



Welcome to Macca's[®]

Your 'what I need to know' guide
to working at McDonald's



There's a lot to love about your new role

Here's a quick overview of the many points and perks you'll find in this Welcome to Macca's booklet.

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It's my pleasure to welcome you to the Macca's team!

As you might have noticed, we're a pretty tight bunch here at Macca's, and we're pleased to have you join the crew.

At Macca's, we're really proud of the things we do to help our staff develop. Not only do we employ over 10,000 New Zealanders, we invest more than \$7 million every year on training our crew and managers. As a training organisation, we offer amazing opportunities to help you gain the skills you need for an excellent career.

Our global company vision is 'making delicious feel-good moments for everyone' and our purpose is to 'feed and foster communities'. We want to promote an environment that people want to be part of and one that makes them happy. If we can create the most memorable and enjoyable experiences for people, we will achieve our vision.

This handbook outlines everything you need to know about our business, values and policies, along with a bunch of great benefits and incentives on offer to you. If you have any questions, don't hesitate to ask the people around you.

Again, welcome to Macca's. I look forward to seeing you when I'm out and about in the restaurants.

Best regards,



David Howse
Managing Director



A bit about our Purpose

Here at McDonald's, our purpose is to feed and foster communities. When we say, "billions served," we're not just talking about burgers. We're talking about **servicing our communities, customers, crew, farmers, franchisees and suppliers**. Because we believe there's a difference between being in a community and being part of one.

Purpose

Feed and foster communities.

The Macca's Mission

At our best, we don't just serve food, we **make delicious feel-good moments easy for everyone.** This promise to our customers is our mission, our reason for being. And we deliver it in a playful, lighthearted, and unpretentious way that's both dependable and welcoming the world over.

Mission

Make delicious feel-good moments easy for everyone.

Our Values



Serve

We put our customers
and people first



Inclusion

We open our doors
to everyone



Integrity

We do the right thing



Community

We are good neighbors



Family

We get better together

The Macca's Experience

Our Customer mission is to “Make delicious, feel-good moments easy for everyone”.

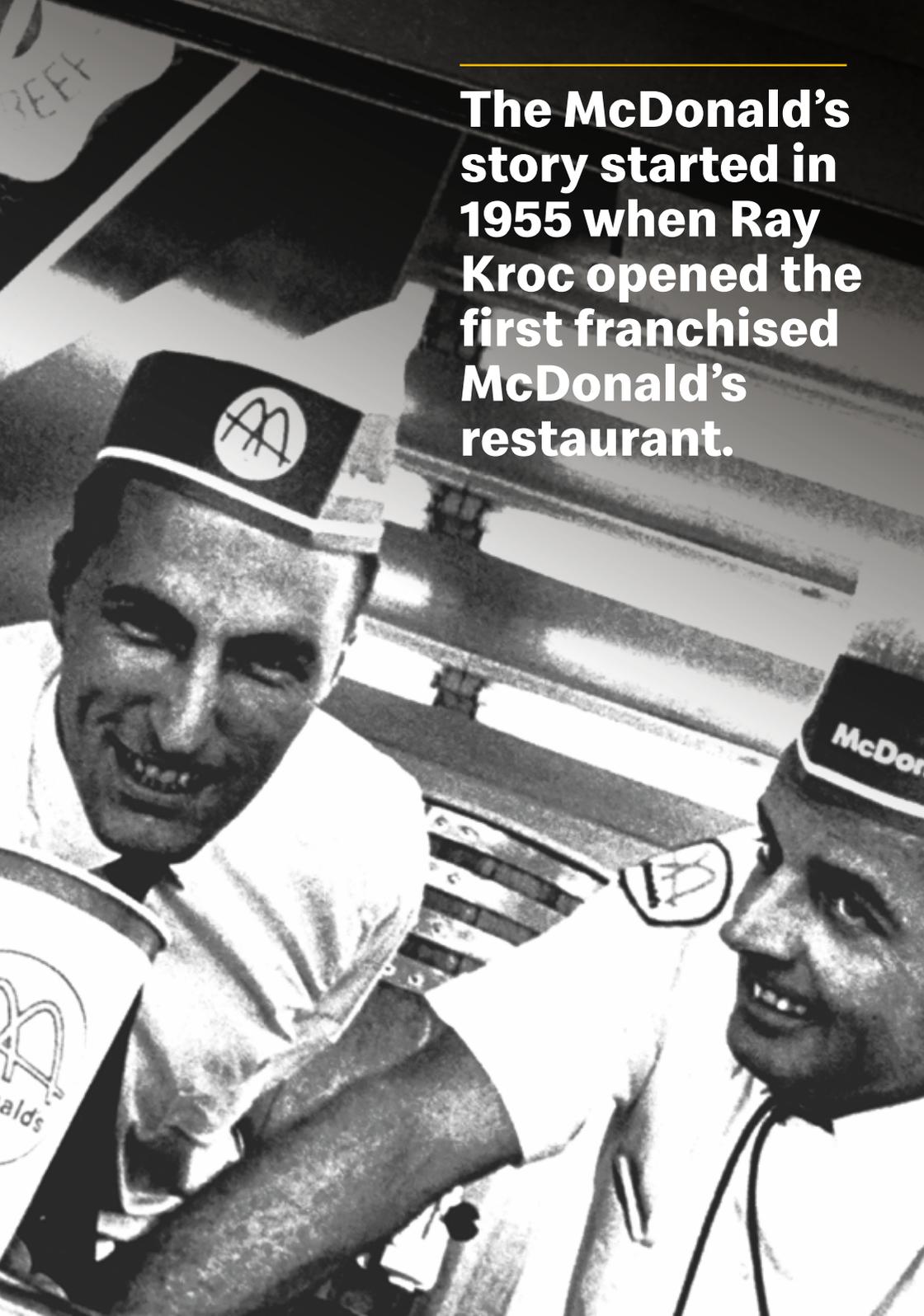
This is an exciting step forward for McDonald's and truly shows our commitment to our customers and how important they are to our business. Whether it's in our restaurants, our drive-thrus or around kitchen tables, we're committed to making delicious, feel-good moments easy for everyone. You now play a vital role in this, as everything you do and say in the restaurant has an impact on our customers. We aim to make a really positive impact on every customer we interact with. To help us do this, think M.A.C.C.A.S

- M** Make a welcoming first impression
- A** Acknowledge everyone
- C** Consider the situation
- C** Care about the food
- A** Assist before being asked
- S** Say thank you



Make Delicious Feel-good Moments Easy for Everyone





The McDonald's story started in 1955 when Ray Kroc opened the first franchised McDonald's restaurant.

Back where it all began

The McDonald's story started in 1955 in Chicago, Des Plaines Illinois USA when Ray Kroc opened the first franchised McDonald's restaurant. There are now 34,000 McDonald's restaurants in 118 countries around the world, serving 50 million customers worldwide.

McDonald's New Zealand has been part of the New Zealand community for over 40 years, with the first restaurant opening in Porirua in 1976. We have more than 168 restaurants nationwide and employ around 9,000 people, making us one of New Zealand's largest employers. We are 90% franchised in New Zealand, meaning most of our restaurants are owned and operated by Kiwi business men and women.

A few interesting Macca's dates and milestones:

- 1955  Ray Kroc opens the first McDonald's in Des Plaines, Illinois.
- 1957  'Quality, Service, Cleanliness and Value' (QSC&V) becomes the Company motto.

1962

The Golden Arches™ becomes the company logo.

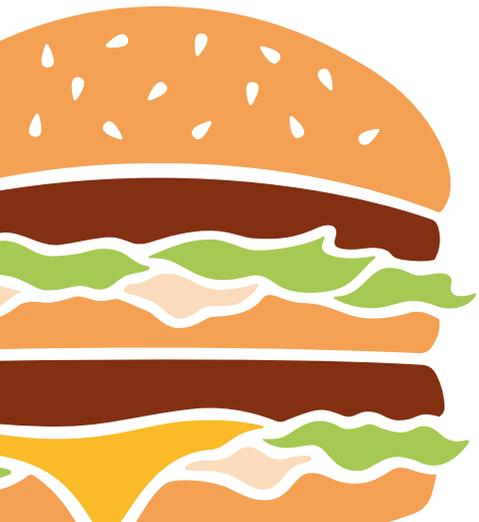
1976

McDonald's opens its first restaurant in New Zealand on 7 June, located in Porirua, near Wellington.

1991



New Zealand's first Ronald McDonald House® opens in Wellington.



The three legged stool

At the heart of everything we do lies three essential players: our franchisees, our suppliers and our employees. We refer to the close relationship between these three players as 'the three legged stool', which forms the foundation of the business and represents our greatest strength as a company.



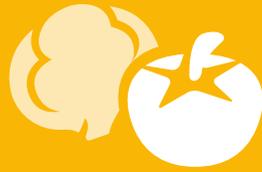
Did you know?



