problems. **Any employee violating this policy is subject to discipline, up to and including termination. In the case of applicants, if an applicant violates the drug-free workplace policy, the offer of employment can be withdrawn.**

McKinney Restaurants reserves the right to offer employees with drug and/or alcohol problems participation in an approved rehabilitation or drug abuse assistance program as an alternative to discipline. If such a program is offered, and accepted by the employee at the employee's expense, the employee must satisfactorily participate in the program as a condition of continued employment.

All information received by McKinney Restaurants through the drug-free workplace program is confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and McKinney Restaurants' policies.

A.25 PERFORMANCE REVIEWS AND RAISES

McKinney Restaurants are a "Pay for Performance Restaurant." This means that the better you do your job, the more pay you can make. The evaluation of your job performance includes many areas. They are:

- SCHEDULE AVAILABILITY
- RELIABILITY
- ATTITUDE
- APPEARANCE
- MOTIVATION
- ABILITY TO LEARN NEW SKILLS AND STATIONS
- LONGEVITY
- CONTRIBUTION TO THE GOALS OF MAINTAINING OUTSTANDING QUALITY, SERVICE AND CLEANINESS (Q.S.C.)
- PUNCTUALITY
- PERFORMANCE ON ANNOUNCED AND UNANNOUNCED S.O.C.s
- OTHER ATTRIBUTES

Performance reviews will be conducted at least once a year, reviewed with the employee and corrective action taken if appropriate. Wage reviews will occur once a year in conjunction with performance reviews. However, because we are a "Pay for Performance" employer, we will not restrict pay raises to once a year for those employees who are doing an OUTSTANDING JOB.

A.26 VACATIONS

We offer a vacation program called "**Milestone Anniversary Celebration**" and it works as follows:

Employees will earn a milestone (one week paid vacation) every fifth year of non-interrupted service with the company.

For example: if you were hired on:

January 2000, your first milestone would be 2005 and you would receive one week paid vacation in that year only.

Next milestone would be 2010 and so on. Each time you reach a milestone you earn one week Vacation in that year only.

If an employee resigns and is later rehired, the milestone anniversary date will be calculated on the "new rehired date".

You are eligible for a Milestone Vacations at the store you mainly work at ONLY. Any unused vacation time will be forfeited upon separation of employment.

A.27 TUITION REIMBURSEMENT

We also offer student tuition reimbursement programs, please call the corporate office for any available existing program.

A.28 HOLIDAYS

Anyone needing a holiday off must give notice in writing to the General manager at least two weeks in advance. Obviously, we will not be able to give everyone a specific holiday off, so it will be limited to a first come first serve basis. Writing does not include text messages.

A.29 PROMOTIONS, LATERAL TRANSFERS AND GROWTH IN A JOB

It is McKinney Restaurants' policy to promote and transfer from within and, where applicable, compensate individuals for promotions and/or transfers with increased responsibilities, and significant growth within a

job. Promotions require employees to show demonstrated mastery of the major job responsibilities of their position.

A.29.1 TRANSFER FOR COMPANY NEED

Employees may be transferred at any time from one restaurant to another, according to changing company needs. Transfers are at the discretion of the Store Managers, Director of Operations or Owner/Operators. No employee is promised a specific restaurant or work schedule.

A.29.2 TRANSFER BY EMPLOYEE REQUEST

An employee may request a transfer from one restaurant to another, after having been in his or her current position a sufficient amount time, as determined by the Store Managers, Director of Operations or Owner/Operators. Each transfer decision, if possible, will be made, as are all hiring decisions, based on qualifications, performance history, and the best interests of the employee and McKinney Restaurants. No employee is promised a specific restaurant or work schedule.

A.30 EMPLOYEE BENEFIT PROGRAMS/MIP BENEFITS FOR ME

MEDICAL/DENTAL/VISION/LIFE/DISABILITY INSURANCE

We offer the above insurance programs. Please ask your Store Manager for a brochure for information and cost.

A.30.1 WORKERS ' COMPENSATION INSURANCE

Although Workers' Compensation Insurance is not required by Texas law, McKinney Restaurants provides an Occupational Injury Plan through Owner Operator's Services, Inc. We all know that accidents on the job happen from time to time, and when they do, you want to receive prompt, professional medical treatment with very little hassle. There is no cost to the employee for this insurance. You may elect to waive your right to this insurance benefit and retain your common-law right to sue for a work-related injury, but you must do so in the required time limit. If you have any questions about this benefit and/or the waiver ask your manager immediately. McKinney reserves the right to terminate this insurance or to change its insurance carrier at anytime and with proper notice as required by the Texas Workers' Compensation Act. In the event an employee should sustain an injury directly related to work at McKinney Restaurants, the accident must be reported to the manager on duty immediately. Ask your Store Manager for the proper procedures to report the accident. McKinney Restaurants must report the accident to the Injury Plan no later than 24 hours from the accident. Payment of insurance claims may depend on how rapidly an injury, accident, or illness was reported.

