

# OUR POLICIES

A guide to action and behaviors for  
Soifer Family McDonald's Employees.



**SOIFER FAMILY**  
**McDonald's**

## Your employment at Soifer Family McDonald's

Who is your Employer? The McDonald's restaurant you work at is owned and operated by an independent McDonald's Franchisee, Scott Soifer (the "owner/operator"). McSoifer's Inc, which does business as Soifer Family McDonald's, is your employer. McDonald's Corporation is not involved in any way in the employment matters of the independently owned McDonald's restaurants. Individuals employed by McSoifer's Inc. are not employees of McDonald's Corporation or its subsidiaries. The statements in this guide are not promises and do not create any kind of employment contract. Your employment is "at will." This means that both you and the employer reserve the right in its sole discretion, without any prior consultation or agreement with any employee, to change or modify any of its policies at any time, with or without notice. The at will nature of employment may be modified or changed only in writing addressed specifically to you and expressly stating that you are no longer employed at will, and which is signed by Scott Soifer.



*Owner/Operator Scott Soifer*

## taking responsibility

The following is a list of some basic expectations required of you while working at Soifer Family McDonald's. Like any organization, we have rules that help each of us understand how to interact with one another and our customers. While these are not all our expectations of you, these are some very important ones. By following them, you will be on your way to a successful work experience in our organization.

1. Arrive on time for your shift. If an emergency delays you, call the restaurant. You are expected to contact the restaurant at least three hours in advance (where practicable) if you cannot make your shift on time.
2. Park only in areas designated by your management.
3. Do not use tobacco or e-cigarettes or chew gum while you are working.
4. You must clock in before you start working and clock out after you have finished work for the day. Do not clock in or out for other employees, and do not have anyone else clock in or out for you.

5. You are entitled to be paid for all hours that you work. If, for whatever reason, you believe that you have not been paid for all hours that you have worked, you should immediately contact your restaurant manager, or the Office and they will assist you in receiving pay for all hours worked. You may reach Payroll at the Office via phone (641-228-2838) or email ([payroll@mcdiowa.com](mailto:payroll@mcdiowa.com)) if your General Manager cannot assist you.
6. Request permission before using the restaurant telephone to make personal phone calls.
7. Check the message center regularly for information (QSRtv).
8. Do not bring valuable belongings or large amounts of cash to work. Soifer Family McDonald's is not responsible for any lost or stolen personal items.
9. Do not take food out of the restaurant without your manager's approval. Do not give free or discounted food to your friends or family.
10. Theft, misuse, defacement, or destruction of company employee, or customer property is prohibited.
11. Abusive or threatening behavior towards any person is prohibited.
12. The possession of weapons of any type is prohibited on the premises, in the parking lot, or at any function or activity sponsored by Soifer Family McDonald's, unless otherwise permitted by state or local law.
13. Alcohol and illegal drugs are strictly prohibited on the premises. You may not report to work intoxicated. You may not possess, sell, or distribute drugs or alcohol on the premises, in the parking lot, or at any function or activity sponsored by Soifer Family McDonald's.
14. We need to be able to get in touch with you. Tell us when you change your address, telephone number, legal name, emergency contact, or availability so we can update our records.
15. Immediately report to your manager any of the following: job-related illness, accident, policy violation, unsafe working conditions, customer complaints or concerns.





## ensuring the safety of our employees

At Soifer Family McDonald's, the safety and health of our employees is a priority. Our goal is to provide you with a safe work environment. We believe that McDonald's restaurants are among the safest and most healthy workplaces anywhere. It is this organization's policy to comply with all federal and state laws and regulations regarding safety and health. Approved cleaning supplies and equipment are safe to use when handled according to manufacturer's instructions. You can help in providing a safe and healthy workplace for you and your fellow crew by familiarizing yourself with all the safety policies, procedures, and requirements. Following all operating procedures and rules can help achieve our common goal – a workplace free of accidents, injuries, and hazards.