We serve over **65 million customers** in New Zealand each year



McDonald's NZ uses over **10 million free range eggs** each year



McDonald's spent over **\$150 million** with our local produce suppliers in 2020



Globally, over 1.7 million people work for McDonald's. You're part of a **very big McFamily**



McDonald's starting pay rate **is above the national minimum wage**



Every year, around 3000 NZQA qualifications are achieved through our training

You're part of a very big McFamily



What's important to us

We're prioritising our role and commitments in the tens of thousands of communities we operate in around the world. We're also speaking up about our impact on the communities we have been serving for more than 65 years, and how we plan to feed and foster the future of those communities over the next 65 years.

How can McDonald's make the biggest difference? As we look to the future, we believe we can have an even greater impact by focusing on four areas that matter to our communities.

Food Quality and Sourcing

- ▶ Almost every quality ingredient we use is ordered right here in New Zealand. In 2020 we spent over \$156.9m supporting local suppliers.
- ▶ Kiwi produce is so good our suppliers exported \$220m to other McDonald's markets around the world.
- ▶ The classic Big Mac combo is a great example of how our menu has evolved over time. Reformulating ingredients to reduce salt, saturated fat, sugar and adding choices for beverages and sides.
- ▶ We also lead the way, with initiatives such as moving to 100% free range eggs, adding books to Happy Meals, and taking a responsible approach to how and where we advertise.



Our Planet

- ▶ Over recent years McDonald's has made a number of global commitments as part of our Scale For Good programme. This includes being the first restaurant chain to set a science-based target for emissions reduction, targets for packaging and waste, and sustainable beef production.
- ▶ New Zealand is one of the top 10 export markets to the McDonald's world. Over the last decade, we've worked with suppliers, farmers, industry groups and governments to develop more sustainable beef production.
- ▶ Over recent years, we've made great strides in removing tens of millions of pieces of single use plastics from our customer packaging. This includes moving to fibre-based straws and wooden cutlery, and testing options for new types of recyclable packaging.



Community Connection

- ▶ Ronald McDonald House Charities was brought to New Zealand over 30 years ago by franchisees. Last year RMHC provided over 35,000 room nights to over 4000 families away from home with children requiring urgent medical care.



- ▶ Each year, franchisees contribute millions of dollars to national and local sponsorships around the country. We have supported New Zealand's most popular kids' participation sport, football, for over 20 years, and franchisees help support their communities every day.
- ▶ For over 45 years, we've contributed to and supported the economy, paying our fair share of taxes, buying locally, and investing tens of millions of dollars each year in new and existing restaurants.
- ▶ We've distributed over 2 million books with Happy Meals.

Jobs, Empowerment and Inclusion

- ▶ We want to help build a brighter future for New Zealand through our people. As one of New Zealand's largest employers of young people, we can give people the start they need, and equip them with key skills.
- ▶ We offer a great training and career pathway, and our people can learn while they earn in hospitality.
- ▶ McDonald's employs over 10,000 people around the country, and pays over \$200 million in wages each year. Our starting rate is above national minimum wage and we don't pay youth rates.





Ronald McDonald House Charities®

Our role as Mission Partner to Ronald McDonald House Charities New Zealand

RMHC® New Zealand offers free accommodation and support to thousands of families each year with a child in a hospital away from home.

This helps relieve stresses like paying for a place to sleep near the hospital, organising family meals, and needing a friendly ear to listen on tough days.

As Founding Mission Partner, McDonald's has been supporting RMHC New Zealand since it was first established as an independent charity in 1989.

McDonald's franchisees, their staff, and customers collectively raise over \$1.5 million for RMHC New Zealand each year. The extraordinary financial support is one vital part of this proud partnership, but from in-store campaigns to volunteering, the amazing people of the McDonald's community cement our partnership in countless ways.



4,289 families supported

35,006 total nights stayed





RMHC[®]
New Zealand



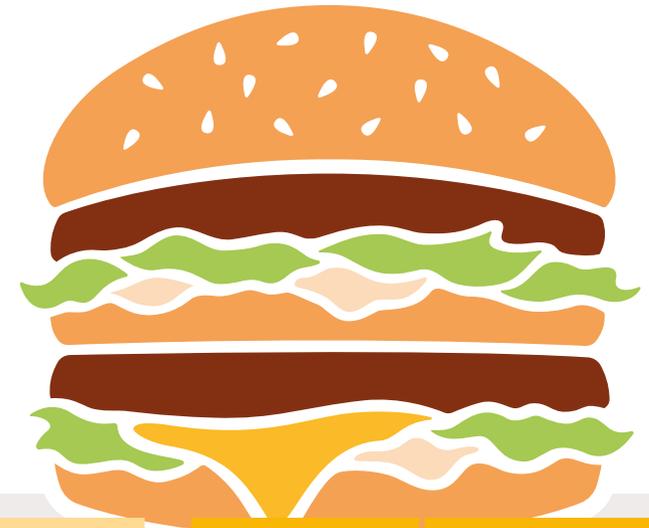
At the heart of Macca's commitment to our community is Ronald McDonald House Charities (RMHC). The first Ronald McDonald House[®] opened in New Zealand in 1989 and has grown to be a nationwide organisation.

Caring for families first:

- ▶ RMHC New Zealand supports families from all over the country when their child is in a hospital away from their home town.
- ▶ Each year, RMHC New Zealand offers 3,700 families free accommodation and support such as paying for a place to sleep near the hospital, organising family meals, or just being there to listen after a tough day.
- ▶ Each year we provide around 160 rooms, about 41,698 nights of accommodation and our volunteer groups serve around 43,384 hot meals.
- ▶ We offer four programmes in New Zealand, Ronald McDonald House Auckland, Wellington, Christchurch and Invercargill.
- ▶ Families who stay with RMHC New Zealand can spend more time together.
- ▶ Staying with RMHC means families can always be nearby when doctors need to make decisions – whatever time of the night or day. If you'd like to know more, visit Workplace.

Training pathway

Whether you're with us for a short stint or looking to build a career with us, through our traineeship, we'll equip you with everything you need for success in the hospitality industry.



<p>CREW</p> <p>I deliver QSC (Quality, Service and Cleanliness) to all customers and provide an exceptional customer experience.</p> <ul style="list-style-type: none"> • Crew Certificate in Operations (CCO) <p>Qualification: New Zealand Certificate in Food & Beverage Service. – Quick Service Restaurant Strand (Level 3)</p> <p>40 NZQA credits</p>	<p>BARISTA</p> <p>I deliver QSC to all customers in the McCafé and provide an exceptional customer experience.</p> <ul style="list-style-type: none"> • McCafé Barista Qualification (MBQ) <p>Qualification: NZC in Food & Beverage with strand in Café Service. – McDonald's Specific (Level 3)</p> <p>20 NZQA credits</p>	<p>CREW TRAINER</p> <p>I consistently and effectively provide guidance to fellow Crew to ensure outstanding delivery of QSC.</p> <ul style="list-style-type: none"> • Crew Trainer Development Program (CTDP) • Crew Trainer Workshop (CTW) 	<p>SHIFT SUPERVISOR</p> <p>I am an operations expert and lead others to deliver outstanding QSC at all times whilst running shifts.</p> <ul style="list-style-type: none"> • Leadership Transitions (LT) • Advancing Your Leadership (AYL) <p>Qualification: New Zealand Certificate in Food & Beverage Service. – Quick Service Restaurant Strand (Level 4)</p> <p>60 NZQA credits</p>		<p>DEPARTMENT MANAGER</p> <p>I deliver outstanding QSC every shift, with additional responsibilities in leading my department team.</p> <ul style="list-style-type: none"> • Developing The Leader In Me (DLM) • Product Quality Management (PQM) • Customer Experience Management (CEM) • People Performance Management (PPM) 	<p>RESTAURANT MANAGER</p> <p>I am the leader of the team, responsible for all aspects of the restaurant operations including sales, QSC, WPS, people and profit.</p> <ul style="list-style-type: none"> • Leading Great Restaurants (LGR) • Leading For The Future (LFTF) 	<p>CORPORATE OFFICE</p> <p>There are a number of opportunities to develop within our corporate office:</p> <ul style="list-style-type: none"> • Communications • Finance • Human Resources • Information Technology • Operations • Real Estate and Development • Supply Chain • Training • Workplace Safety 	<p>LEADERSHIP</p> <p>Opportunity to become a recognised business leader:</p> <ul style="list-style-type: none"> • Franchisee • Departmental and Business Functions Manager • Senior Leadership Team Roles • International Management Responsibilities
<p>Crew</p>			<p>Lead</p>	<p>Lead</p>		<p>Consult</p>	<p>Inspire</p>	

Learn while you earn

Welcome to your McDonald's work-based training programme.

What is work-based training?

You're participating in a work-based training programme as part of your employment with McDonalds. The Crew Certificate in Operations (CCO) programme offers a nationally recognised qualification that will be an asset for you while you're with McDonalds and beyond.