A.30.2 UNEMPLOYMENT INSURANCE

All contributions to State and Federal unemployment insurance funds are made by McKinney Restaurants. State unemployment insurance officers determine unemployment insurance benefits.

A.30.3 SOCIAL SECURITY

As required by law, McKinney Restaurants covers all employees under the Federal Social Security Program. Based on the current requirements of the law, your required employee contribution is deducted from the paycheck.

A.30.4 FAMILY AND MEDICAL LEAVE ACT (FMLA)

The Company provides leave according to the Family and Medical Leave Act of 1993 (FMLA). 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 Eligible employees for the following reasons the following reasons:

- (1) the birth or adoption of an employee's child;
- (2) the placement of a foster child with the employee;
- () to bond with a child (leave must be taken within one year of the child's birth or placement);
- (3) the qualifying serious health condition of an employee's child, spouse, or parent;
- (4) any qualifying exigency related to the foreign deployment of a military member who is a child, spouse, or parent

of the employee;

(5) to care for a spouse, child, parent, or next of kind who is a service member recovering from a serious illness or injury sustained in the line of duty;

(6) your qualifying serious health condition that makes you unable to perform your job.

Medical leave may be requested for an employee's own serious health condition. Employees with questions about what illnesses are covered under this policy are encouraged to consult with the Director of Operations or the Owner/Operator.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service- member during a single 12-month period. A covered service member is:

(1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or

(2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five year-period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

The FMLA definitions of "serious injury or illness" for current service members and veterans are distinct from the FMLA definition of "serious health condition".

A 30. __Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least 12 months, have 1,250 hours of service in the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

A, 30.____.____Requesting Leave

Employees must give 30-days' advance notice of the need for FMLA leave. If it is not possible to give 30-days' notice, an employee must notify the employer as soon as possible and, generally, follow the employer's usual procedures. Employees do not have to share a medical diagnosis but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing an employer that the employee is or will be unable to perform his or her job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform the employer if the need for leave is for a reason for which FMLA leave was previously taken or certified. Employers can require a certification or periodic recertification supporting the need for leave. If the employer determines that the certification is incomplete, it must provide a written notice indicating what additional information is required.

A.30.5 BENEFITS, PROTECTION, AND AMOUNT OF LEAVE

While employees are on FMLA leave, employers must continue health insurance coverage as if you were not on leave. Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave. Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions. An employer may not interfere with an individual's FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

Provided all the conditions of this policy are met, an employee may take a maximum of 12 unpaid weeks of FML in rolling 12-month periods measured back from the date the employee's leave commences. Parents who are both employed by McKinney Restaurants may take a maximum combined unpaid total of 12 weeks of FML in a 12-month period for the birth, adoption, or foster care of a child.

An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember with a serious injury or illness.

An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted,

employees may take leave intermittently or on a reduced schedule.

Employees may choose, or an employer may require, use of accrued paid leave while taking FMLA leave. If an employee substitutes accrued paid leave for FMLA leave, the employee must comply with the employer's normal paid leave policies. This provision does not provide for any paid leave not otherwise provided in this handbook.

The benefits outlined in this document are only a summary and are not intended to be controlling. For a detailed description, please contact Human Resources at 877-499-0939 for the complete contract and benefits policy, which is controlling.

A 30. EMPLOYER RESPONSIBILITIES

Once an employer becomes aware that an employee's need for leave is for a reason that may qualify under the FMLA, the employer must notify the employee if he or she is eligible for FMLA leave and, if eligible, must also provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility. Employers must notify its employees if leave will be designated as FMLA leave, and if so, how much leave will be designated as FMA Leave.

A.30.6 REINSTATEMENT AFTER EXTENDED PERSONAL LEAVE

Employees are responsible for keeping McKinney Restaurants informed of the status of their return from extended personal leave in accordance with the policy. While every effort will be made to return employees to the position from which they departed, but will provide a position nearly identical to it with equivalent pay, benefits, and other employment terms and conditions; there is no guarantee.

A. 30. ENFORCEMENT

Employees may file a complaint with the U.S. Department of Labor, Wage and Hour Division, 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.