### **YOU CAN HELP**

1. Be knowledgeable of safety procedures and alert your manager to any safety concerns.
2. View the safety information posted in the crew room.
3. Read all safety information posted in the crew room.
4. Be aware of any chemical products used in the restaurant – the HAZCOM app provides Safety Data Sheets (SDS) containing important safety information about each chemical product, label information, and special first aid information and instructions for action in the event of an accident – ask your manager for more information. HAZCOM Training is a yearly Occupational Safety and Health Administration (OSHA) requirement.
5. In case of emergency, follow the direction of your manager and safely exit the restaurant if necessary. You should also familiarize yourself with your restaurant's emergency action plan and medical emergency procedures.
6. If you are assigned duties to filter the fry vats or clean grills/ovens, you must use the Personal Protective Equipment (PPE) required for these jobs... be sure you are trained on the procedures and equipment in advance of performing these duties.

Remember, ***SAFETY IS NO ACCIDENT!***

# ensuring the safety of our food

Making sure that all the food we serve is safe is critically important to this restaurant. It is what our customers expect of us – and what we expect of ourselves. You play an important role here because you will be working with and around the food we serve to our customers on every shift. Therefore, we expect the following from you:



1. If you have or suspect you may have an illness or disease that may spread through food handling, do not come to work. Instead, call and report this to your manager immediately. These illnesses/diseases include, but are not necessarily limited to, Diarrhea, Vomiting, Yellow Skin (Jaundice), Fever with Sore Throat, Open Cut or Sore containing puss or draining fluid, Hepatitis A, Coli, Norovirus, Salmonella, Shigella, Typhoid, Campylobacter, E.coli, or COVID-19? Similarly, if you have come into close contact at work, school, or home with someone who has (or is suspected of having) one of these illnesses, do not come to work. Instead, immediately contact your restaurant manager to discuss the situation.
2. If you have any cuts or sores on your hands, make sure that they are covered with a bandage and that you wear disposable gloves over the bandage while you are at work.
3. Do not come to work (and follow your restaurant's call in procedures) if you are suffering from diarrhea, fever, vomiting, jaundice, or fever accompanied by sore throat (unless these symptoms are caused by a medical condition that your medical provider has confirmed will not cause food borne illness -- for example a pregnancy-related condition such as "morning sickness", and you feel capable of working). Please contact your manager if you have any questions about whether your illness requires you to stay home from work.
4. Wash your hands before starting work, after using the restroom, and at all other times described in the food safety crew training module.
5. Follow all procedures for cooking, preparing, and handling food.
6. If you become aware of any situations that you think may jeopardize the safety of our food, our customers, or your fellow employees, immediately tell your manager about the situation.

# pay practices

## TIMEKEEPING

Your management team is committed to treating you fairly and with respect. We want to ensure that you are paid for all hours worked, and that our pay practices comply in all respects with all state, federal and local laws. This means that you are entitled to be paid for all time worked, including any overtime. If for any reason, you believe that you have not been paid for all hours that you have worked, you should immediately contact your General/Restaurant Manager, your Area Supervisor, or the Payroll Department at the Office and they will assist you in receiving pay for all hours worked.



To make sure that you get paid for all hours that you work, you must clock in before you begin any work and you must clock out only when you have finished all of your work for the day. Do not punch out until your last task is completed. Because it is important that you receive pay for all hours that you work, you must never punch in or out for anyone else and you must never let anyone punch in or out for you.

Depending on the length of your shift, you may also be entitled to meal breaks. You can reference our Employee Handbook (available at [www.soiferfamilymcdonalds.com/resources](http://www.soiferfamilymcdonalds.com/resources)) for current break and meal policies. You are expected to take such meal breaks. If you have any questions about meal and rest breaks or concerns about whether they are being provided to you in accordance with this policy and applicable law, please notify your General/Restaurant Manager, or your Area Supervisor as soon as possible. By working together in this way, we can make sure you get to take the meal breaks during your shift to which you are entitled.

We all know that mistakes can happen clocking in and out. It is important to correct any mistakes that occur as quickly as possible. Therefore, if you notice that you made a mistake in clocking in or clocking out, or if you notice any other mistakes in your paycheck or on your time punch report as to the hours that you work or the pay that you received, please contact your manager immediately. We will then work with you to ensure that you get paid for all hours you worked.