Your CCO training programme is a mix of theory and practical work, and as you work through it, you'll be developing new skills and knowledge you'll use on the job. You'll earn NZQA credits each time you complete part of your programme and once you've completed all requirements, you'll be awarded a qualification and receive a certificate.



What do I do next?

During your induction, your manager will complete the registration process with you. Your manager will send you an email or TXT, which is an online invitation to complete a training agreement and register yourself on the programme. You'll need a copy of your Driver Licence, Passport or Birth Certificate ready.

Where can I get help?

You're not doing this programme alone. If you need help, the first person to talk to is your Team Leader or Training Manager.

Congratulations on taking the next step in your career!



Crew training

From your very first day, you'll receive on the job training, supported by the team of Crew Trainers in your restaurant. Your training will involve a range of activities from completing online modules, watching videos and reading training material which are all designed to provide you with the right information at the right time.

More importantly though, you'll complete lots of hands-on training and as you practice and gain more experience, your crew trainers will verify your skill level. The goal is to have you trained on 3 different stations in your first 30 days and after that, you can learn all the other stations in the restaurant as you spend more time with us. Crew training is just one part of your learning and it works alongside your online training, the Welcome Shift and Restaurant Basics training.

Building your skill set

Did you know that Macca's can issue nationally recognised qualifications at different stages throughout your career?

Yes, we offer a range of qualifications through your development in Level Three and Four NZQA programmes.

Building a brighter New Zealand

When it comes to your development, there are loads of ways you can grow your skills within the organisation.

We like to say that if you have the appetite to succeed, Macca's has the opportunity you need.

We have multiple platforms that we use at McDonald's with Workplace and CAMPUS being the key platforms to access information and learning materials. Your manager is the best person to speak with if you are unsure of the options available.



Plenty of perks

MyBenefits

Aside from providing awesome career development opportunities, we offer some pretty great benefits too. Our MyBenefits programme gives you access to instant product discounts and cash-back offerings from more than 65 retailers (like JB HI FI, Countdown and Event Cinemas). Just log into Workplace, click on MyBenefits in the menu and start scoring rewards.

Check your restaurant's Meal Policy to see if you're eligible for a half price meal on your shift. All employees are eligible for 10% off Macca's anywhere in NZ. You can access your discount through the McDonald's App.

Say hello to MyBenefits

Save at these retailers and more:



The place where McDonald's people and their friends and family go for savings.



Let's get started

Link to Workplace can be found in the Knowledge Library.



Step
1

Log into ***Workplace*** and click on the ***MyBenefits*** link – you will be taken right into MyBenefits.



Step
2

Start saving by **ordering gift cards** at a reduced rate and use them in store or **earn Cashback** when you shop online. Plus, now you can use **Instant Vouchers** for selected retailers.



Step
3

Access MyBenefits from any device via Workplace and **start saving every time you shop.**



Gift cards:

For example, a \$300 Noel Leeming Gift Card will cost you just \$270 and better yet, Gift Cards arrive free via insured post.



Cashback:

Cashback works through MyBenefits and you'll get a percentage of what you spend back in your MyBenefits account, which you can spend on Gift Cards or move to your bank account.

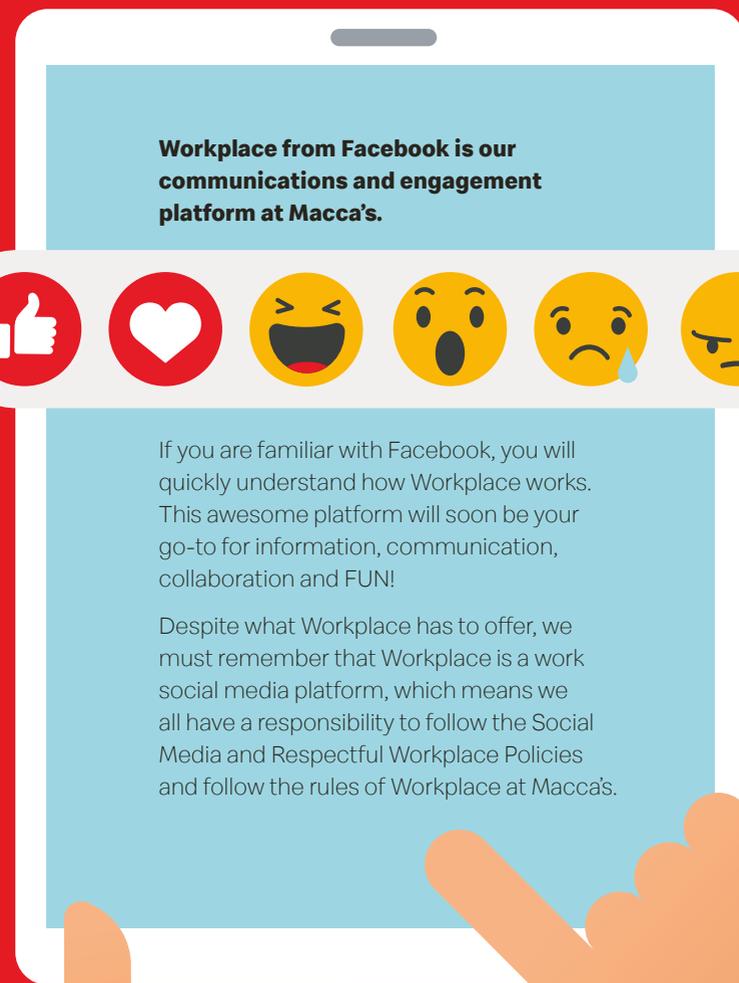
Workplace



Workplace from Facebook is our communications and engagement platform at Macca's.

If you are familiar with Facebook, you will quickly understand how Workplace works. This awesome platform will soon be your go-to for information, communication, collaboration and FUN!

Despite what Workplace has to offer, we must remember that Workplace is a work social media platform, which means we all have a responsibility to follow the Social Media and Respectful Workplace Policies and follow the rules of Workplace at Macca's.



Download the Workplace and Work Chat Apps



Go to the Apple App Store or Google Play Store and download the Workplace and Work Chat apps and login. "Allow" notifications so you can stay up to date with what's happening.



Personalise Your Profile

You do you! Upload a profile picture and cover photo, update your status and start following your friends. Be fun, be professional, but most of all – be you!

Meet the Macca's Fam!



Meet your Macca's fam by visiting the different groups you're now a part of. On the 'Welcome to Workplace' post on your restaurant page, comment a GIF that best describes you.

Knowledge Library



On a normal day, the Knowledge Library is where you'll find all the information you need to know about working at Macca's.

Go to People Resources section of the Knowledge Library to get started!

The McDonald's App



The McDonald's App is a great platform for our customers as it allows us to provide specialised offers to our customers and let them know our current promotions.

Along with these great features it also provides our Crew with the ability to have 10% off their purchases as their McDonald's app account shares the same email address as their McDonald's account.

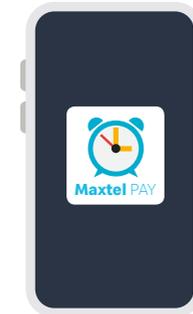
The vision for the McDonald's app is to bring a new level of everyday convenience and fun to our customers. The app can be downloaded on Apple and Android devices via the App Store or Google Play by searching "McDonald's".

After the customer completes their registration it enables them to receive offers and browse Macca's products right from their phone.



Scan QR code to download the Macca's App

Maxtel Pay



Scan QR code to download Maxtel Pay



All requests must be made through Maxtel Pay

1. Download the app through the App Store / Google Play to access Maxtel Pay through the web browser on your computer.
2. Enter your email address and click 'Lost Password'.
3. Follow the link in your inbox to reset your password.
4. Start using Maxtel Pay! Speak to your manager if you're having trouble accessing Maxtel Pay or if you have any questions.

Our workplace policy

Respectful Workplaces

It's our goal to provide employees with a positive work environment that enables them to deliver a great customer experience, every time. This means we're committed to providing a safe, healthy and respectful workplace that is free of bullying, harassment, discrimination and victimisation. We are all responsible for treating one another with respect.

Respectful Workplace Policy

The Respectful Workplace Policy communicates McDonald's expectations in regards to acceptable and unacceptable workplace behaviour.

As an employee of McDonald's, whilst at work and in connection with the business, you are expected to:

- ▶ behave in a responsible and professional manner
- ▶ treat others in the workplace with courtesy and respect
- ▶ listen and respond appropriately to the views and concerns of others
- ▶ be fair and honest in your dealings with others
- ▶ maintain confidentiality.

Allegations of bullying, cyber bullying, harassment, discrimination and victimisation will be treated seriously and will be investigated. Employees found to have engaged in unacceptable behaviours may be subject to disciplinary action up to and including termination of employment.

Employees should be aware that legal action against those responsible is a possibility, as bullying, harassment, discrimination and victimisation may also be against the law. McDonald's may also be vicariously liable for the actions of its employees.

To view a full copy of the Respectful Workplace Policy, please visit Workplace or speak with a manager. You will be taken through the Respectful Workplace Policy in more detail during your Welcome Shift.