A.31 MILITARY LEAVE OF ABSENCE

Leave of absences and re-employment resulting from service in the National Guard, U.S. Military Armed Forces, or the Reserves will be in accordance with applicable state and federal laws. A copy of the military order should accompany an employee's request for a leave of absence.

A.32 COMPANY PERSONNEL POLICIES/ETHICS AND STANDARD CODE OF CONDUCT

McKinney Restaurants is committed to guarding employee security, personal safety, and welfare as well as Company assets and operations and employees are encouraged and expected to know all personnel policies. Disciplinary action will be taken for engaging in prohibited conduct and it may call for any of the following four steps—verbal warning, written warning, suspension, or termination of employment—depending on the severity of the conduct and number of occurrences. The use of progressive discipline is at the Company's sole discretion and does not alter the Company's policy of at-will employment. There may be circumstances when one or more steps are bypassed, at management's sole discretion. The usual progressive disciplinary procedure followed for an offense is as follows:

VERBAL WARNING: An informal warning where supervisor informs the employee of a violation of Company rules. The supervisor may document the verbal warning, depending on severity of offense and the notice of the verbal warning will be filed in the employee's personnel file.

WRITTEN WARNING: In situations where a more formal or serious warning is merited, a written summary of the prohibited conduct is given to the employee. A written warning details the violation of Company rules, the

required changes in behavior the employee must make and the time frame within which to do so. The employee will sign and receive a copy of this warning. The warning will be filed in the employee's personnel file.

SUSPENSION: An employee may be suspended without pay for failure to follow the terms of a written warning or for a serious policy violation or pending investigation of an alleged breach of serious policy.

TERMINATION: The final step in the disciplinary process.

This list of prohibited conduct is illustrative only. Other types of conduct detrimental to security, personal safety, employee welfare, or the Company's interests may also be prohibited.

- *Falsified time records, employment applications, hiring documents or intentionally and maliciously falsifying Company business records.

- *Recording the work time of another employee or allowing any other employee to record your work time, or allowing falsification of any time card, either your own or another's.

- * Violation of the Company's Drug and Alcohol Free Workplace Policy.

- *Theft, deliberate or careless damage of any Company property or the property of any employee or customer.

- *Giving away food of any kind or amount.

- *Unauthorized use of promotional, discount or free food coupons.

- *Removing or borrowing Company property without prior authorization.

- *Personal use of Company equipment, materials, or facilities during non-working time.

- *Provoking a fight or fighting during working hours or on Company property.

- *Participating in horseplay or practical jokes in the restaurant area while on working time.

- *Bringing firearms or any other dangerous weapons or materials onto Company property at any time.

- *Engaging in criminal conduct whether or not related to job performance.

- *Insubordination or failure to follow Company directives.

- *The use of profane or abusive language that is insulting, uncivil, malicious or vicious during working time. Employees are responsible for communicating with appropriate business decorum during working hours toward customers and co-workers.

- *Committing any act of violence or threatening any act of violence.

- *Failure to notify a supervisor when unable to report to work.

- *Unexcused absences or tardiness.

- *Leaving company property while on working time, without prior permission from your manager.

- *Sleeping or malingering on the job.

- *Poor customer service.

*Violation of the Policy Against Discrimination, Harassment, or Retaliation.

*Violation of the Company's uniform or grooming policy.

*Violation of any safety, health, security or Company policy, rule, or procedure.

This statement of prohibited conduct does not alter the Company's policy of employment at-will. Either you or the Company may terminate the employment relationship at any time for any or no reason, with or without cause or notice.

A.32.1 PROFESSIONALISM

Employees are expected to conduct themselves in accordance with the highest principles of good personal, professional, and business ethics. Do not use profane or abusive language that is insulting, uncivil, malicious or vicious during working time. Employees are responsible for communicating with appropriate business decorum during working hours toward customers and co-workers. Employees must follow all safety, security and accident prevention practices.

A.32.2 GROOMING, DRESS, AND APPEARANCE

LOOKING GREAT WHILE ON DUTY IS AN EXPECTATION IN THIS RESTAURANT.

1. **PERSONAL HYGIENE**- Maintaining good personal hygiene is one of the ways to ensure that our food is safe. These are some of the things employees need to do:

*Keep clean by bathing or showering and brushing your teeth every day.

*Stay neat by wearing a clean uniform and keeping fingernails short.

*If you have an infectious or contagious illness that may prevent you from serving food or handling food equipment in a sanitary manner contact the General Manager, Supervisor, or Director of Operations.