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

If, after discussion, you and your manager cannot agree as to what change should be made to correct your time records, then you should call your General Manager so that the issue can be resolved promptly. If you are still unhappy with the resolution, then you should bring it to the attention of your Area Supervisor or the Payroll Department as soon as possible so that the issue can be resolved, and you can receive all of the pay you have earned without any delay.

We take seriously our obligation to pay you for all hours that you work and to follow all legal requirements regarding meal and rest breaks.

If you believe at any time that a manager is not living up to these obligations, please bring it to the attention of your General Manager, Area Supervisor, or the Director of Operations as soon as possible so that we can rectify the situation quickly.

This independent McDonald's franchisee strictly prohibits retaliation against any employee who seeks to correct any pay errors or report any problems regarding our obligations to pay employees correctly.

## **diversity deserves respect**

As you will notice, a variety of people work at this independently owned and operated McDonald's. This is one of our strengths. Sometimes, however, diversity in gender, culture, race, age, ability, or any other characteristics may bring misunderstandings. The following are guidelines that will help you work well with everyone at our restaurant. Take these seriously as the policies not only make good business sense, but many are required under the law.

### **EQUAL OPPORTUNITY**

We provide opportunities for recruitment, employment, training, development, performance reviews, pay, advancement, and any other aspect of employment based solely on individual abilities and job performance. This policy ensures a practice of equal employment opportunity regardless of race, color, sex, religion, national origin, age, disability, veteran status, sexual orientation, or any other prohibited basis.



## **DIVERSITY AND INCLUSION**

Our vision for diversity and inclusion is to leverage the unique talents, strengths, and assets of our employees in order to provide the world's best quick service restaurant experience. We continuously strive to maintain an environment in which everyone feels valued, accepted, and rewarded as an integral part of the team. We encourage employees to understand and recognize differences and to appreciate the contributions that all diverse groups and individuals bring to our organization. Our top management believes in the value of a diverse and inclusive work force.

## **leaves of absence**

There may be times when you need time off from work. We try to respect and accommodate employees' needs; however, a request for time off work may not always be approved. Not all requests for time off can be approved or be excused. If a need for a time off arises, you must obtain approval in advance from your manager. You must also follow our policies and practices regarding absences. Leaves of absence are generally unpaid, unless otherwise provided under applicable state, federal or local laws or you have accrued PTO or vacation.

### **FAMILY MEDICAL LEAVE**

You may be eligible for job protected leave under the federal Family and Medical Leave Act (FMLA), as well as leave under applicable state and local leave laws. FMLA allows you time off for certain personal and family needs, including, among other things, the birth of a child, adoption, or foster care of a child, caring for a spouse, child or parent who has a serious health condition, because of your own serious health condition, due to the call to active covered military duty of a parent, child or spouse, and certain qualified military caregiver leave.

Eligibility is based on your having been employed here for at least twelve (12) months, having worked a minimum of 1,250 hours in the preceding 12-month period, and working at a facility with 50 or more employees within a 75-miles radius. The 12-month period is measured from either the first day you use family leave, if measured on a "rolling basis, or from the first day of the month designated to begin the FMLA calendar year, if measured by a set year period, i.e. 12 months beginning January 1. Review the FMLA Policy for your restaurant to find out what measurement method is designated for determining yearly FMLA entitlement. In certain circumstances, FMLA leave may be taken intermittently, or you may work a reduced schedule.

If you believe you are in need of FMLA Leave, contact your General Manager, Owner Operator, Owners Operator's human resources representative, or other person designated by your Owner Operator to handle such inquiries.

It is the policy of this independent McDonald's franchisee to comply with all federal, state, and local laws in accordance with this policy. If you have questions about your FMLA rights, you

should call the General Manager of your restaurant, your Area Supervisor, or the Payroll Department.

## **attendance and schedule**

### **WORK SCHEDULE**

One of the greatest benefits of working for our organization is a flexible work schedule. Your schedule will be based on a number of factors, including your availability, business needs, and your overall performance and versatility. From time-to-time, you may be asked to come to work on a shift that you were not originally scheduled to work. We value employees who will assist us when we need to call them in to work or ask them to work past their scheduled shift.