What If It Happens To Me?

If you believe you're experiencing or witnessing unacceptable workplace behaviour such as bullying, harassment, discrimination or victimisation, you should refer to the processes described in the Respectful Workplace Policy or the IEA. The policy sets out both formal and informal options for the resolution of workplace issues.

For example:

Informal:

Discuss it with the person who is making you feel uncomfortable and ask them to stop. It may be that the other person is not aware that their behaviour is unacceptable, unwelcome or causing distress. If you do not feel comfortable approaching the person directly, you may wish to have someone approach them on your behalf, such as a manager, or you may wish to send a Personal Action Letter (PAL). Further information regarding PALs can be found on Workplace.

Formal:

If you're not comfortable pursuing the informal resolution process (for example because the complaint is of a particularly serious or sensitive nature) or have tried and it has not been successful, you may wish to make a formal complaint. Such a complaint should be provided in writing to your restaurant manager, operations consultant or franchisee. Further information on the complaint resolution process is contained in the Respectful Workplace Policy which is located on Workplace.

Open Door Policy

Our 'Open Door Policy' means your manager's door is always open if you need to chat.

If you have a workplace grievance or any questions about your employment, you're encouraged to discuss your concerns with the Restaurant Manager. If you're unable to resolve your issues after contacting the Restaurant Manager, please escalate your concerns with your Operations Consultant or Franchisee.

In the event you have followed these steps and your matter still remains unresolved, or you don't feel comfortable following the above process, please contact the Human Resources team at HRinNZ@nz.mcd.com





Staying safe online

Personal Relationship Policy

McDonald's encourages a friendly atmosphere amongst all employees at work. To avoid claims of favouritism or harassment, employees in the same restaurant should ensure that any personal friendships, partnerships and family associations between them do not impact upon their conduct at work, McDonald's, or the welfare of other employees, customers and suppliers.

Employees must disclose the nature of any relationship with any employee or supplier which may create a conflict of interest. This should be done in writing to the Restaurant Manager, Franchisee or Operations Consultant, so that appropriate working arrangements can be considered.

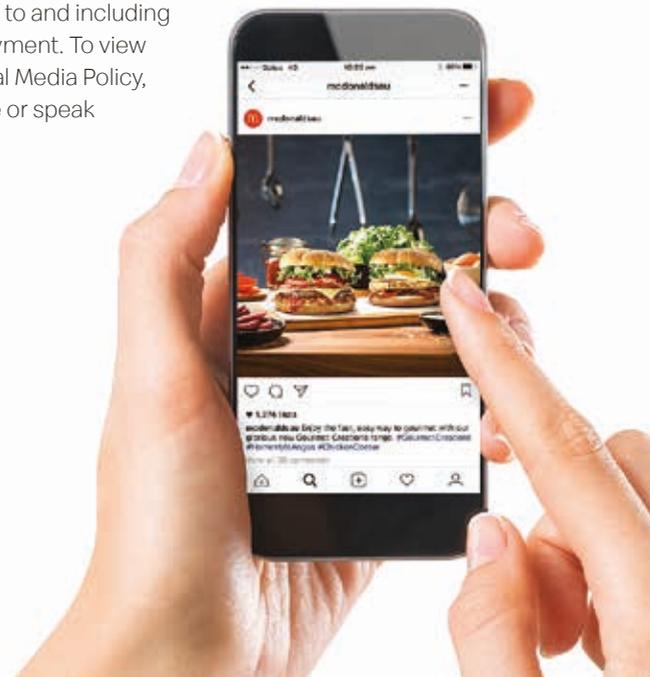
To view a full copy of the Personal Relationships Policy, please visit Workplace or speak with a Manager. You can also review the content in the Welcome to Macca's e-Learning module.

Social Media Policy

We always stick to our values when participating in online social media activity, and we expect all our employees, franchisees and suppliers to comply with our Social Media and Respectful Workplace Policies.

In order to protect the McDonald's brand, we do not use social media to undermine the goodwill, reputation, development and/or operation of McDonald's, our products, our services and our people. Additionally, employees must ensure that posts on social media comply with the Respectful Workplace Policy and do not bully, harass, discriminate or victimise other employees.

Any deviation from these commitments may result in disciplinary or other appropriate action, up to and including termination of employment. To view a full copy of the Social Media Policy, please visit Workplace or speak with your Manager.



Wellbeing at Macca's

We prioritise employee Wellbeing because we know that with better wellbeing we have improved engagement, fewer sick days, greater morale and high job satisfaction.

We promote the 5 Ways of Wellbeing in our restaurants as we want all employees to thrive in life and at work. You will see these themes throughout your career at Macca's as we promote wellbeing awareness, education and participation.

Connect  Talk & listen, be there, feel **connected**

Give  Your time, your words, your **presence**

Keep Learning  Embrace new experiences, see opportunities, **surprise yourself**

Be Active  Do what you can. **Enjoy what you do.**
Move your mood.

Take Notice  Remember the simple things that **give you joy**



**At McDonald's
we care about
our employees
and know
that they are
our greatest
assets.**

We're here for you



Your Employee Assistance Programme (EAP) is a professional and confidential service paid for by your employer. It is to assist you if you are experiencing any personal or work related difficulties. This service is provided by an independent company, EAP Services Limited, and their Professionals are all qualified, registered and highly experienced EAP specialists.

What kind of assistance does EAP provide?

EAP Services provides brief, solution focussed support, to help you deal with any difficulties you may be experiencing and to minimise their impact on your life. Discussions with your EAP Professional will be informal, friendly, and focussed on meeting your needs.

Why does your organisation have an EAP programme?

Wellbeing in the workplace means you are engaged, motivated, productive and successful, which links directly to your employer having happier staff and a positive workplace culture. Everyone benefits from a more vibrant work environment, opportunities for development and improved performance.

Our EAP professionals are all qualified, registered and highly experienced. We work in compliance with a professional code of ethics and EAP governance standards. As an independent company engaged by your organisation to provide external counselling services, we guarantee a genuine focus on meeting your needs.

How do I access EAP Services?

Appointments are available 7:30am – 7:30pm, Monday to Friday. In addition a number of EAP Services locations offer extended hours, including weekend support. For times when individual circumstances require an immediate response, a telephone service operates providing 24/7/365 support.

What about confidentiality?

EAP Services is completely independent of your organisation and no identifying information about you will be released without your written consent. Confidentiality is assured.

To arrange a confidential telephone, in-person, video or e-counselling appointment anytime, scan the QR code on the next page, visit www.eapservices.co.nz or call 0800 327 669.





EAP SERVICES MOBILE APP

EAP Services **EAPNOW** puts the power of your Wellbeing in your hands



MY BOOKINGS

Track your sessions (upcoming and completed) and request a new appointment.



MY EAP

Play our awareness video which provides information on your programme.



CONNECT ME

Connects to our free-phone email, connect to our website and (if needed) provides emergency services number (from their country location).



F.A.Q

Frequently Asked Questions and Answers about your EAP.



MY CHECK-UP

Self-test your wellbeing - from Financial wellbeing to Grit!