2. **HAND WASHING**- Using proper hand washing techniques is required by every employee to ensure that our customers receive safe food. Employees must wash their hands for a minimum of 20 seconds at least once every hour with soapy, hot water and:

*Before entering the kitchen and touching food.

*After using the restroom.

*After taking a break.

*After handling garbage or cleaning supplies.

*After touching the face, hair, or body.

*After coughing or sneezing.

*After smoking, eating or drinking.

*Any time there is a potential for cross contamination.

3. **UNIFORMS**- Wear the uniform provided by the Company whenever on the job. The entire uniform should always be clean and neat. Hats must be worn STRAIGHT. Your nametag is part of your

uniform and must be worn at all times while you are on duty. All employees must always wear their appropriate undergarments under their uniforms. Pants must be kept at the waist with a belt. If you come to work with a dirty or wrinkled uniform, the manager will send you home.

McKinney Restaurants will generally supply you with the following uniforms. Days worked:	Uniforms Provided
1-2 days per week	1 Shirt, 1 Hat, 1 Name Tag
3 or more days	2 Shirts, 1 Hat, 1 Name Tag
After 30 days if an employee has worked 35 hours per week or more	3 Shirts, 1 Hat, 1 Name Tag

4. **NAILS**- Nails must be short, clean, neat and manicured. Artificial nails are not permitted. Employees may wear nail polish only if it is neatly applied and not chipping off. (No wild colors like BLACK, GREEN, etc.)
5. **HAIR**- Hair must be clean, restrained, off the face, and pinned back or up. If, however, the local health board requirements are stricter, you must follow their standards.
6. **FACIAL HAIR**- All employees must be clean-shaven while on duty. No mustache below the corner of the mouth. Absolutely No beards, No goatees. If you come to work without shaving the manager will send you home. The manager will take disciplinary action up to and including termination of employment
7. **COSMETICS**- Cosmetics must be subtle, moderate and within the natural color spectrum. This includes hair coloring and colognes.
8. **JEWELRY/PIERCING**- Jewelry should be moderate, in good taste, not excessive and not be a safety hazard to the employees or customers. Employees may not wear excessive jewelry, long dangling earrings or large rings. We do not allow any other visual piercing of any other part of your body (other than ears). The use of band aids to cover any body piercings is completely prohibited.
9. **SHOES**- Dark or black slip-resistant shoes are required for the safety of the employee. You may ONLY wear slip resistant shoes to work in this establishment. (Skid Resistant IS NOT the same as SLIP RESISTANT)
10. **BUTTONS, TAGS AND OTHER ITEMS** that are pinned or otherwise attached to or displayed on the uniform other than those provided by the Company can detract from the brand image we strive to strengthen through our crew uniforms. Accordingly, employees may not wear more than one button, in addition to those provided by the Company.
11. Employees may **NOT CHEW GUM**, tobacco, candy or food while on duty. Eating and drinking is ONLY allowed during your break. Eating or drinking by employees inside the restaurant (with the exception of the crew room) is strictly prohibited by the Department of Health and Human Services).
12. **Extra layers** (For Winter) Extra shirts worn to keep warm in the winter need to be solid black.
13. **MISCELLANEOUS**- In general, tattoos and body markings, such as hickeys, should not be visible to our customers.

Your manager will inform you of additional requirements regarding acceptable attire. Certain employees may be required to wear safety equipment or clothing. Your supervisor must approve any deviations from these guidelines.

RELIGIOUS, MEDICAL, GENDER IDENTITY, AND DISABILITY ACCOMMODATIONS

The Company will reasonably accommodate exceptions to this policy if required due to an employee's religious beliefs, gender identity, medical condition, disability, or any other protected characteristic. Employees who need such an accommodation should contact their General Manager or Supervisor.

A.33 USE OF ELECTRONICS

It is expected that all McKinney Restaurants' employees exercise responsible use of our computing resources and network infrastructure. Responsible use includes ethical and law abiding behavior, conservation of common computing resources, and individual accountability. McKinney Restaurants prohibits using the computer resources and network infrastructure to transmit any illegal, discriminatory, defamatory, obscene, harassing, offensive or unprofessional messages, or accessing any site containing these messages; displaying, downloading or distributing sexually explicit material; or transmitting any confidential information. It is expected that all McKinney Restaurants' employees avoid activities that undermine or damage the integrity and efficient functioning of the network and computing infrastructure. Violations of this policy will result in appropriate disciplinary action, up to and including termination. If you witness a violation of this section, please report them to the manager on duty immediately.