### **WORK AVAILABILITY**

If your availability changes, please notify us in writing at least two weeks in advance. At different points throughout the year, we may ask you to update your availability in anticipation of vacations, school schedules, or holiday.

### **SCHEDULE POSTING**

Work schedules for the following week will be posted before the beginning of the new work week. You are expected to know your work schedule and follow it. However, due to changes in restaurant needs, your work schedule and number of hours may vary each week.

Ask your restaurant manager about how request to change a schedule once it has been posted should be handled.

### **CALL IN PROCEDURES**

If you are unable to report for your shift, where practicable you should contact the restaurant at a reasonable time before your shift begins, or if you're scheduled for the breakfast shift, the night before. In the event of illness, your manager may request documentation demonstrating that your absence was for medical reason or emergency.

### **NO CALL NO SHOW**

Should you fail to call in or report to work for a scheduled shift this will be considered an unexcused absence unless doing so would be unreasonable under the circumstances.

## **TARDINESS**

All employees should report to work on time for their assigned shift. Except in the case of an emergency, if you are going to be late, you must notify the manager in **ADVANCE** of your shift's start time.

# **McDonald's and working students**

To make sure that students' job experience complements their education, Soifer Family McDonald's supports the following principles.

1. Education is a significant priority.  
There is no question that, between education and employment, your education comes first.
2. To make sure that education comes first, our organization provides flexible working hours to accommodate classes, homework, assignments, and extracurricular activities.
3. Grades and school attendance should never be compromised by excessive or late working hours.
4. Our organization, in collaboration with McDonald's, provides training programs that help develop students' skills and highlight the importance of responsibility and self-discipline.
5. Our organization complies with all laws concerning the employment of minors.
6. We take a leadership role in working with parents, educators, and students on education issues.
7. Our organization believes in supporting education by recognizing our employees' scholastic achievements.



## **LIMITATION ON WORKING STUDENTS**

There are federal and state laws that regulate the hours and duties a minor (14/15-year-old and 16/17-year-old) can work. Soifer Family McDonald's takes its child labor obligations seriously and asks for your cooperation in complying with these obligations. If you have any questions about the laws in your state or related policies and procedures, please check with your General Manager or Area Supervisor.

## open communication

Communication is essential for good teamwork and learning. We do everything we can to keep communication open between you and your management team. Here are some of the communication tools we may use in the restaurant:

### **CREW MEETINGS/SHIFT HUDDLES**

At these meetings, we discuss policies, events and promotions, or special situations. We make an extra effort to make sure these meetings are fun and productive.

### **EMPLOYEE COMMITMENT SURVEYS**

Your opinions about our restaurant operations are very important to us. So, from time to time, we may ask you to participate in an opinion survey. Your responses are always anonymous so that we can assure you of complete confidentiality. We use the results of the surveys to see how our restaurant is doing and to give us an idea of suggested improvements.

### **YOUR OWN IDEAS**



You may have an idea that saves time and energy, or you may have some constructive criticism to offer. Please feel free to share your thoughts with your management team.

### **OPEN DOOR**

We keep the door open for communication from any employee. If you feel you are not being heard or if you have a problem you cannot resolve, let your manager or Owner/Operator know.

## discrimination and harassment

Soifer Family McDonald's believes in the value of a diverse workforce, equal opportunity, and workplace free from all forms of unlawful discrimination and harassment. We do not tolerate unlawful discrimination or harassment. Employees who violate this policy will be disciplined up to and including termination.