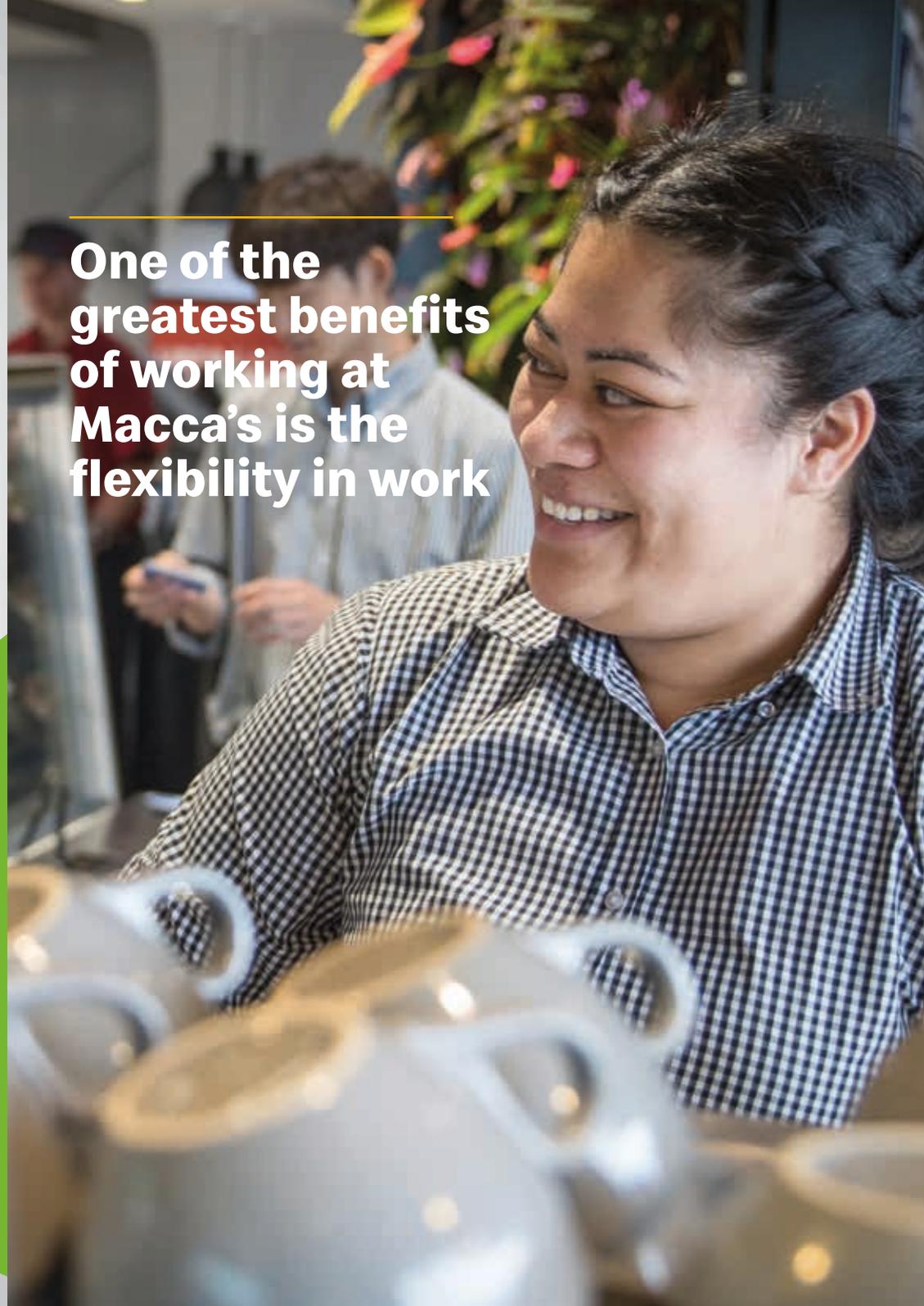


MY ACCOUNT

Change your email, change the country and enter your unique customers access code.
Wellbeing19-0821



One of the
greatest benefits
of working at
Macca's is the
flexibility in work



The freedom to flex

Rosters and pay

One of the greatest benefits of working at Macca's is the flexibility in work hours. By now you will have already set up Preferred Working Times (PWT) that allow you to fit in your school, family and outside activity commitments.

Your roster will be available on Maxtel Pay, at your restaurant and will normally be posted 12 days prior to the next work week. You are expected to work as rostered, unless excused by your restaurant management team.

The following rostering guidelines are also in place:

- ▶ Ordinarily, crew will not be asked to take a break within one hour of starting their shift.
- ▶ Every rostered shift will be at least three hours as outlined in the Individual Employment Agreement (IEA) or Collective Employment Agreement (CEA).
- ▶ Your rostered time to start should equal your clock in time, unless other agreed arrangements have been made.
- ▶ You should only clock out when you have completed your work.
- ▶ You will be paid for all hours worked including training sessions, crew meetings and communication sessions.

- ▶ You should only clock yourself in and out with the time clock system. You must not clock another employee in or out on their behalf.
- ▶ From time to time you may be requested to work an additional shift or you may be asked to work past your scheduled finish time. If you choose to come in for an additional shift you are guaranteed the minimum shift length.
- ▶ Working additional shifts or staying back is optional. Whilst we appreciate your help, we do not want you to feel pressured to do so.

School student rostering

Macca's recognises that school is very important. For this reason, if you're a student under 16 years of age, Macca's will not roster you before 6am or after 10pm.

Additionally, our flexible rostering system aims to enable employees to specify their Preferred Working Times (PWT) for work to suit their school, family and extra-curricular needs.

If you need time off

You can request time off through your restaurant's Leave Application book or the Maxtel App. If you need a particular day off, try to give your restaurant's scheduling manager at least two weeks' notice. Requests for days off will be honoured where possible and getting in early is your best bet.

If you're running late

Punctuality is extremely important for the team to work effectively. You should be in uniform, clocked in and ready for work at your rostered time. Turning up late not only affects restaurant operations, but it places unnecessary and unfair pressures on the team members who depend on you.

If you're running late, call your restaurant and let the team know. If you don't show up for your rostered shift, you not only affect our customers' experience, but you make things a little harder on your fellow crew. Ongoing punctuality problems may lead to disciplinary action.



If you're sick

If you're unwell, it is best not to come to work. Macca's is committed to ensuring a safe and healthy workplace and if you come to work unwell, there is a high risk of transferring bacteria to food or other employees and customers. If you're too sick to work, please call your restaurant at least two hours before your shift starts so we have time to find someone to fill your spot.

After 6 months of continuous service, you're entitled to 10 days of paid sick leave for each year thereafter. Unused sick leave of up to 15 days may be carried over to a maximum of 20 days in any year. You can also use your sick leave if your spouse or a dependent is sick or injured.

For absences of three calendar days or longer, you may be required to obtain a medical certificate at your own cost.

Where an employee fails to meet the requirements outlined above, their period of absence will be considered unauthorised and they will not be eligible for paid personal/carer's leave and it may lead to disciplinary action.





Macca's is committed to ensuring a safe and healthy workplace

2021/2022 Breaks guide

Total Hours Worked (including breaks i.e. scheduled hours)	Break Entitlement	Examples
Less than 2 hours	Nil	Employees not scheduled less than three unless for a meeting
2 hours or more but not more than 4 hours	One 15 minute paid drink break	11-3pm (4) get 15min 11-2pm (3) get 15min
More than 4 hours but not more than 6 hours	One 15 minute paid drink break and one unpaid 1/2 hour meal break	11-5pm (6) get 15min + 30min 1-5.30pm (4.5) get 15min + 30min
More than 6 hours but not more than 8 hours	Two 15 minute paid drink breaks and one unpaid 1/2 hour meal break	6pm-1am (7) get 15min + 30 min +15min 12-7.30pm (7.5) get 15min +30min +15min 12-8pm (8) get 15min + 30min + 15min
More than 8 hours	Repeat the above break entitlements as if the employee's work period had started at the end of the eighth hour	12-9pm (9) get 15min + 30min + 15min 12-10.30pm (10.5) 15min + 30min +15min + 15min



If you have any questions please contact your Restaurant Manager, Operations Consultant, or Franchisee in the first instance. Alternatively, contact the HR team at HRinNZ@nz.mcd.com

Breaks during shifts

It's acknowledged that best practice timing for rest and meal breaks would be in the order of 15-30-15. Operationally this is not always possible and therefore while managers will make best endeavours to provide breaks in this order, they can follow any flexible arrangement agreed between the employer and crew member as to when the crew member can take their breaks, however breaks should be spread evenly throughout the work period.

You need to make sure you clock yourself out when you start your break and clock yourself back in before you start working. Occasionally, you might not be able to take a break due to work demands and in these exceptional circumstances, you will be compensated. Refer to the IEA on Workplace or in your restaurant for more Information.

Pay

You will be paid weekly for all hours worked. Please refer to your Offer of Employment letter or to the Pay Rates Schedule on Workplace to find out your hourly wage rate.

You must ensure that you clock in and out at the start and the end of your shift and for any meal breaks that you take. A manager will show you how to do this on your first shift, but please ask if you have any questions.

A few do's & don'ts



Valuables

It's best if you don't bring valuable items to work as their safety cannot be guaranteed. Please store any personal items in a provided locker or ask your Manager to store them in the restaurant safe for the duration of your shift.

Alcohol and illegal substances

Macca's recognises that involvement with alcohol and illegal substances have negative effects on the safety, morale and performance of you and your team. For this reason, the sale, use, or possession of alcohol, or illegal substances when you are at work or on Macca's property is strictly prohibited.

In order to protect our employees, customers and the public from any harm, any employee at work, or on Macca's premises, who is found to be involved in the manufacture, distribution, possession, sale or use of alcohol/illegal substances, or is under the influence of alcohol or illegal substances, will be subject to disciplinary action, up to and including termination of employment.

Cash control

You will be required to sign a Cash Handling Policy, which will be explained by your restaurant manager during your restaurant orientation. The full policy is located on Workplace.

Some of the main points are:

- ▶ Always count your float before taking over your register;
- ▶ Only use the register assigned to you, do not let anyone else use your assigned register. Inform your manager if anyone has done so; and
- ▶ Notify a manager if you require a refund, if a customer leaves their change or if you're unsure of a register procedure.

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 and if you have a significant cash shortage, you will be notified and your cash register procedures will be reviewed. Failure to follow the Cash Policy may result in disciplinary action up to and including termination.

Giving away or receiving free food

Please don't give away or receive free food. To give away or discount food, or accepting food without payment is a serious offence, and a breach of restaurant policy that will lead to disciplinary action up to and including termination. If you need to replace food for a customer, check with your manager before doing so.