Nothing in this section shall be construed to restrict or prohibit the employees' rights under state or federal law, including but not limited to engaging in union activities and/or discussing wages, hours, or working conditions with other employees and others or any other activity protected under the National Labor Relations Act.

Employees who are required to drive are prohibited from using their cellular phones or smart phones while driving; this includes but is not limited to telephone calls, emailing, or text messaging while driving.

A.34 PERSONAL TELEPHONE USE

The McKinney Restaurants' telephone is for business purposes only and personal phone calls are not permitted unless it is an emergency.

The use of cell phones and electronic devices is strictly prohibited while on working time. Cell phones must be on silent mode and out of the view of customers. Any emergency calls that the employee receives should come through the restaurant telephone. Crew Members may not take, distribute, or post pictures, videos or audio recordings while on working time. Crew Members also may not take pictures or make recordings of work areas. An exception to the rule concerning pictures and recordings of work areas would be to engage in activity protected by the National Labor Relations Act including, for example, taking pictures of health, safety and/or working condition concerns or of strike, protest and work-related issues and/or other protected concerted activities.

You may use your cell phone while on break only in the designated break area. An employee using a cell phone (including but not limited to talking, texting or emailing) while on working time will be subject to discipline, up to and including termination.

A.35 SOCIAL MEDIA & ONLINE COMMUNICATIONS POLICY

- Do not comment on trade secrets and proprietary Company information (business, financial and marketing strategies) without the advance approval of the Owner/Operator.
- Do not make negative comments about our customers on any social media platform.
- Use of social media on Company equipment during working time is permitted, if your use is for legitimate, preapproved Company business. Please discuss the nature of your anticipated business use and the content of your message with the Owner/Operator. Obtain his or her approval prior to such use.

- Respect copyright, trademark and similar laws and use such protected information in compliance with applicable legal standards.
- This policy applies to any form of personal social networking, including without limitation, postings outside of work hours and through non-Company computer systems.

Restrictions: (YOU MAY NOT do any of the following)

- Due to the potential for issues such as invasion of privacy (employee and customer), sexual or other harassment (as defined by our harassment/discrimination policy), protection of proprietary recipes and preparation techniques, employees may not take, distribute, or post pictures, videos, or audio recordings while on working time. Employees also may not take pictures or make recordings of work areas. An exception to the rule concerning pictures and recordings of work areas would be to engage in activity protected by the National Labor Relations Act including, for example, taking pictures of health, safety and/or working condition concerns or of strike, protest and work-related issues and/or other protected concerted activities.
- Use the Company's (or any of its affiliated entities) logos, marks or other protected information or property for any business/commercial venture without the Owner/Operator's express written authorization.
- Make knowingly false representations about your credentials or your work.
- Create a blog or online group related to the Company (not including blogs or discussions involving wages, benefits, or other terms and conditions of employment, or protected concerted activity) without the advance approval of the Owner/Operator. If a blog or online group is approved, it must contain a disclaimer approved by the Owner/Operator.
- Department Managers, General Managers, Area Supervisors, and office employees may not "friend" or otherwise "invite" crew members on any social media site.

Do Not Violate the Law and Related Company Policies:

- Be thoughtful in all your communications and dealings with others, including email and social media. Never harass (as defined by our anti-harassment policy), threaten, libel or defame fellow professionals, employees, customers, competitors or anyone else. In general, it is always wise to remember that what you say in social media can often be seen by anyone. Accordingly, harassing comments, obscenities or similar conduct that would violate Company policies is discouraged in general and is never allowed while using the Company's equipment or during your working time.

Discipline:

All employees are expected to know and follow this policy. Nothing in this policy is, however, intended to prevent employees from engaging in concerted activity protected by law. If you have any questions regarding this policy, please ask the Owner/Operator before acting. Any violations of this policy are grounds for disciplinary action, up to and including immediate termination of employment.

A.35.1 SOLICITATION AND DISTRIBUTION POLICY

For purposes of this policy, solicitation means requesting funds, purchases, services, membership in any organization, or commitments to outside organizations or causes. Distribution means posting, handing out, dropping off, or leaving behind written material.

Solicitation by non-employees and distribution of literature for any purpose by non-employees is always prohibited anywhere on company property, including parking lots.