### **SOIFER FAMILY MCDONALD'S PROHIBITS DISCRIMINATION AND HARASSMENT**

Soifer Family McDonald's does not tolerate any form of sexual harassment of any employee or applicant for employment, whether male or female. Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors and certain other verbal, non-verbal or physical conduct which is sexual or based on gender if that conduct could

reasonably offend another person, whether or not such conduct was intended to offend. Sexual harassment may occur between individuals of different genders or the same gender. Examples of sexual harassment include, but are not limited to the following:

- Verbal conduct (e.g., jokes, comments or threats relating to sexual activity, body parts, or other matters of sexual nature).
- Non-verbal conduct (e.g., staring at a person's body in a sexually suggestive manner, making sexually related gestures or motions and/ or viewing or circulating sexually related or suggestive materials, whether written or electronic, such as through email, Facebook, X (formally known as Twitter) or otherwise).
- Physical conduct (e.g., grabbing, holding, hugging, kissing, tickling, massaging, displaying private body parts, unnecessary touching, or other unwelcome physical conduct).
- Making an employment decision (e.g., hiring, promotion, compensation, scheduling, performance evaluation, work or project assignment, demotion, termination, etc.) based on an employee's submission to, or rejection of, conduct of a sexual nature.
- Conduct that denigrates or shows hostility or aversion to a person because of his/her gender and creates an intimidating, hostile or offensive work environment.
- Any other conduct of a sexual nature that unreasonably interferes with another person's work performance; creates an intimidating, hostile or offensive work environment; or adversely affects another person's employment opportunities.

#### **APPLICATION OF THIS POLICY**

All employees must follow the policy prohibiting discrimination and harassment while on the premises, while engaged in work-related activities, at company sponsored trainings or other functions, or at activities that are not work related when conduct at these activities would affect the work environment.

#### **EMPLOYEE RECOURSE**

Restaurant Employees: Any non-management restaurant employee who feels subjected to discrimination or harassment should immediately report it to his/her General Manager (i.e., the highest-level manager who works in the restaurant). If the employee is not comfortable bringing the concern to his/her General Manager, or the complaint is about the General Manager, the employee should report his/her concern to the Area Supervisor, the Director of Operations, or Scott Soifer. The Office phone number is 641-228-2838 and the email is [office@mcdiowa.com](mailto:office@mcdiowa.com).

General Managers, Assistant or Department Managers, Manager Trainees and Shift Managers: Any General Manager, Assistant or Department Manager, Manager Trainee or Shift Manager who feels subjected to discrimination or harassment should immediately report this to his/her Area Supervisor, the Director of Operations, or Scott Soifer.

In addition, every employee has the right and is encouraged to tell any other employee to stop behavior towards him/her that the employee believes to be discriminatory, harassing and/or offensive.

Soifer Family McDonald's investigates all complaints or reports appropriately, with sensitivity towards confidentiality to the extent consistent with carrying out an appropriate investigation. If the complaint or report has merit, we will take corrective action, including, but not limited to, disciplinary action against the offender up to and including termination.

## **Soifer Family McDonald's prohibits retaliation**

This independent McDonald's franchisee encourages employees to report incidents of discrimination or harassment freely without fear of retaliation. We prohibit retaliation against an employee who has made a complaint about harassment or discrimination or has cooperated in the investigation of such a complaint. Retaliation includes any employment decision or other conduct made with the intent to punish an employee for, or that would likely deter an employee from, complaining about or assisting in the investigation of discrimination or harassment. Any employee who believes he/she is being retaliated against should immediately report the situation by following the procedures as stated above in the Employee Recourses section of this policy.

### **RESPONSIBILITIES OF RESTAURANT MANAGEMENT EMPLOYEES, INCLUDING GENERAL MANAGERS, ASSISTANT OR DEPARTMENT MANAGERS, MANAGER TRAINEES AND SHIFT MANAGERS**

It is the responsibility of every employee to prevent discrimination and harassment. General Managers, Assistant or Department Managers, Manager Trainees and Shift Managers are responsible for ensuring that the restaurants provide a respectful environment for all employees, customers, suppliers, vendors, and other individuals present in the work environment.

Restaurant management employees below the General Manager of the restaurant who witness or receive reports of discriminatory or harassing behavior, or of retaliation, are required to immediately report the incident to their General Manager (i.e., the highest level manager who works in the restaurant). If it would not be appropriate to report the concern to the General Manager (e.g., the complaint is about the General Manager), they should report it to their Area Supervisor or the Director of Operations. General Managers, Assistant or Department Managers, Area Managers, Manager Trainees, and Shift Managers also are responsible for taking steps to ensure that further discrimination, harassment or retaliation does not occur before their General Manager (or other appropriate person) is notified of the situation.