In addition, off-the-job use of alcohol, illegal drugs, misuse of legal drugs or drugs taken for non-medicinal purposes, can also adversely affect an employee's work performance or jeopardise their safety, the safety of other employees, business equipment, or could adversely affect public trust in the ability of Macca's to carry out its responsibilities. Use of alcohol and illegal drugs outside of work that impact work may also be cause for disciplinary action, up to and including termination.

Video surveillance

Most Macca's restaurants have continual and ongoing video surveillance in place. Your actions at work are recorded and video surveillance footage may be reviewed by management at any time and used as evidence during investigation of safety and security incidents and disciplinary proceedings.

Video cameras may appear as dark tinted domes on the ceiling or walls. If you have any questions regarding video surveillance in your restaurant, speak to a member of the management team.

Employee parking

Because of limited customer parking in most restaurants, please park in the areas designated by your management team.

No loitering

If you're rostered for a shift, please don't hang out in the crew room for more than 30 minutes either side of your shift. This is for your safety, security and the smooth running of the shift.

People lingering in the parking lot or suspiciously hanging out around the restaurant may be 'casing' the restaurant — observing the restaurant's procedures to determine the best time to commit a crime. If you see anyone suspicious, write down the vehicle license plate, description and notify your manager.





Smoking and Vaping Guidelines

1. Restaurant management may, at their discretion, elect to provide employees and contractors with a designated smoking area. In those circumstances, smoking and vaping outside of this designated area should not be permitted. Where possible, designated smoking and vaping areas should be established in locations which are not visible to our customers or the public. The designated area must be communicated to employees during their orientation so as to avoid confusion about where smoking and vaping is and is not permitted.
2. Employees and contractors should ensure that any smoking and vaping by-products (such as cigarette butts or matches) are extinguished properly and then disposed of in the correct place, such as any ashtray that may be provided or in a paper cup half filled with water. Cigarette butts should only be placed in garbage receptacles if they have been wet first to extinguish any embers.



3. Throughout their rostered shifts, employees shall be permitted to smoke and vape only during designated meal and drink breaks as directed by a Shift Manager. Any employee wishing to smoke or vape during these breaks should change out of their uniform, or if this is not reasonably practicable, should ensure that their uniform is covered so that identifying features and logos of the uniform are not visible to customers.
4. For restaurant employees, working overnight shifts, it may not be possible to smoke during breaks due to security reasons. Restaurants which operate drive-thru only overnight, staff should not leave the restaurant for their breaks.

If you require more information about McDonald's Smoke-Free and Vape-Free Workplace policy, please talk to your Restaurant Manager or Operations Consultant.

Go to 'Think Smart' for more information.



Dress to impress



Hair

Your hair must be clean and neat.

Hair longer than your collar must be tied back in a plait or bun.

Hair must be kept away from the face and should not be seen on the forehead.

You may be required to wear a hair net if involved in food preparation.

Where bright or fluorescent colours are dyed into hair, they must be completely concealed by your cap or visor whilst you are at work.

Jeans

Must be worn at the waist (not so low that we can see your underwear).

Must be hemmed appropriately, using the inner velcro to adjust the length (pants that are too long are a trip hazard). Pant cuff should touch the top of your shoe.

Belts must be in good condition with the tail tucked into the trouser loops.

Long pants must be worn.

Shirts

Must be clean, neatly pressed and in good condition.

Sleeves are not to be rolled up.

All shirts must be neatly tucked in at the waist.

Name badges must be worn on the left hand side of the shirt.



Cap/Visor

If a cap/visor is worn, hair should be tucked up underneath and away from your forehead.

Cap/visor must be worn by all Crew or Crew Trainers handling food.



Tattoos

Tattoos that could be considered offensive (featuring swearing, nudity, inflammatory comments and images etc) should be discretely covered by wearing a longer sleeve.



National garments and religious items

Garments worn to comply with religious requirements are acceptable as long as they do not pose an Occupational Health and Safety risk. Speak to your Restaurant Manager about this.



Facial hair

A clean shaven appearance is preferred.

Sideburns, goatees and moustaches are allowed but should be neatly trimmed.

Full beards kept for religious reasons need to be covered by face snoods, otherwise full beards are not allowed.



Cosmetics

Cosmetics are allowed, but they must be professional and in moderation.

Nail polish and false nails are not permitted due to food safety standards.

The wearing of temporary false eyelashes is not permitted (including stick on and extensions), unless medically prescribed.

The wearing of any other foreign objects are not permitted due to food safety standards.



Personal Hygiene

Personal hygiene is important and must be maintained, including:

Use of deodorant.

Regular washing of hands.

Keeping fingernails clean, trimmed and free of nail polish.

Fresh breath – smokers need to be particularly careful when speaking with customers.



Shoes & socks

We do not provide shoes or socks.

We strongly recommend you purchase shoes from one of our preferred providers who sell approved slip resistant sole shoes.
- Black socks are to be worn at all times.

If you choose to purchase shoes from another retailer, shoes must:

- Have a slip resistant sole (SRC rated).
- Be full black, leather, fully enclosed toe, and flat soled.
- Not be running shoes.



Apron: McCafé, Counter, Drive-thru, Back Area & Hostess Apron

Must be clean, neatly pressed and in good condition.



Jewellery and piercings

Due to food safety standards jewellery must be minimal and conservatively styled.

One set of small earrings is allowed (eg. studs). Dangling earrings are not permitted.

Other visible body piercings must not be worn during your shift.

Wedding and engagement rings are allowed but gloves must be worn to cover them if you are preparing food.



Note: The above dress code standards may be varied at the discretion of the Restaurant Manager/ Franchisee. You will be advised by your Restaurant Manager/ Franchisee of any variations that apply for your restaurant. If your appearance/uniform is not up to the required standard set out above and/or by your Restaurant Manager/Franchisee, you will not be permitted to clock in.

Keeping you super safe

A safe workplace for all

At McDonald's we're committed to creating an enjoyable and safe workplace for our staff and customers. Our Work Health Safety and Wellbeing Policy outline some key areas:

Work health safety and wellbeing policy

We manage risks to health and safety and prevent incidents by identifying and assessing workplace hazards, we aim to eliminate or minimise risks to health and safety, so far as is reasonably practicable.

At McDonald's our health, safety and wellbeing goal is:

To provide a work environment which gives the highest level of protection from physical and psychological risks and enables us to deliver a great customer experience and create everyday feel good moments.

Our policy is more than a statement of wanting to "be safe". It is a commitment to engage with stakeholders, to build relationships based on honesty, openness and a shared effort.

McDonald's welcomes over a million customers into our restaurants and we provide jobs for nearly ten thousand New Zealanders. For many, McDonald's will be their first employer and we aim to set a gold standard in health safety and wellbeing that will act as a benchmark for the rest of their career.



We take an uncompromising approach to our duty of care, and our leaders shall:

- ▶ Ensure the highest standard of due diligence, complying with health and safety legislation and regulations.
- ▶ Lead by example.
- ▶ Promote a firm position that no job is so important that we cannot take the time to do it safely, by supporting and promoting well-being.

Our people are instrumental in achieving a positive working environment and delivering a great customer experience and we commit to:

- ▶ Training and upskilling our people to work safely at every level.
- ▶ Consult with our people on health and safety issues and enable them to contribute to decisions that may affect them in the workplace, continuously encourage participation.
- ▶ Empower them to communicate openly, identify risks, and recommend ways of continuously improving health, safety, and wellbeing.
- ▶ Providing return to work programmes that encourage a timely return to work for injured staff members; and
- ▶ Providing an environment where people have the right to stop work if they believe the work cannot be done safely.



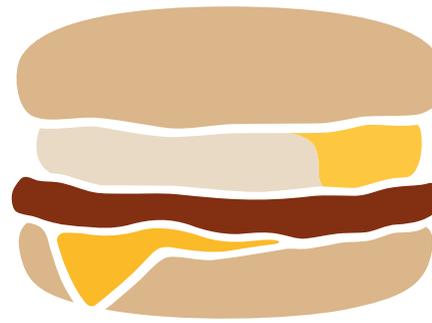
Employee responsibilities

All employees must:

- ▶ Assist Managers in implementing McDonald's safety policies and procedures
- ▶ Use the Hazard Log to identify and assess hazards
- ▶ Report all work related near misses, injuries and illnesses, unsafe acts or conditions, and don't forget about the Macca's Experience
- ▶ Tell a story on the Reporting Platform for incidents and risks
- ▶ Follow correct procedures and reasonable instructions including wearing Personal Protective Equipment (PPE) when instructed
- ▶ Look after themselves, each other and anyone else who may be affected by what they do or do not, while at work
- ▶ Not put other employees, customers, contractors or visitors at risk of injury or illness
- ▶ Not intentionally or recklessly interfere with or misuse equipment or any other items supplied at the workplace
- ▶ Read, understand and demonstrate at all times the specific responsibilities and accountabilities detailed.