Solicitation by an employee is prohibited on company property, including parking lots, during the employee's working time or when the employee being solicited is on working time. Working time is the time employees are expected to be working and does not include rest, meal, or other authorized breaks. In our spirit of willingness to listen, the Company believes in an open-door policy. In order to have communication, there must be mutual respect. You are encouraged to see your immediate supervisor with suggestions, questions or problems relating to your job or feelings of well-being. Your supervisor's assistance may involve getting the aid of other resource persons. You also can exercise your privilege of requesting a meeting with the Director of Operations or the Owner.

Distribution of literature by an employee is prohibited on company property, including parking lots, during the employee's working time, as defined above, or when the employee receiving the material is on working time. Distribution by employees is also prohibited even when not on working time if such distribution takes place in customer selling areas or in employees' working areas. Company property, including parking lots, must be kept clean and free of litter at all times.

A.36 EMPLOYEE STATUS

Employee personnel information is maintained through an on-line server through Alliance Payroll and/or E*restaurant. Keeping this record correct and up-to-date is important for McKinney Restaurants to be able to reach employees or their families in an emergency, forward an employees' mail, properly maintain records, and compute payroll deductions. It is the employees' responsibility to notify the General Manager and/or payroll assistance immediately of any changes in personal status, such as legal name, address, phone number, marital status, number of dependents, beneficiaries, and information on next of kin.

A.37 SECURITY AND FIRE CONTROL

To ensure worker safety and security, please follow all security policies and fire control procedures in this Handbook and as directed by a manager.

A.38 SECURITY

Security of Company facilities as well as the welfare of our employees and customers requires that every individual be constantly alert to security risks. In this regard, all employees are required to comply with the following security rules:

A.38.1 Staggered Opening

Employees will follow the staggered opening procedures directed by the opening manager.

A.38.2 Staggered Close

Employees will follow the staggered closing procedures as directed by the closing manager.

A.38.3 Open Hours Security

See A.8 Workplace Violence Prevention Policy

A.38.4 Back Door

All Behind-The-Counter entrance doors must remain locked at all times when not directly in use. The back doors in the restaurants are to be used exclusively to receive our Martin Brower delivery truck, bun deliveries or trash disposal under manager's supervision. Detex alarms are to be turned off and on again ONLY by a member of the management team. Any employee including managers using these as an exit door will be disciplined, including termination.

A.38.5 Trash

During the daytime trash can be taken out by the maintenance man through the back door provided that a manager is present to turn off the Detex alarm, open and close the door again. After dark, no trash is to be taken to the corral from the front doors or back doors for security reasons.

A.38.6 Unauthorized Personnel

No non-employees are allowed in the restaurant before opening or after closing unless authorized by the Store Manager. No other manager can give this authorization.

No non-employees are allowed behind the front counter. Exceptions are: service men with proper ID and authorization from a member of the management team.

A.38.7 Other

All employees will comply with additional security requirements when applicable including:

*Immediately notifying your supervisor of suspicious persons, or persons acting in a suspicious manner, in or around the facility.

*Immediately notifying a supervisor of the loss of keys, security passes or identification badges.

*Do not lend keys, security passes, or identification badges to anyone who is not authorized to possess them.

*Do not disclose computer passwords, electronic door codes, or any other security access information to anyone who is not authorized to possess that information.

A.38.8 Video / AUDIO Surveillance

In order to address safety and security concerns, the Company has installed video and Audio surveillance cameras. If there is any reported incident of theft, trespass, workplace violence, employee misconduct, workplace injury, or any type of safety violation (hereafter collectively referred to as "security incidents"), the Company will utilize its surveillance equipment as an investigatory tool. The Company will also make use of its surveillance equipment to deter any future security incidents.

The Company reserves the right to actively monitor, through its surveillance cameras, any areas for safety reasons (to protect against failure, breakage, or accident) or confidentiality reasons (to protect documents or other proprietary information). Although the video surveillance policy is intended to monitor for security incidents and other safety reasons at the Company, it is possible that such surveillance may monitor activities not related to the Company's business.

While employees have no expectation of privacy in any of the areas under video or audio surveillance, the Company respects the privacy of its employees. Accordingly, there will be no video cameras installed in the Company's restrooms, locker rooms, or changing areas.

The video surveillance cameras and any audio or images obtained from the surveillance are to be used solely for the purposes of this video surveillance policy. Any unauthorized use of these video cameras and/or images is strictly forbidden and may result in discipline, up to and including termination of employment. For safety and security reasons, we do not provide any copies of video footage to employees or former employees (unless required by law).

A.39 FIRE EXTINGUISHERS

The Ansul System which is our Fire Equipment extinguishers is only to be used in case of an Emergency. ANY MISUSE OF THE FIRE EXTINGUISHERS SUBJECTS YOU TO DISCIPLINE.