General Managers who witness or receive reports of discriminatory or harassing behavior, or of retaliation, are required to immediately report the incident to their Area Supervisor, the Director of Operations, or Scott Soifer. General Managers also are responsible for taking steps to ensure that further discrimination, harassment, or retaliation does not occur before the investigation into the matter is completed.

Employees identified in this section who fail to fulfill their responsibilities under this policy including the reporting requirements listed above may be subject to discipline, up to and including termination.

## **customers, suppliers, vendors, franchisees, and others**

Soifer Family McDonald's does not tolerate discrimination or harassment directed towards employees by our customers, suppliers, vendors, McDonald's (and its employees), franchisees (and their employees), or other individuals present in the work environment. Employees are prohibited



from discriminating against or harassing customers, suppliers, vendors, employees of McDonald's, Franchisees (and their employees), and other individuals present in the work environment based on race, color, sex, religion, national origin, citizenship status, age, disability, veteran status, Military status, sexual orientation, or any other unlawful reason in the course of work-related activities, company-sponsored training, or company-related functions.

Any employee who feels he/she is being discriminated against or harassed by any such individuals should immediately report it to a manager on duty for assistance in handling the situation. If not satisfied with how a situation was handled by the manager on duty, promptly report the situation by following the procedures set out in the Employee Resources section of this policy.

## **restaurant workplace violence prevention policy**

Here, at Soifer Family McDonald's, we are committed to providing a workplace that is free from violence or any other behavior that jeopardizes the safety and well-being of our employees and guests. This Policy supplements our policies and procedures regarding safety and security, including but not limited to, any existing policies and procedures related to the physical security of the Restaurant premises.

## **DEFINITION OF WORKPLACE VIOLENCE**

Workplace violence includes any behavior that interferes with our ability to maintain a safe, productive, and pleasant environment for all Restaurant employees, staff, and guests.

Workplace violence is more than just fighting or threatening someone at work--- it can be anything that makes an employee or guest feel uncomfortable or afraid, or it can be something that makes it difficult for employees to do their job well and enjoy being at work.

These are some examples of the kinds of behaviors that are not allowed:

- Hitting, punching, kicking, pushing, or inappropriately touching another employee or a guest
- Bullying or harassment directed at one employee by another employee, even if the behavior happens away from the Restaurant during non-work hours
- Bringing a firearm or other dangerous weapon to work
- Sending another employee emails, text messages, or voicemail messages which contain threatening, offensive, sexually explicit, racially or culturally insensitive, or other inappropriate content, symbols, or images, even if a personally owned electronic device is used to send the material
- Posting inappropriate materials on social media sites that offend other employees or embarrass this Restaurant or the McDonald's brand
- Any form of sexual harassment, including inappropriate comments or jokes, unwelcome touching, sexual advances, or sexual assault
- Bothering someone with an excessive number of unwanted visits or communications, or by following them outside of work
- Any belligerent speech or behavior, or excessive arguing or profanity
- Possession, consuming, selling, or distributing alcohol or illegal drugs, including marijuana, in the workplace
- Intentionally damaging Restaurant property or the property of another employee or guest
- Ignoring or disobeying company policies on health and safety regulations

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

## **DRUGS AND ALCOHOL**

Employees are not permitted to use or possess alcohol on Restaurant property, except where alcohol is specifically permitted at a Restaurant sponsored event. Employees may not possess, consume, sell, or distribute illegal drugs, including marijuana, in the workplace, and employees are prohibited from working while under the influence of alcohol, illegal drugs, or any other substance that could prevent them from performing their job safely.

## **WEAPONS IN THE WORKPLACE**

Employees are prohibited from possessing a firearm or other weapon on Restaurant property, including parking areas, except in states that allow employees the right to store firearms on Restaurant property in their private vehicles. Under these circumstances, employees must store any firearm out of plain site and keep their vehicles locked while on Restaurant property. Weapons may not be handled or displayed on Restaurant property, even in private vehicles.