Basic safety rules

- ▶ All crew members are required to complete the Safety Section of the Welcome to Macca's Orientation Module on Workplace and the Restaurant Basics Checklists before initial training begins
- ▶ Crew must not work any station unsupervised unless they have been trained and verified on that station
- ▶ Put away restaurant materials, equipment and tools properly, as soon as you've finished with them. Never leave them lying around where they could cause an incident/accident
- ▶ If you are performing a task that requires Personal Protection Equipment (PPE) ensure you are wearing it correctly
- ▶ Never fool around or play practical jokes as doing this can have dangerous consequences. You could seriously injure yourself or someone else
- ▶ Team members who have not been trained and verified on Litter Patrol using the Litter Patrol Plan in the Policies & Procedures Manual and the Customer Areas Station Observation Checklist, must not perform Litter Patrols unsupervised.



Other things you should remember are:

- ▶ Keep fingernails trimmed and clean
- ▶ Keep long hair pulled up and restrained under your hat

Adhesive strips

Don't touch or prepare food if you have cuts or sores on your hands. Any open cuts or wounds on hands or fingers must be covered with McDonald's approved Blue Adhesive Strip and a glove. If you come to work with a flesh coloured adhesive strip you should change it to a blue one prior to starting work.

Hazard management

For McDonald's, providing a safe workplace for all of its employees and customers is a priority. It is everybody's duty to work together to make our restaurants as safe as practicable. It is important to understand though that McDonald's restaurants are workplaces and like many workplaces you may be exposed to hazards.

A hazard is anything that can cause harm or damage to someone or something. At McDonald's, hazard icons are used to identify hazards. You will see hazard icons across our training materials, as well as on documents like the Planned Maintenance Cards. They provide an assessment of risk and can be used as a method of controlling hazards encountered in the day-to-day operation of the restaurant. If the hazard icon appears, it is important to pay attention and identify the hazard that may cause the injury.



⚠ Hot surfaces can cause burns so use caution around hot surfaces, follow correct procedures and wear PPE as directed.

⚠ Manual handling Lifting inappropriately can cause sprains, strains and other injuries. Follow the correct manual handling procedures as shown on the "Safe Lifting and Carrying" poster.

Hot fluids and steams can cause burns. Use caution with hot fluids and around bun steamers.

Electricity has the potential to cause life threatening injuries. Always check electrical equipment before using it. Follow electrical isolation procedures where necessary.

⚠ Slippery floors can cause falls with a variety of injuries such as sprains, cuts and bruises. Clean spills immediately and use a 'Wet Floor' sign if you see a wet floor. Wear appropriate footwear with good grip. If you are unsure if your footwear is correct, talk to your Manager.

⚠ Hot oil can cause burns so avoid contact and splashing of hot oil. Follow the correct procedures and wear PPE as prompted.

⚠ Chemicals can cause skin and various other health problems. Follow the instructions for the chemical and wear PPE as directed. The KAY Chemical Flipchart will be available in the Restaurant as an easy guide on How to Use all Chemicals with a First Aid Chart at the back in case of an emergency.

- ⚠ Compressed gas/air/liquid can cause various injuries such as asphyxiation. Never inhale gases. Always follow procedures when working with compressed substances.
- ⚠ Sharp objects and surfaces can cause cuts and lacerations. Always follow procedures and wear PPE as directed.
- ⚠ Syringes and body fluids can cause various health problems. Make sure you can see where you are reaching and follow procedures for dealing with syringes and body fluids. If you do come across a syringe or a needle, do not touch and inform your Manager immediately.
- ⚠ Moving parts within machinery can cause injuries such as crushing and lacerations. Follow procedures and always keep limbs well away from moving parts.
- ⚠ Moving vehicles can cause a range of serious injuries. Always follow procedures. Look carefully before entering an area with moving vehicles and wear a high visibility vest when working outside or running a parked car order.
- ⚠ Further instructions on particular hazards can be found in the Operations & Training Manual, training material, or ask your manager or Crew Trainer.

**If you're not
sure or it doesn't
look right; ASK!
Don't risk it.**



Risk assessment

McDonald's has a number of tools available to assess the level of risk. These tools include the Reporting Platform and resources that can be found on Workplace.

Hazard control

How do we control hazards in the restaurant?

- ▶ Follow all procedures
- ▶ Follow all training instructions in the Crew Development Program (CDP)
- ▶ Maintain all equipment in good order – daily cleaning & Planned Maintenance Cards
- ▶ Never try to perform work you haven't been trained to do
- ▶ Wear all required PPE
- ▶ Report all hazards



Incident reporting

An incident is any event that resulted in or could have resulted in an injury or illness to an employee, contractor, visitor or customer at McDonald's or whilst undertaking work on behalf of McDonald's.

While we do all we can to minimise hazards, sometimes incidents do occur. If an incident does happen, immediately report it to the Shift Manager and record on the Reporting Platform. This needs to be reviewed on the Reporting Platform by the Restaurant Manager.

Injury management

If you suffer a work-related injury or illness you must immediately inform a member of your restaurant's management team. They will arrange first aid and if required, medical attention. This needs to be documented on PeopleSafe by the Manager or Crew person. If you seek medical attention you are required to provide a medical certificate from your doctor.

An early return to work by an injured/ill worker is a normal practice and expectation of all employees. If you are unable to return to your normal duties, where appropriate a Return to Work Plan will be prepared by your Restaurant Manager in consultation with a doctor. Every effort will be made by your Restaurant Manager to provide you with suitable / alternative duties during your recovery.

If you're not sure or it doesn't look right; ASK! Don't risk it.

Reporting Platform

LEARN
FROM SHARING

Stories

Tell your risky stories so everyone can learn from them

Use PeopleSafe to Tell Your Story

peoplesafe.co.nz

(If you need or forget your PeopleSafe login talk to your boss)

The safety squad

To make our workplaces safer it is crucial that those involved in the everyday tasks have a hand in developing and applying the solutions. Safety Squads do exactly that. The squad meets regularly and a summary of the minutes are posted on your noticeboard.

The Safety Squad helps to keep your workplace safer by completing the following roles/responsibilities:

- ▶ Discussing issues raised by you or other team members and giving feedback to crew at Crew Meetings
- ▶ Reviewing hazards reported on the Reporting Platform and, if necessary, giving feedback to management about controlling hazards and signing the Hazard Log once satisfied
- ▶ Reviewing any accidents or incidents that have occurred and if they think it is necessary, giving feedback to management about ways of preventing recurrences
- ▶ Completing Risk Assessments
- ▶ Reviewing Safety Information that may come from Head Office (Safety Alerts, memos and quarterly Safety Theme)
- ▶ Completing the Safety Inspection Checklist regularly
- ▶ Generating ideas for improving health and safety
- ▶ Providing feedback to management about suggested changes in the restaurant which may impact on Workplace Safety
- ▶ Encouraging all employees to report all hazards and suggest safety improvements
- ▶ Engaging with other crew members in 'safety conversations' to reinforce safe work practices and behaviours.

Safety is an item on the agenda of Crew and Managers Meetings and is discussed at Communication (Rap) Sessions. The Safety Squad always needs people with new ideas on how to improve Workplace Safety. If you are interested in joining the Safety Squad please contact your Restaurant Manager.

Emergency response

Refer to the Emergency Procedures Flip chart for specific action required for different types of emergencies, e.g. fire, flood, earthquake, cyclones, gas leak, bomb threat, etc.

In the case of fire:

- ▶ Call out for the manager immediately
- ▶ Obey all instructions given by the Manager and ring the Fire Brigade on '111' if necessary
- ▶ Alert crew, managers and customers in the vicinity of the fire
- ▶ Do not shout "FIRE" as it may cause panic.

In the case of serious injury:

- ▶ Do not move the injured person
- ▶ Call the Shift Manager who is first aid qualified
- ▶ Give assistance where possible

Emergency procedures

If you are directed by the Manager to evacuate the building, due to an emergency or other situation such as a blackout:



Prepare

- ▶ Know where your restaurant's emergency exits are located

Evacuate

- ▶ When instructed by the manager, leave by the nearest exist
- ▶ Assist customers where required
- ▶ Keep calm – don't run
- ▶ Do not try to get personal belongings

Assemble

- ▶ Go directly to the restaurant's assembly point
- ▶ Stay in the group so Managers can ensure no one is missing or still inside
- ▶ Do not attempt to re-enter the restaurant until the manager or Fire Brigade gives authorisation. Refer to your restaurant's Emergency Evacuation Plan.

Security

Workplace Violence and Harassment

- ▶ Verbal abuse either in person or over the phone
- ▶ Written abuse
- ▶ Discrimination
- ▶ Physical or sexual assault
- ▶ Armed robbery
- ▶ Malicious damage

Violent incidents and your safety

A violent incident occurs when someone is threatened or physically assaulted at work by a customer or visitor. Despite preventative measures, violent incidents can and do occur at the workplace. All workplace violence and harassment issues must be reported to the shift manager, recorded on the Reporting Platform.