A.40 SAFETY AND ACCIDENT PREVENTION

McKinney Restaurants is committed to providing a safe working environment. Employees can help the company by following every safety precaution outlined by their supervisor and in Workplace Violence Prevention policy, by learning to use equipment in a safe manner, and avoiding unnecessary risks in the workplace. Employees must report all hazardous conditions and unsafe practices to their supervisor immediately. Behavior that can lead to serious injuries will not be tolerated. Common sense is the most important safety rule and should be exercised at all times. First Aid Kits are available at each McKinney

Restaurant location. Any employee who observes conduct or a condition that presents an unreasonable risk of harm to others should immediately notify the manager on duty.

The Following procedures cleaning and filtering are very important.

- ALWAYS WEAR YOUR SAFETY GEAR. FACESHIELD, APRON AND GLOVES WHEN FILTERING OR CLEANING FRY VATS.
- GLOVES MUST BE WORN WHEN DOING THE FINAL GRILL CLEANING AND WHEN USING CLEANING SOLUTIONS.

A.41 NO WEAPONS POLICY

McKinney Restaurants prohibits the carrying, possession, or use of any firearm or weapon, whether concealed or not, by any applicant or employee during such time that the applicant or employee is at any McKinney Restaurant location, the corporate office, corporate car or while conducting McKinney Restaurants' business. This policy applies to all employees and their guests, regardless of whether the individual has a license to carry the firearm or weapon. (Exception: an employee who holds a license to carry a handgun and lawfully possess a firearm may store that firearm in a locked, privately owned motor vehicle in the designated parking area.) Any violation of this Section will not be tolerated, and may result in disciplinary action, up to and including termination.

A.42 FOR EMPLOYEES IN MANAGEMENT POSITIONS/TRANSFERRING OF STOCK POLICY

Ordering sufficient stock to satisfy demand is an important part of managing a restaurant. Best practice indicates that you will always have enough stock on hand to suit your requirements and the need to transfer stock between stores should not arise. Transfers of stock presents Q.S.C. risks in relations to food safety and safety concerns for the employee involved in traveling for business purposes.

Any General Manager that decides to transfer stock between restaurants via a regular crew person will be subject to disciplinary action including termination.

A.43 SMOKE FREE POLICY

McKinney maintains a smoking/vape-free working environment. For purposes of this policy, smoking includes lighting, smoking, and the use of any electronic smoking/vaping device, or carrying a lighted cigarette, cigar, or pipe. This list is illustrative only and not exhaustive. This list includes the smoking of marijuana taken under the supervision of a licensed health care professional. Smoking is prohibited outdoors within 25 feet of building entrance and exit doors, wheelchair ramps serving the door, operable windows and air-conditioner intake vents.

A.44 LEAVING OUR EMPLOYMENT

Employees planning to leave McKinney Restaurants are requested to give a two-weeks' notice.

A.44.1 PROCEDURES FOR LEAVING MCKINNEY RESTAURANTS

Listed below are the procedures for leaving McKinney Restaurants:

- The employee will be requested to participate in a confidential exit interview with a Store Manager or supervisor. The exit interview must be signed by Store Manager and employee.
- The employee must return all training materials, uniforms, keys, and any other McKinney Restaurants' property in their possession.
- The employee will be informed of final dates of insurance coverage, options for insurance continuation, and any earned leaves for which he or she may be eligible, if applicable.
- The employee will be requested to submit a final forwarding address, if that is different from the current mailing address.

A.45 FUTURE REFERENCES

McKinney Restaurants will only provide the following reference information:

- The employee's dates of employment
- The employee's job title

Only our Administrative Assistant or Owner/Operator is allowed to release this or any other reference

information. Please direct all inquiries accordingly.

A.46 MCKINNEY RESTAURANTS SERIOUS COMPANY VIOLATIONS AND IMMEDIATE TERMINATION:

1. Insubordination or failure to obey or difficulty to follow instructions or perform your work as required or assigned by your Management Team.
2. Neglect, carelessness or mischief, which results in loss, damage or destruction of store property, property of customers or fellow employees.
3. Complaints from, but not limited to, customers, crew, managers, supervisors and/or owner operators.
4. Violation of the Late and Absentee Policy.
5. Constant lateness at work; especially on Monday morning; lateness without the permission of the Management Team. If you punch in a minute after your start time you are considered late.
6. Conducting personal business after punching in.
7. Clocking in another person or if you are a member of the Management Team, fixing your own time punches in the computer.
8. Use of any employee code or specifically manager's codes is a violation and termination will occur immediately.
9. Leaving your job without permission or leaving work early without permission is a Violation of the Absentee policy.
10. Failure to maintain production standards or enticing, coercing or influencing others to fail.
11. Altering or falsifying personal records or schedules.
12. Falsification of application of employment.
13. Violating the Smoke Free policy.
14. Failure to report breakage or any mechanical failure.
15. Violation of the Drug and Alcohol Free Workplace Policy.
16. Deliberately creating or contributing to unsanitary conditions.
17. Untidy appearance or any violation of the Uniform Policy.
18. . Violation of the Jewelry/Piercing Policy.
19. Failure to wear prescribed clothing without permission. Canvas or webbed shoes, sandals, high heels or open toed shoes are not permitted and is a violation of the Uniform Policy
20. You may not alter your uniform pants or shorts. Alterations will be subject to discipline.
21. Violation of the Harassment and Sexual Harassment policy or using an electronic device to view pornography.
22. Violation of the Respectful Workplace Policy, including but not limited to the use of profane, obscene, abusive, or threatening language or gestures.
23. Violation of the Workplace Violence Prevention policy including using physical force or shouting towards any person, except in the case imminent danger.
24. Using company equipment without permission for purposes other than company business.
25. "Horseplay" especially if it causes unsafe conditions.
26. Violation of the Solicitation and Distribution policy or defacing or removing Company posted notices.
27. Violation of the Crew Food and Break policy, including drinking or eating unpurchased food and drinks, not part your free meal as outlined in the Crew Food policy.
28. Removing leftover food after closing is forbidden. Food must be recorded as waste by the manager and discarded in the waste container.
29. Violation of the Personal Telephone Use policy including the use of cellular telephones while on working time. Cellular telephones must not be on your possession while on working time.
30. The use of any cellular phone or electronic device for the specific purpose of sexting another employee is considered sexual harassment, is a Violation of the Sexual Harassment policy and will not be tolerated. It will result in immediate termination.

31. Shift managers are responsible for the completeness and accuracy of the front counter drawers, safe and his/her deposit. Failure to count the front counter drawers or safe at the beginning and end of your shift can result in immediate termination.
32. Shift managers making change and/or skims in a register without communicating with the person signed into the register. The assigned register person must be present and manager must communicate what change and/or skim is being made/taken from register and counted in front of person assigned to that register.
33. Failure to pass a safe audit.
34. Store managers must have another manager witness when they verify the number of deposits being taken to the bank or for pick-up by Loomis.
35. Missing money from, but not limited to, a deposit that has been validated and/or taken to the bank or picked up by Loomis.
36. Missing gift certificates, coupons, or refunds' slips.
37. Stealing - this includes company property, employee's property or property of customers. Giving away food across the counter or the drive-thru to customers, family members, or friends is considered STEALING and grounds for immediate termination without warning.
38. The consequences of stealing money **can be subject to police investigation and/or criminal prosecution.** This applies to management as well as crew. No exceptions!!
39. Store Managers or any other member of the management team should not add or take any money from the registers when cashing out. If the register is short, IT IS SHORT; if it is over, IT SHOULD BE OVER on your computer cash out detail. Any person trying to balance register drawers or safe by manipulating the amounts will be immediately terminated without warning.
40. Any customer's change left behind should be noted "over" when the register is counted. An explanation of the overage should be clear in the day's paperwork.
41. Sharing of ISP and/or register's passwords among crew people, managers, and/or supervisors is ground for immediate termination without warning.
42. Sharing restaurant keys with crew and managers. YOUR keys are for YOUR use ONLY.
43. Failure to cooperate in a work related investigation.
44. Violation the Respectful Workplace policy, including discrimination, harassment or retaliation of employees.

CONCLUSION

Again, we welcome you to the McKinney Restaurants team. We look forward to working with you and having you on our TEAM. We will do everything we can to make your job experience a pleasant one. In turn, we will expect you to put forth your best effort.

Please remember to review this handbook. When you are not clear on something please be sure to ask. During your "New Employee Orientation" you will be asked to sign a statement that you have read (or will before starting your first shift) all the information contained herein.

We hope all this information helps you get off to a super start. The key from this point forward is your own attitude. If it is positive and you work up to your full potential, our TEAM and our customers will benefit.

Let us know how we can help you. Introduce yourself to the owner, Steve McKinney and let him get to know you as well as your family.

Thanks for selecting our restaurant as your place of employment!