## **WHEN, WHERE, AND TO WHOM THIS POLICY APPLIES**

This policy applies to all Restaurant employees and staff. The policy provides guidance on responding to incidents of actual or threatened workplace violence and covers such conduct regardless of who engages in the behavior, whether an employee or any other person who visits the restaurant, including, but not limited to, guests, vendors, and contractors engaged in business with the Restaurant.

We do not tolerate violence by or against anyone who works in this Restaurant or 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 or foreseeable impact on the Restaurant, its employees or guests

## **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 must immediately report such conduct. Reports can be made anonymously, and all reported incidents will be investigated promptly and impartially. If necessary, this Restaurant will take steps to try to protect the victim 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 your General Manager, Area Supervisor, the Director of Operations, or Scott Soifer.

## **REPORTING POTENTIAL POLICY VIOLATIONS**

We want you to feel comfortable and safe at work. We encourage and support you contacting one of the available resources identified above to discuss your concern. We are here to support you through that process and assist you with any behavior you believe may violate this Policy.

We also encourage you to raise concerns not only about your own experiences, but also about any possible violations of the Policy you observe. Raising concerns or complaints regarding conduct you observe that may violate this Policy—even if you're not sure whether or not it violates the Policy—will help us ensure a workplace free from threatening or violent behavior. Working together to eliminate any threatening or violent behavior is crucial to maintaining a positive working environment for you and all of our employees.

You can also choose to reach out to third parties such as local law enforcement. Emergencies and threats of immediate harm must be reported to the police or other emergency personnel without delay.

## **ADDITIONAL GUIDANCE FOR THREATS OF HARM**

- Threatening, erratic, or aggressive, behavior by guests/customers should be reported immediately to local police using 911
- If the risk of violence is imminent, employees should immediately act to protect themselves, move to a place of safety, and then call 911 to report the incident
- Employees should only attempt to help others or de-escalate the situation if they can do so without jeopardizing their own safety (access the U.S. Security resource on de-escalating aggressive behavior for more information)
- Do not engage or confront potentially violent guests/customers or follow them outside of the restaurant or office locations
- Failure of a customer to stop threatening or inappropriate behavior may result in the customer being removed from the premises by police or other law enforcement and the customer being barred from future entries to the restaurant premises
- If your organization has any questions, please contact your Field Security Manager

## **ENFORCEMENT**

Violations of this Policy may lead, at our 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 RETALITATION**

All employees are required to cooperate fully and truthfully with any investigation of workplace violence or other misconduct. This Policy does not allow any type of retaliation against

someone who makes a complaint in good faith, 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 concern under this Policy will be subject to disciplinary action under our disciplinary procedures.

### **VIOLENCE OUTSIDE OF WORK**

Some employees may experience violence or the threat of violence by 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, including law enforcement (when appropriate) for assistance.

Some resources that you may find helpful are located at:

- National Domestic Violence Hotline at 1-800-799-7233 or TTY 1-800-787-3224, or by online chat
- National Sexual Assault Hotline at 1-800-656-4673, or by online chat

This Restaurant requires employees to immediately notify their General Manager, Area Supervisor, the Director of Operations or Scott Soifer of any situation that could reasonably present the risk of an on-the-job violence or may impact the workplace. When appropriate, the Restaurant will implement a plan for at-risk employees to reduce the likelihood of a potential confrontation in the workplace.

Employees who apply for or obtain a temporary or permanent Protective Order or Restraining Order that includes that company premise must immediately notify their Area Supervisor, the Director of Operations, or Scott Soifer and provide copies of any petition or declaration seeking such orders, proof of service, and the signed court order.

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.

## **online communication policy for restaurant employees**



If you participate in online conversations about Soifer Family McDonald's, its employees, customers, products or the McDonald's brand, it is important that you do it in a way that is safe, appropriate and legal. The intent of this policy is not to restrict the flow of useful and appropriate

information, but to minimize the risk to you, your coworkers and to our business and the McDonald's brand.