Here are some general guidelines you should follow when dealing with an angry and/or violent customer;

- ▶ Remember, your safety is always the number one priority
- ▶ Listen: Stay calm and listen to the customer
- ▶ Be understanding: Understand the problem from the customer's perspective (empathy). Be courteous and patient.
- ▶ Think of a solution: Solve the problem if you can or politely tell the customer that you will get a Manager to help with the situation (or ask a co-worker to get a Manager)
- ▶ Record details: Record details after the incident. The Restaurant Manager will ensure post incident support is provided as required.

Escape room

Each restaurant has an escape room and you will be given an orientation of where the escape room is and what procedure to follow in the unlikely event of a security incident occurring.

Panic alarms / Pendants

Throughout each restaurant there are panic alarms at customer service points (drive through / counter) and there are also alarm pendants which enable you to activate the alarm from anywhere in the restaurant. Your crew trainer will give you more information as a part of the security induction component of your orientation. Complete the Workplace Violence Prevention eModule for Crew on CAMPUS. If you have difficulty locating this, please speak with your Manager.



To make our workplaces safer it is crucial that those involved in the everyday tasks have a hand in developing and applying the solutions.



Security policies & procedures

Know the rules

It is very important to follow security procedures at all times, especially when opening and closing the restaurant to ensure the safety of yourself and other team members.

No loitering

- ▶ Who's hanging around? People lingering in the parking lot or suspiciously hanging out around the restaurant may be 'casing' the restaurant – observing the restaurant's procedures to determine the best time to commit a crime.
- ▶ If you see anyone suspicious, write down the person's license plate and description, then notify your manager.

Door Security

- ▶ The back door is not to be opened between sunset and sunrise, and never used for normal entry or exit from the restaurant. A manager should be present whenever the back door is opened.
- ▶ The back door must be closed securely during the day, the alarm activated and kept closed and locked.
- ▶ Never open doors that lead to the exterior of the restaurant while the restaurant is closed to the public.

- ▶ Corral gates and delivery hatches must be closed and secured at all times.
- ▶ Keep the drive thru window closed and locked when there are no cars in drive thru and during quiet periods.

Employees only

- ▶ Extra people cause confusion, distracted employees give criminals opportunity. Don't go behind the counter if you're not working, and don't invite friends back there.
- ▶ If someone you don't recognise wants to enter the kitchen, ask to see a company picture ID badge. If the person can't show you one, get your manager. A McDonald's business card is NOT acceptable.

Personal Security

- ▶ Car Parking. If your shift ends after 7.00pm, please park your car in the area designated by the Restaurant Manager.

Security and money procedures are confidential. For example, if someone asks you how and/or when cash collections are made to the restaurant, or where made-up cash drawers are stored, say you don't know. Then tell your manager what happened. If you have any questions about safety or security, speak to your manager.

Jargon buster

Some of our terminology is unique to Macca's. It may all sound a bit overwhelming at first, but to help you through we have put together this 'jargon buster'.

Term	That's Macca's For..
4:1	Meat patty for Quarter Pounder
10:1	Meat patty for Big Mac and Cheeseburger
ABS	Automatic Beverage System
AMH	Anti-microbial hand wash used to wash hands before handling food
APSC	All Purpose Super Cleaner used for various cleaning jobs around the restaurant
Cage	Storage area for dry stock
CAYG	Clean As You Go
COD	Customer Order Display – Speaker box in Drive Thru
Combo	Shake and Sundae Machine
Cutback	The cleaning product and method used for cleaning the stainless steel, sometimes referred to as white powder
Dangology	The art of dangling a completed Drive Thru order 'out of the window' encouraging the driver to receive their order
DMB	Digital Menu Boards – Menu boards at the front counter and in Drive Thru that have digital screens
FIFO	First in, First out, which refers to the method used to ensure stock that was delivered first is used first – sometimes referred to as rotation
Franchise	A business opportunity that allows a person to start a business by legally using someone else's business expertise, ideas, and processes.
Franchisee	A person or business that holds an approved licence to conduct an activity such as operate a business
Franke	Arch Fry Racker which dispenses frozen fries into baskets
FSB	Frozen Sparkling Beverage – The front counter equipment that produces our tasty frozen drinks
Grill Slip	If a customer orders a burger that is not standard, for example a Big Mac with no sauce it's called a grill order. A grill slip prints in the kitchen to let them know to prepare the order

Term	That's Macca's For..
Group Handle	When a customer orders from our McCafé, our specially trained Baristas will use a Group Handle Coffee Machine to create a delicious cup of coffee
Headset	A device used for taking orders through the Drive Thru
HLZ	Heated Landing Zone where boxed and wrapped food is placed for front counter crew to serve in Made for You restaurants
Juggler	A piece of equipment found in McCafé that dispenses milk in preferred quantities rather than manually pouring from the carton
KVS	Kitchen Video System – Displays burgers and orders
Made For You	Method of preparing food where each item is assembled as it is ordered. Not all restaurants use the Made for You method
McOpCo	Restaurants that are owned by McDonald's
Workplace	Our online employee system which provides details on pay, rosters, communication, resources, learning, policies and more
OAT	Order Assembly Table - This is where boxed and wrapped burgers/McNuggets etc. are placed ready for Service Crew to get and serve to a customer
OPS	Operational Procedure Sheet during training to explain station procedures
Patty	A chicken or meat patty that goes into the burgers
PLS	Production Level System
PPE	Personal protective equipment provided to protect you when performing some tasks e.g. wash-up or filtering of vats
QSC&V	Quality, Service, Cleanliness and Value. Four critical areas we are famous for which you will learn about as you progress through your training
RTO	Rapid Turnover Monitor – This is the screen that is on either side of the grills and tell the grill person what they need to cook
SPW	Shift Positioning Workbook used to list which station each person on shift will be working on
Station	Refers to the area you will be working on. For example you could be working on grill station
STA	Station Training App - A digital training tool used by Crew Trainers and Managers to complete the training and verification of Crew on each station in the restaurant
Suppliers	Various businesses that provide supplies to the restaurants like the beef patties, straws and McHappy toys
The Line	The work station that runs down the centre of the kitchen where products are assembled
TLC	Think like a customer
UHC	Universal Holding Cabinet used to hold cooked products such as Chicken Nuggets before they are boxed and served
Walk-in	Main fridge and freezer

FAQs



When do I first get paid?

You will get paid for the hours that you work for your first shift. Following this initial payment you will be paid on a weekly basis for all hours worked. You should confirm with your restaurant what your normal pay day is, and where you can access your payslip. Most restaurants pay on a Wednesday.

How do I read my payslip?

You can access your payslip through the Maxtel Pay App. If you need guidance, speak to your Restaurant Manager.

Will I get a uniform?

You will receive your uniform at your orientation in your Welcome Pack. Take it home and try it on and let your Manager know if there are issues with size, so they can change it before your first shift.

What do I bring to work?

Once you have your McDonald's uniform bring yourself in full uniform ready to help your team and customers, and that's it!

Where do I go on day one?

On your first rostered shift head to the restaurant's front counter and let them know that it's your first shift. They will then get the Manager and your shift begins.

► **When will I have my first shift?**

You should have your first shift within 14 days of your Orientation. If this doesn't happen, we suggest you speak with your Restaurant Manager to understand when your first shift will be. To view your roster, simply login to Workplace or the Maxtel App.

► **Can I bring my own food to work?**

Yes. It is not compulsory for you to eat McDonald's food when you're working, so you can bring food from home. Speak to your Manager about where you can store your food, whilst on shift.

► **What discounts do I get on Macca's food when I'm working?**

You can receive one meal at 50% off either 30 minutes before your shift, 30 minutes after your shift or during a rostered break (if applicable). All other times the 10% Workplace discount applies at any restaurant. Refer to the Meal Policy or speak with your Restaurant Manager to find out if you are eligible.



We love hearing from you

Once a year Macca's issues a survey called the '#myOpinions Survey', which is accessible via the Workplace homepage. The Opinion Survey is a short survey that allows McDonald's to measure how enjoyable it is to work at your restaurant. The survey contains 27 questions and takes about 5 minutes to complete. The survey will ask for your thoughts and feedback on certain aspects of working at McDonald's. This is your opportunity to provide feedback to help build a better working environment for you and your team.

Of course this is not the only avenue you have to provide feedback. We mentioned earlier that in Workplace there is the 'Feedback' option that you can use, if you have ideas of what can be improved in the restaurant, a menu idea or a better way of working we want to hear about it. Your management team are always available for feedback too. That's why we have the 'Open Door Policy'. Your feedback is gold as you are in the front line representing Macca's and getting your hands dirty in the day to day of the restaurant. Never be afraid to speak up and share your ideas. We want you to be bold!

Notice boards in the restaurant are used to post announcements such as safety requirements and updated procedures. Remember, these are for everyone to review so please don't alter or remove them. Make a point of checking the notice board regularly so you don't miss out on any of this important info!

Crew meetings are your management team's chance to tell you about many of the interesting things going on in your restaurant and across the Company. The management team may also use the meeting to address policies or new menu options. We encourage you to get involved in these meetings and talk up, so you can share learnings and support the team.