## **KNOW THE RULES**

Do read the policies in this handbook and the policies displayed in your restaurant and ensure your online communications and texts are consistent with these policies. Discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct may subject you to disciplinary action, up to and including termination.

Managers must exercise caution and sound judgment if interacting with subordinates on Facebook or similar social media sites. Participating in such forums with subordinates may increase the potential to violate these rules and policies. For example, it may not be sound judgment for Manager to "friend" minor employees under the age of 18.

Do think about what you will say about disclosing your personal details. Correct any mistakes that you make. You post material at your own risk and you are personally responsible for the content of your communications.

Do respect your coworker's privacy. Do not share in any online communications personal health information about your coworkers or any identifiable information that may raise a security issue. This does not prohibit you, however, from disclosing or discussing personal, confidential information with others, so long as you did not come into possession of such information as part of your formal duties.

Because we want to provide 100% customer satisfaction, during working time do not use your cell phone for personal use or to engage in personal online communications. You may participate in any social media platform sponsored by this independent franchise or McDonald's.

Do make it clear that you are employed by a McDonald's franchise and that your views and opinions are yours and not those of Soifer Family McDonald's or McDonald's when you endorse one of our products in any online communications or blog discussing McDonald's.

Do avoid posting or texting statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating (such as posts that include discriminatory remarks or content, harassment and threats of violence or similar inappropriate or unlawful conduct).

Do comply with all copyright, trademark, trade secret, right of publicity and other intellectual property laws in your online communications. If you use McDonald's trademarks or logos in online conversations, do not use them in any way that suggests that either Soifer Family McDonald's or McDonald's sponsors, endorses, or is otherwise affiliated with your statements.

Do not disclose or post trade secrets or other confidential information of either Soifer Family McDonald's or McDonald's. This may include, for example, our methods or processes, sales

figures, guest counts, business plans, how food or marketing promotions are doing, and any other similar internal business-related confidential information or communications.

If you fail to follow these policies, it may result in disciplinary action, up to and including termination. If you have any questions regarding this policy, contact your General Manager or your Area Supervisor.

Soifer Family McDonald's reserves the right to amend this policy and other policies and practices without prior notice, at any time. Further, nothing in this policy should be construed as limiting employees from discussing wages, hours and other terms and conditions of employment.

## **solicitation and distribution policy**

In order to avoid interference with work and to ensure customers enjoy their experience, this restaurant maintains the following rules regarding solicitation and distribution.

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

Individuals not employed by this restaurant are prohibited, at all times, from engaging in solicitation or distribution anywhere on the restaurant property, including parking lots.

Employees may not solicit on restaurant property during such employee's own working time or when the employee being solicited is on working time. Working time does not include breaks, meal periods, or other time when an employee has been relieved from duty. Solicitation is always prohibited in customer selling areas.

Employee may not, at any time, engage in distribution in any work area of the restaurant. Work areas do not include, for example, the crew room. Employees are further prohibited, anywhere on restaurant property, from engaging in distribution during an employee's own working time or when the employee receiving the material is on working time. Restaurant property must be kept clean and free of litter at all times.



The solicitation and distribution policy applies to activities on behalf of any cause or organization, with the exception of restaurant-sponsored charities (e.g., Ronald McDonald House Charities).

## **service animals**

The American with Disabilities Act, various state laws, and our restaurant 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 and 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 animal is in fact a service animal
- Do not touch, feed, pet, talk to or make noises directed at the service animal

If the service animal appears to be threatening other 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 oncoming 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 animals with them inside the restaurant.

The provisions of Soifer Family McDonald’s policy as well as procedures and manuals that the franchisee issues from time to time are guidelines and do not establish contractual rights between this franchisee and any of its employees. McSoifer’s Inc. is an “at-will” employer which means that employment can be terminated by the employer with or without prior notice, at any time. McSoifer’s Inc. reserves the right to amend this policy and other policies and practices without prior notice, at any time.

## contact us:

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**Director of Operations:** Randy Betsinger: randy.b@mcdiowa.com, 641-228-2838

### **Area Supervisors:**

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### **General Managers:**

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